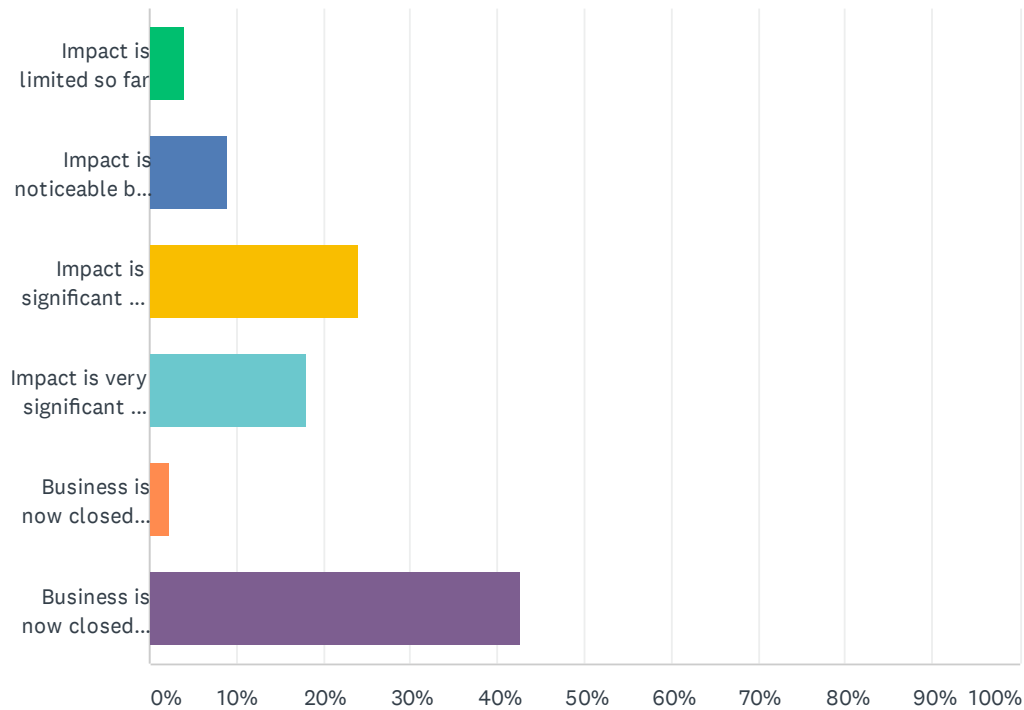


## Q1 Which of the following best describes the impact of COVID-19 on your business right now?

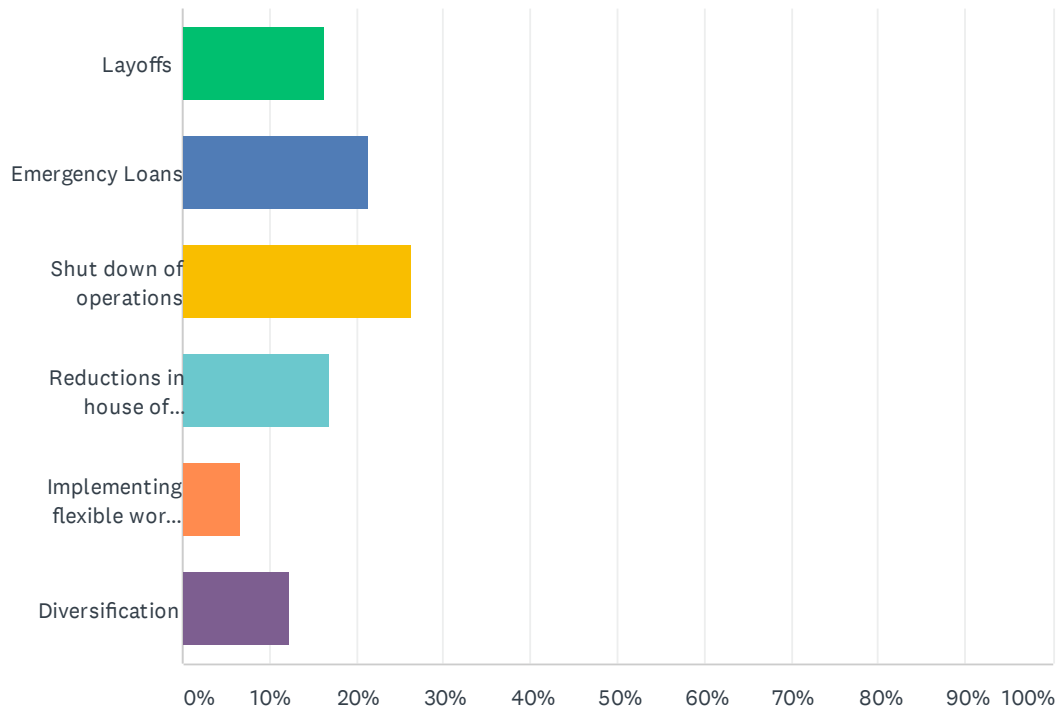
Answered: 178 Skipped: 0



| ANSWER CHOICES                                | RESPONSES |     |
|-----------------------------------------------|-----------|-----|
| Impact is limited so far                      | 3.93%     | 7   |
| Impact is noticeable but not significant      | 8.99%     | 16  |
| Impact is significant and steadily increasing | 24.16%    | 43  |
| Impact is very significant and growing fast   | 17.98%    | 32  |
| Business is now closed permanently            | 2.25%     | 4   |
| Business is now closed temporarily            | 42.70%    | 76  |
| TOTAL                                         |           | 178 |

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

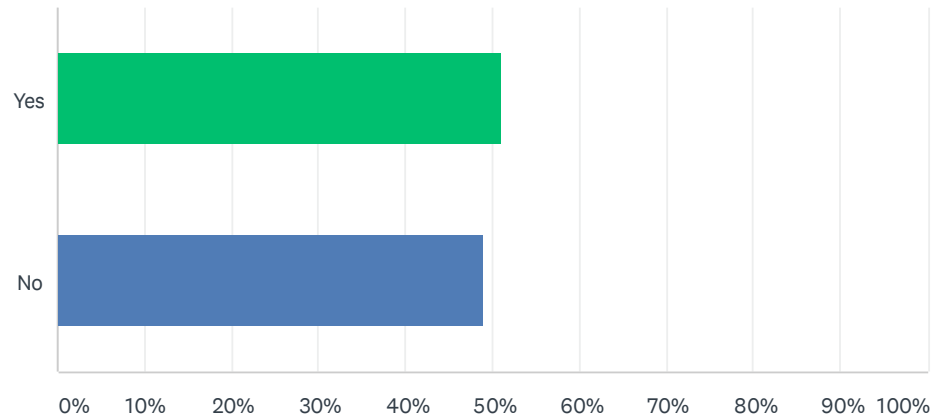
Answered: 178 Skipped: 0



| ANSWER CHOICES                                          | RESPONSES |     |
|---------------------------------------------------------|-----------|-----|
| Layoffs                                                 | 16.29%    | 29  |
| Emergency Loans                                         | 21.35%    | 38  |
| Shut down of operations                                 | 26.40%    | 47  |
| Reductions in house of operations/productions           | 16.85%    | 30  |
| Implementing flexible work hours/work from home options | 6.74%     | 12  |
| Diversification                                         | 12.36%    | 22  |
| TOTAL                                                   |           | 178 |

### Q3 Have you accessed any government support?

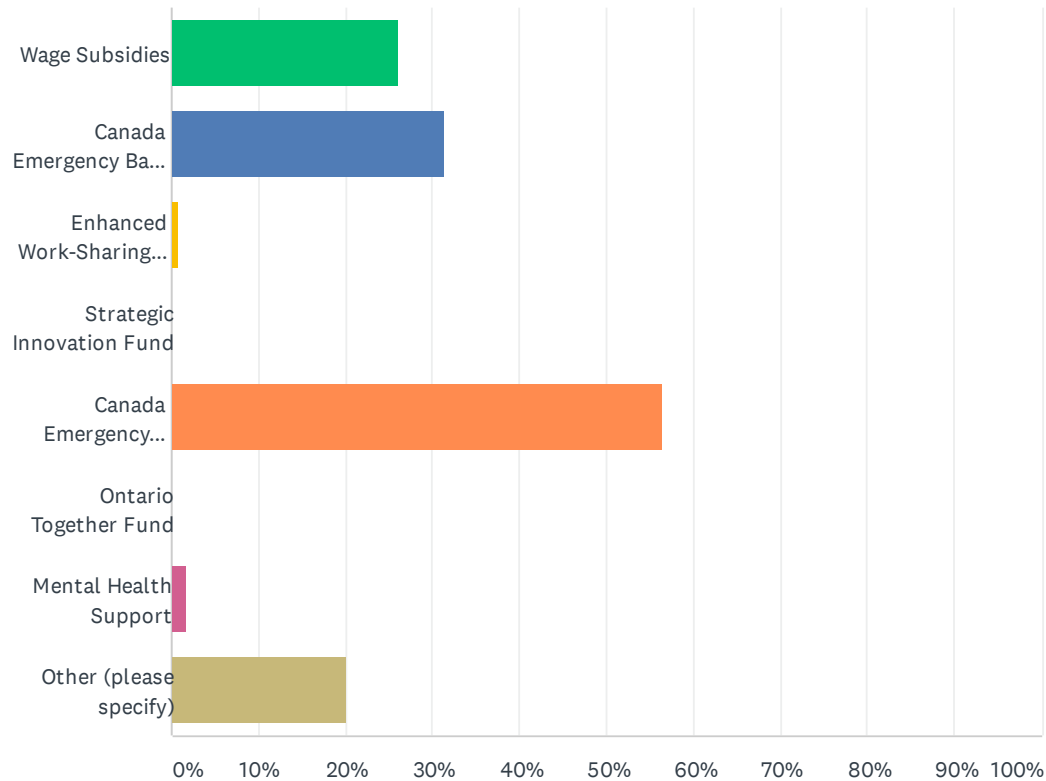
Answered: 178 Skipped: 0



| ANSWER CHOICES | RESPONSES |     |
|----------------|-----------|-----|
| Yes            | 51.12%    | 91  |
| No             | 48.88%    | 87  |
| TOTAL          |           | 178 |

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

Answered: 115 Skipped: 63

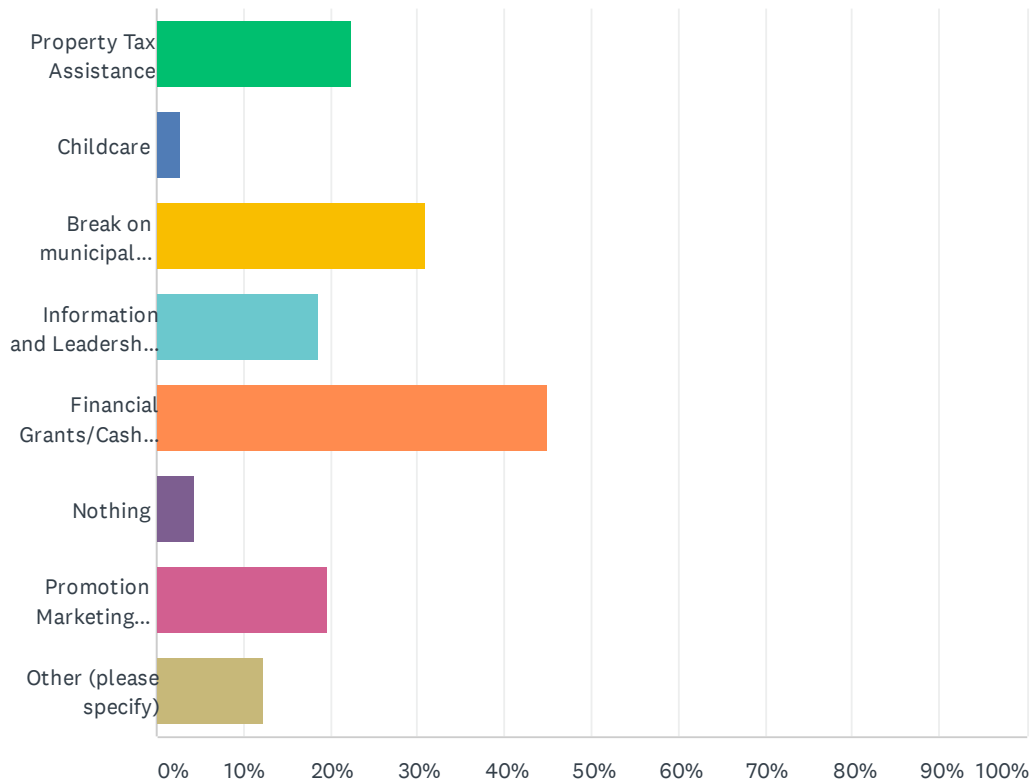


| ANSWER CHOICES                    | RESPONSES |    |
|-----------------------------------|-----------|----|
| Wage Subsidies                    | 26.09%    | 30 |
| Canada Emergency Bank Account     | 31.30%    | 36 |
| Enhanced Work-Sharing Program     | 0.87%     | 1  |
| Strategic Innovation Fund         | 0.00%     | 0  |
| Canada Emergency Response Benefit | 56.52%    | 65 |
| Ontario Together Fund             | 0.00%     | 0  |
| Mental Health Support             | 1.74%     | 2  |
| Other (please specify)            | 20.00%    | 23 |
| Total Respondents: 115            |           |    |

| #  | OTHER (PLEASE SPECIFY)                                                                                  | DATE               |
|----|---------------------------------------------------------------------------------------------------------|--------------------|
| 1  | None                                                                                                    | 4/29/2020 4:19 PM  |
| 2  | Small business loan                                                                                     | 4/29/2020 3:16 PM  |
| 3  | None                                                                                                    | 4/28/2020 11:48 AM |
| 4  | we are looking at others, but are in the process of applying 1                                          | 4/20/2020 10:54 AM |
| 5  | none yet                                                                                                | 4/20/2020 10:41 AM |
| 6  | none                                                                                                    | 4/20/2020 8:41 AM  |
| 7  | Small business loan                                                                                     | 4/18/2020 12:40 PM |
| 8  | not eligible                                                                                            | 4/18/2020 12:01 PM |
| 9  | None                                                                                                    | 4/16/2020 9:32 PM  |
| 10 | None                                                                                                    | 4/16/2020 5:23 PM  |
| 11 | None                                                                                                    | 4/16/2020 4:37 PM  |
| 12 | None                                                                                                    | 4/16/2020 12:51 PM |
| 13 | We have never had any funding.                                                                          | 4/16/2020 11:16 AM |
| 14 | support for single proprietorships without staff                                                        | 4/16/2020 8:24 AM  |
| 15 | none                                                                                                    | 4/15/2020 11:16 PM |
| 16 | NA                                                                                                      | 4/15/2020 10:30 PM |
| 17 | Student summer jobs                                                                                     | 4/15/2020 10:10 PM |
| 18 | Staff will access CERB personally.                                                                      | 4/15/2020 9:07 PM  |
| 19 | I haven't found anything I qualify for yet.                                                             | 4/15/2020 7:39 PM  |
| 20 | I have applied for the above just yesterday & will for the wage subsidy once the procedure is clarified | 4/15/2020 2:50 PM  |
| 21 | seasonal operation - not eligible at this time                                                          | 4/15/2020 2:39 PM  |
| 22 | None available                                                                                          | 4/14/2020 5:43 PM  |
| 23 | None                                                                                                    | 4/14/2020 4:53 PM  |

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

Answered: 178 Skipped: 0



| ANSWER CHOICES                                              | RESPONSES |    |
|-------------------------------------------------------------|-----------|----|
| Property Tax Assistance                                     | 22.47%    | 40 |
| Childcare                                                   | 2.81%     | 5  |
| Break on municipal charges and utilities                    | 30.90%    | 55 |
| Information and Leadership (updates on initiatives)         | 18.54%    | 33 |
| Financial Grants/Cash Flow/Emergency Funds                  | 44.94%    | 80 |
| Nothing                                                     | 4.49%     | 8  |
| Promotion Marketing Assistance (During and After COVID -19) | 19.66%    | 35 |
| Other (please specify)                                      | 12.36%    | 22 |
| Total Respondents: 178                                      |           |    |

| #  | OTHER (PLEASE SPECIFY)                                                                                                                                                                                                                                                       | DATE               |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | Open up the province                                                                                                                                                                                                                                                         | 4/29/2020 4:19 PM  |
| 2  | to open because some business are deemed essential and i serve more than them IE: Bicycles are essential? Stereos are essential BUT this store does it all and supports low income                                                                                           | 4/25/2020 9:02 AM  |
| 3  | tax break,on land not being able to use,                                                                                                                                                                                                                                     | 4/24/2020 10:04 AM |
| 4  | rent relief                                                                                                                                                                                                                                                                  | 4/17/2020 7:48 AM  |
| 5  | Removal of the 5,000 baseline income for last year                                                                                                                                                                                                                           | 4/17/2020 7:32 AM  |
| 6  | Access to theatre space                                                                                                                                                                                                                                                      | 4/17/2020 12:03 AM |
| 7  | We are a roofing company in Elgin County and when we call the hotline provider we can't get straight answers as to what exactly we are allowed to Do in certain roof emergencies as we want to follow precautions and do our part and we also have to service our customers. | 4/16/2020 10:25 PM |
| 8  | Ability to continue construction on my project, safely, some construction is allowed to continue, mine is not                                                                                                                                                                | 4/16/2020 5:23 PM  |
| 9  | How to modify for vivid 19                                                                                                                                                                                                                                                   | 4/16/2020 4:37 PM  |
| 10 | Commercial rent                                                                                                                                                                                                                                                              | 4/16/2020 4:17 PM  |
| 11 | Support for non profit grassroots organizations                                                                                                                                                                                                                              | 4/16/2020 3:38 PM  |
| 12 | Get the country orking again. Get a vaccine and test kits out to EVERYONE.The negative people should go back to work and school the positive only to stay home . this is ridiculouse, making all the negative people stay away from workl                                    | 4/16/2020 1:55 PM  |
| 13 | I need access to childcare for my employees.They are still working                                                                                                                                                                                                           | 4/16/2020 1:48 PM  |
| 14 | Not sure                                                                                                                                                                                                                                                                     | 4/16/2020 10:51 AM |
| 15 | a quick and easy acceptance of our farm site plan, remove any time barriers for future growth for when virus free time comes, then we can make up lost ground.                                                                                                               | 4/15/2020 8:18 PM  |
| 16 | Rent and utility assistance                                                                                                                                                                                                                                                  | 4/15/2020 7:34 PM  |
| 17 | Freeze if business and BIA taxes for five years                                                                                                                                                                                                                              | 4/15/2020 3:06 PM  |
| 18 | CEBA - remove minimum 50K payroll criteria from accessing 40K interest free loan                                                                                                                                                                                             | 4/15/2020 3:03 PM  |
| 19 | Nothing right now ..but maybe later                                                                                                                                                                                                                                          | 4/15/2020 2:31 PM  |
| 20 | To align with the other provinces and deem our business essential                                                                                                                                                                                                            | 4/14/2020 9:25 PM  |
| 21 | Be able to operate                                                                                                                                                                                                                                                           | 4/14/2020 7:11 PM  |
| 22 | Some support on advertising for all businesses that when it is appropriate to do so that business is certainly open                                                                                                                                                          | 4/14/2020 6:02 PM  |

## Q6 Beyond what has already been announced, what do you need from the provincial and federal governments?

Answered: 119   Skipped: 59

| #  | RESPONSES                                                                                                                                                                                                                                                                                                                                                                                               | DATE               |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | That vaccination remain an individual's choice.                                                                                                                                                                                                                                                                                                                                                         | 5/1/2020 8:54 AM   |
| 2  | Restrictions lifted                                                                                                                                                                                                                                                                                                                                                                                     | 4/29/2020 4:19 PM  |
| 3  | Lower Property tax could be really be a benefit in this region.                                                                                                                                                                                                                                                                                                                                         | 4/29/2020 3:16 PM  |
| 4  | Open the economy fully                                                                                                                                                                                                                                                                                                                                                                                  | 4/29/2020 2:32 PM  |
| 5  | Tax deferral or forgiveness                                                                                                                                                                                                                                                                                                                                                                             | 4/29/2020 11:33 AM |
| 6  | Nothing                                                                                                                                                                                                                                                                                                                                                                                                 | 4/28/2020 11:48 AM |
| 7  | Government grants.                                                                                                                                                                                                                                                                                                                                                                                      | 4/27/2020 7:19 PM  |
| 8  | GET BUSINESS BACK OPEN!!!!!! I don't want to take out more loans. I've already lost \$15 0000 of our personal savings. Please follow suit of other provinces and get kids back to school and my business open!!!!!!                                                                                                                                                                                     | 4/27/2020 2:09 PM  |
| 9  | not sure. Will have to wait and see the post-covid-19 impact.                                                                                                                                                                                                                                                                                                                                           | 4/25/2020 8:53 PM  |
| 10 | Not sure                                                                                                                                                                                                                                                                                                                                                                                                | 4/25/2020 8:36 PM  |
| 11 | to open                                                                                                                                                                                                                                                                                                                                                                                                 | 4/25/2020 9:02 AM  |
| 12 | they need to provide a toolkit for businesses to get operational safely. masks, touch less thermometers, equipment for mass disinfecting.                                                                                                                                                                                                                                                               | 4/24/2020 1:18 PM  |
| 13 | land tax exemption                                                                                                                                                                                                                                                                                                                                                                                      | 4/24/2020 10:04 AM |
| 14 | I would like to see grants which makes it interesting to invest when business is back to normal                                                                                                                                                                                                                                                                                                         | 4/22/2020 12:34 PM |
| 15 | With everyone touched financially by this Banks are still getting all their money. A relief on your mortgage but the interest is added after the time of the relief. Seems wrong!                                                                                                                                                                                                                       | 4/22/2020 8:25 AM  |
| 16 | Leadership                                                                                                                                                                                                                                                                                                                                                                                              | 4/22/2020 7:46 AM  |
| 17 | Grant money not loans I am a same business and can't afford loans                                                                                                                                                                                                                                                                                                                                       | 4/21/2020 9:15 PM  |
| 18 | Commercial rent subsidy. Grants rather than deferrals. Breaks on payables like employee deductions.                                                                                                                                                                                                                                                                                                     | 4/21/2020 8:00 PM  |
| 19 | Open the business market up slowing                                                                                                                                                                                                                                                                                                                                                                     | 4/21/2020 7:44 PM  |
| 20 | N/a                                                                                                                                                                                                                                                                                                                                                                                                     | 4/21/2020 6:22 PM  |
| 21 | Larger amounts of grants/loans                                                                                                                                                                                                                                                                                                                                                                          | 4/21/2020 3:09 PM  |
| 22 | A recognition that the length of these programs might need to be extended.                                                                                                                                                                                                                                                                                                                              | 4/21/2020 1:44 PM  |
| 23 | We just have been told that the CEWS (75% wage subsidy) is not available for Conservation Authorities, which are Charitable Organizations, but some are saying are excluded from eligibility for the CEWS. We were counting on this funding. If we truly are deemed ineligible, there will need to be something to help us or we will have severe financial difficulties recovering from the shut down. | 4/21/2020 10:57 AM |
| 24 | Grants to help small business survive                                                                                                                                                                                                                                                                                                                                                                   | 4/20/2020 10:49 PM |
| 25 | Wage top up for those who have reduced hours but do not qualify for the CERB benefits                                                                                                                                                                                                                                                                                                                   | 4/20/2020 10:36 PM |
| 26 | Grants and/ or loan or bill forgiveness                                                                                                                                                                                                                                                                                                                                                                 | 4/20/2020 3:13 PM  |
| 27 | Tax reductions                                                                                                                                                                                                                                                                                                                                                                                          | 4/20/2020 2:25 PM  |
| 28 | Some positive information their plan to restart the economy so it will be safe.                                                                                                                                                                                                                                                                                                                         | 4/20/2020 11:20 AM |
| 29 | They are generous. If we can resume business within a month we should be able to pull through                                                                                                                                                                                                                                                                                                           | 4/20/2020 10:54 AM |
| 30 | TO REOPEN BUSINESS SLOWLY.                                                                                                                                                                                                                                                                                                                                                                              | 4/20/2020 10:50 AM |
| 31 | Funding support beyond June, when covid 19 financial assistance programs end.                                                                                                                                                                                                                                                                                                                           | 4/20/2020 10:48 AM |

## Impacts of COVID-19 on Elgin County Businesses 2.0

SurveyMonkey

|    |                                                                                                                                                                                                                       |                    |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 32 | ...                                                                                                                                                                                                                   | 4/20/2020 10:41 AM |
| 33 | Government grants.                                                                                                                                                                                                    | 4/20/2020 10:13 AM |
| 34 | Accurate updates as to virus                                                                                                                                                                                          | 4/20/2020 10:12 AM |
| 35 | clear information about programs                                                                                                                                                                                      | 4/20/2020 9:39 AM  |
| 36 | more government money each month to help with the cost of living                                                                                                                                                      | 4/20/2020 8:41 AM  |
| 37 | It could take years for small business to recover ..if at all..financial support to small business must continue beyond the pandemic                                                                                  | 4/18/2020 12:40 PM |
| 38 | tax relief on properties used for safe home grant program dollars                                                                                                                                                     | 4/18/2020 12:01 PM |
| 39 | Right now, I am able to cope.                                                                                                                                                                                         | 4/18/2020 11:41 AM |
| 40 | Better answers on programs introduced. Currently subject to our interpretation and if given subject to clawback. Need to know on the right programs from the get go.                                                  | 4/18/2020 9:21 AM  |
| 41 | Not eligible for any government loans or grants. Hoping that business has enough funds to keep paying rent,insurance, utilities, loan payments till money runs out, even tho revenue is now been 5 weeks of 0 income. | 4/18/2020 1:06 AM  |
| 42 | Easier access to small business loans for businesses without employees.                                                                                                                                               | 4/17/2020 1:25 PM  |
| 43 | Tabby's Treasures Gift Shop is a fundraiser for Animal Aide. Without money coming in each month from the Gift Shop, Animal Aide is very short on money.                                                               | 4/17/2020 12:26 PM |
| 44 | n/a                                                                                                                                                                                                                   | 4/17/2020 9:55 AM  |
| 45 | More funding!!                                                                                                                                                                                                        | 4/17/2020 9:50 AM  |
| 46 | deadlines extended on deferred payments                                                                                                                                                                               | 4/17/2020 7:48 AM  |
| 47 | Removal of the \$5,000 baseline income from last year. As a new startup I didn't make enough.                                                                                                                         | 4/17/2020 7:32 AM  |
| 48 | Lift restrictions of people meeting                                                                                                                                                                                   | 4/17/2020 12:03 AM |
| 49 | Loans for sole proprietorship businesses.                                                                                                                                                                             | 4/16/2020 11:31 PM |
| 50 | They are doing ok with updates. I realize a lot of information is being miscommunicated and everyone is trying there best. As long as we all do our part we will get through this                                     | 4/16/2020 10:25 PM |
| 51 | Being self employed I would like some support financially for once.                                                                                                                                                   | 4/16/2020 9:32 PM  |
| 52 | I can't access any support for my business because it is in the construction phase, ability to keep building would help, I wouldn't as far behind when things improve                                                 | 4/16/2020 5:23 PM  |
| 53 | Not sure                                                                                                                                                                                                              | 4/16/2020 4:51 PM  |
| 54 | Steps to run a safe business in covid 19 and funding to implement changes                                                                                                                                             | 4/16/2020 4:37 PM  |
| 55 | Help with commercial rent, decrease insurance for vehicle since not driving, credit/ loan interest relief.                                                                                                            | 4/16/2020 4:17 PM  |
| 56 | Better clarification of all the subsidies and benefits, or contact information for who can help with clarification                                                                                                    | 4/16/2020 3:42 PM  |
| 57 | Communication and plans                                                                                                                                                                                               | 4/16/2020 3:38 PM  |
| 58 | .                                                                                                                                                                                                                     | 4/16/2020 2:51 PM  |
| 59 | now that the CEBA has been lowered, we can rest a easier and we will be able to pay bills and not worry day to day.                                                                                                   | 4/16/2020 2:35 PM  |
| 60 | Let construction continue. I have a house I am building and no trades will come to finish it. . I have lots to build on and cannot get building permits. I am at a standstill and I am just a one man show.           | 4/16/2020 1:55 PM  |
| 61 | Quick action to get the test kits out there. Get people who are tested and negative back to work.Keep the positive people isolated only. Get a vaccine and get more masks and wipes etc available.                    | 4/16/2020 1:48 PM  |

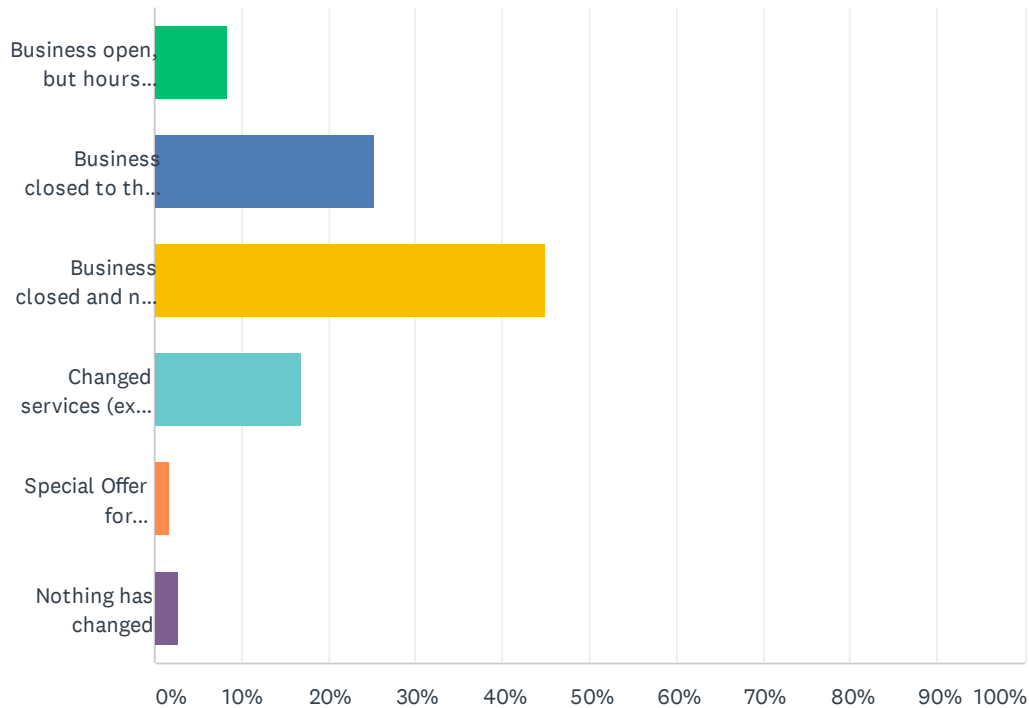
|    |                                                                                                                                                                                                                                                                                                                                                                          |                    |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 62 | We are landlords with no payroll. If renters don;t pay their rent how do we get help. Even the lowered to 10,000 payroll won;t help us. We are self employed with our rentals and do not have payroll. We do everything ourselves. But we need help if the renters both residential and commercial do not pay. We have 3 tenants now not paying rent and its only April. | 4/16/2020 1:37 PM  |
| 63 | Nothing                                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 12:51 PM |
| 64 | To be transparent, and recognize the hardships of small sole proprietorship bossiness. We can never go back to how it was and be successful.                                                                                                                                                                                                                             | 4/16/2020 11:55 AM |
| 65 | Financial support like hydro and gas can be reduce the price or wave                                                                                                                                                                                                                                                                                                     | 4/16/2020 11:54 AM |
| 66 | Clarification of 'Not for Profits' qualify for GRANTS . We are the Elgin Theatre Guild with no employees. MP and MPP offices contacted. Our season is now shut down until October                                                                                                                                                                                        | 4/16/2020 11:29 AM |
| 67 | Transfer funds to municipality. No HST on products and services for two months after reopening businesses. Raise gas prices at the pumps to a flat \$1.10 a liter for six months and use tax revenue to fund these assistance programs.                                                                                                                                  | 4/16/2020 11:20 AM |
| 68 | We are not eligible for any of the funding at this time.                                                                                                                                                                                                                                                                                                                 | 4/16/2020 11:16 AM |
| 69 | To be able to reopen                                                                                                                                                                                                                                                                                                                                                     | 4/16/2020 11:14 AM |
| 70 | Funds to assist with possible diversification and also assistance in purchasing additional equipment for post COVID-19 activities. A loan or a grant of some sort for business that doesn't have the payroll needed for current emergency loan.                                                                                                                          | 4/16/2020 11:10 AM |
| 71 | Nothing                                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 10:56 AM |
| 72 | Continue cerb                                                                                                                                                                                                                                                                                                                                                            | 4/16/2020 10:51 AM |
| 73 | As a summer business mandated to be closed with no reopening date in sight commercial property taxes must be significantly reduced as we are no longer a viable commercial property.                                                                                                                                                                                     | 4/16/2020 10:20 AM |
| 74 | Enforcement of guidelines. Reduced property tax                                                                                                                                                                                                                                                                                                                          | 4/16/2020 10:13 AM |
| 75 | Clear information. This is our livelihoods and not knowing is endangering myself and family.                                                                                                                                                                                                                                                                             | 4/16/2020 9:58 AM  |
| 76 | Clarity and consistency                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 9:46 AM  |
| 77 | We are in the property maintenance business. Mowing,gardening etc. We can social distance and have all precautions in place. We need the ok to work to keep properties clean and kept up or things are going to get ahead of us in a hurry                                                                                                                               | 4/16/2020 9:37 AM  |
| 78 | Not to feel so overwhelmed, make help more accessible, allow us to use any grants/loans the way we feel it to help our business and not have so many restrictions as to where the money goes.                                                                                                                                                                            | 4/16/2020 9:24 AM  |
| 79 | open businesses                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 9:18 AM  |
| 80 | To re open                                                                                                                                                                                                                                                                                                                                                               | 4/16/2020 9:17 AM  |
| 81 | Immediate financial support which I don't qualify for as I do not have employees                                                                                                                                                                                                                                                                                         | 4/16/2020 9:14 AM  |
| 82 | Only make announcements where there is actually something to report and rollout. They are all tripping over eachother with program announcements that still take a month to take effect. Its all noise!                                                                                                                                                                  | 4/16/2020 9:05 AM  |
| 83 | Not sure                                                                                                                                                                                                                                                                                                                                                                 | 4/16/2020 9:04 AM  |
| 84 | Consideration for owner run small business                                                                                                                                                                                                                                                                                                                               | 4/16/2020 8:24 AM  |
| 85 | Ability to open                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 5:42 AM  |
| 86 | Speed. We are facing harvest without knowing what if any support we will get, which leads to challenging decision making in these uncertain times.                                                                                                                                                                                                                       | 4/15/2020 11:16 PM |
| 87 | Assistance for business that do not have enough payroll because owners take dividends versus being compensated through payroll. This is an issue for small to medium sized family run businesses.                                                                                                                                                                        | 4/15/2020 10:30 PM |
| 88 | Reduce the payroll total that qualifies small business for the loan amount Ongoing plan, our                                                                                                                                                                                                                                                                             | 4/15/2020 10:10 PM |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
|     | business will be affected until 2022.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |
| 89  | Income supplement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 4/15/2020 9:18 PM  |
| 90  | Money to keep afloat until we can open the museum to the public again.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4/15/2020 9:07 PM  |
| 91  | Maybe future grants for green energy projects. But if loans are given we like the idea of government funding delivered through Square, like they do in the USA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 8:18 PM  |
| 92  | Financial assistance if needed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4/15/2020 8:02 PM  |
| 93  | Support for small business that are trying to stay open but have severe loss of income but don't yet qualify for the cerb or ei                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 7:50 PM  |
| 94  | More needs to be done for all businesses not just the ones in financial hard ship. So we can make ontario great again during the pandemic and after.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4/15/2020 7:40 PM  |
| 95  | Rent relief                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4/15/2020 7:39 PM  |
| 96  | Commercial rent and utility expenses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4/15/2020 7:34 PM  |
| 97  | limit all the humans that are out there, sooner we all stay put sooner it will slow. the streets and skies are way too busy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/15/2020 3:57 PM  |
| 98  | Have not heard anything for tourism industry e.g small motels and inns which are family operated. Which don't qualify for any govt help. No tourist ,no rooms rented ,no income.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/15/2020 3:09 PM  |
| 99  | Rent subsidy for tenants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/15/2020 3:06 PM  |
| 100 | Since we are a privately owned trailer park and we are self employed and have boosted the local economy and tourism over the past years, we need the government to allow us and all privately run trailer parks to open as planned so that people and specially retirees can still self-isolate and social distance here for their sanity, then these's those who need their trailer sites for housing as their trailer is their summer home (our 'summerbirds') or the people that have sold their houses and can only buy a new residence or find an rental after the pandemic has ended. It's understandable that a small businesses goes bankrupt because of poor business decisions, not as a result of a government shutdown with no help. | 4/15/2020 3:03 PM  |
| 101 | For me, my self employment is a side business so I have received absolutely nothing for the thousands in lost income because I continue to have a salary from my other position.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/15/2020 2:55 PM  |
| 102 | nothing at the moment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/15/2020 2:50 PM  |
| 103 | financial support for businesses with payroll less then \$50000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 2:39 PM  |
| 104 | Nothing right now, depends on how long this will last..next survey may be different answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/15/2020 2:31 PM  |
| 105 | to stop this virus !                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4/15/2020 2:23 PM  |
| 106 | Not sure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/14/2020 10:43 PM |
| 107 | Opening up more government procurement without so much paperwork                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/14/2020 10:11 PM |
| 108 | To recognize the devastation of being closed for small businesses and local communities. All while big box stores are open and selling the same products.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/14/2020 9:25 PM  |
| 109 | Time-lines and a plan for what will be allowed when businesses are finally allow to open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/14/2020 8:56 PM  |
| 110 | Programs that apply to us                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/14/2020 8:46 PM  |
| 111 | Programs that apply to us                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/14/2020 8:46 PM  |
| 112 | Financial help that won't negatively impact my financial qualifying                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/14/2020 7:25 PM  |
| 113 | Let business open where social distancing is possible                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/14/2020 7:11 PM  |
| 114 | Relief on insurance (business and car), access to affordable loans for micro businesses, relaxation of zoning bylaws for business use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/14/2020 6:11 PM  |
| 115 | Wage earning replacement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/14/2020 6:02 PM  |
| 116 | Tax relief                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/14/2020 5:54 PM  |

|     |                                                                                                                                                                  |                   |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 117 | Support for a new business which has not yet established income to apply for loans, and operates solely by the owner                                             | 4/14/2020 5:43 PM |
| 118 | To end the shit down and allow the communities to create herd immunity. Vaccines are NOT the answer to health! And I am not willing to Accept mandated vaccines! | 4/14/2020 5:33 PM |
| 119 | Nothing                                                                                                                                                          | 4/14/2020 4:53 PM |

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

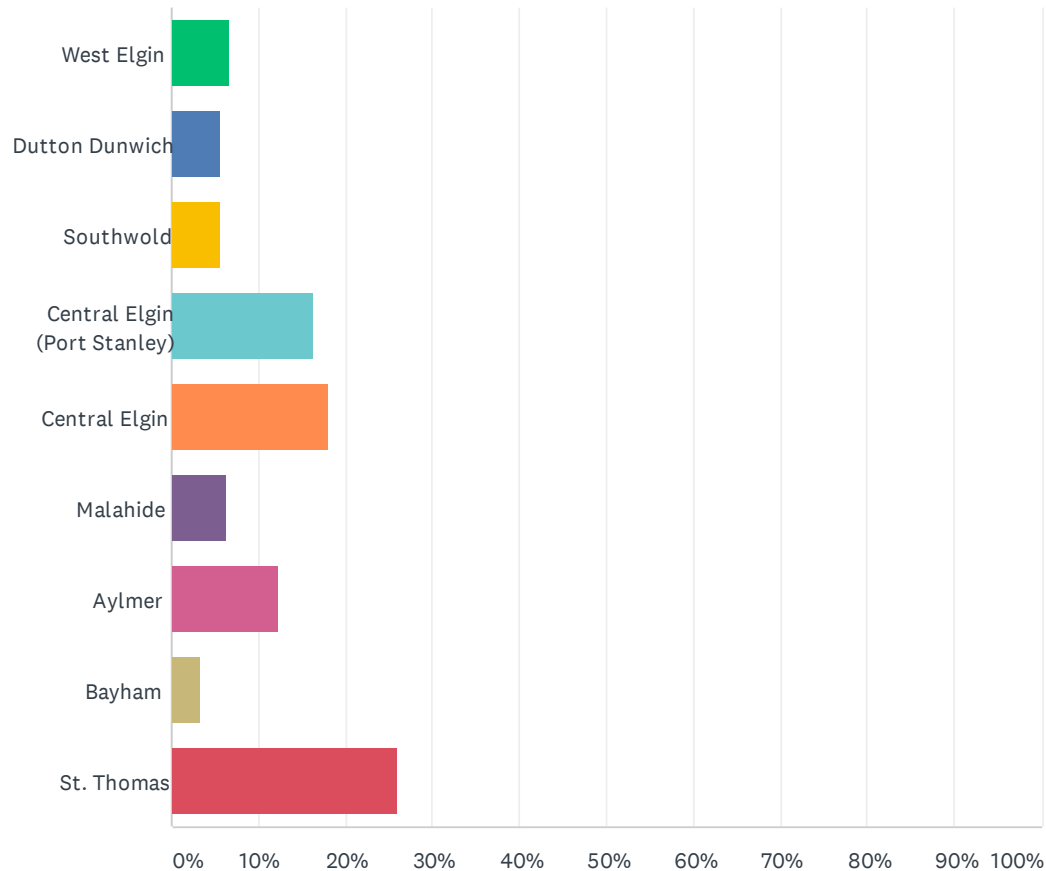
Answered: 178 Skipped: 0



| ANSWER CHOICES                                                                   | RESPONSES |     |
|----------------------------------------------------------------------------------|-----------|-----|
| Business open, but hours changed                                                 | 8.43%     | 15  |
| Business closed to the public, but still operating                               | 25.28%    | 45  |
| Business closed and not operating                                                | 44.94%    | 80  |
| Changed services (ex: take out, delivery, contact-less options, diversification) | 16.85%    | 30  |
| Special Offer for customers/community members                                    | 1.69%     | 3   |
| Nothing has changed                                                              | 2.81%     | 5   |
| TOTAL                                                                            |           | 178 |

## Q8 Where is your business located?

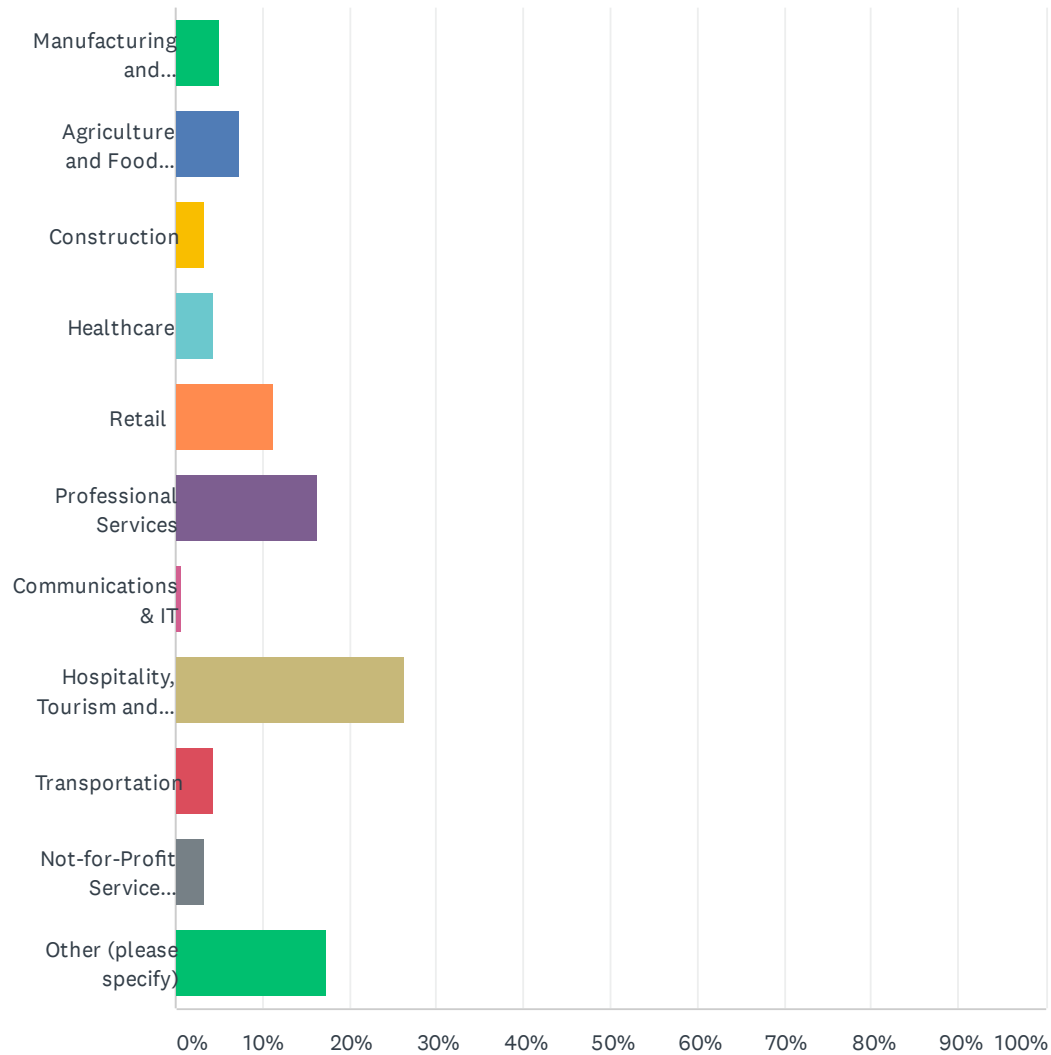
Answered: 178 Skipped: 0



| ANSWER CHOICES               | RESPONSES |            |
|------------------------------|-----------|------------|
| West Elgin                   | 6.74%     | 12         |
| Dutton Dunwich               | 5.62%     | 10         |
| Southwold                    | 5.62%     | 10         |
| Central Elgin (Port Stanley) | 16.29%    | 29         |
| Central Elgin                | 17.98%    | 32         |
| Malahide                     | 6.18%     | 11         |
| Aylmer                       | 12.36%    | 22         |
| Bayham                       | 3.37%     | 6          |
| St. Thomas                   | 25.84%    | 46         |
| <b>TOTAL</b>                 |           | <b>178</b> |

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

Answered: 178 Skipped: 0

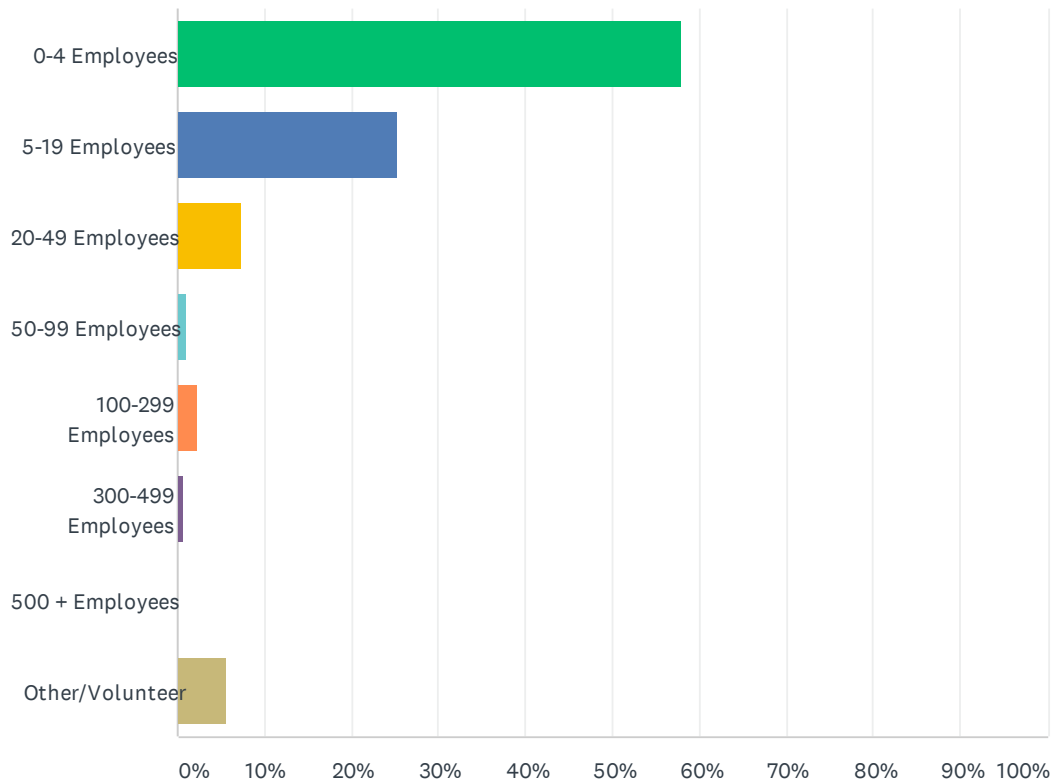


| ANSWER CHOICES                  | RESPONSES |     |
|---------------------------------|-----------|-----|
| Manufacturing and Distribution  | 5.06%     | 9   |
| Agriculture and Food Processing | 7.30%     | 13  |
| Construction                    | 3.37%     | 6   |
| Healthcare                      | 4.49%     | 8   |
| Retail                          | 11.24%    | 20  |
| Professional Services           | 16.29%    | 29  |
| Communications & IT             | 0.56%     | 1   |
| Hospitality, Tourism and Arts   | 26.40%    | 47  |
| Transportation                  | 4.49%     | 8   |
| Not-for-Profit Service Provider | 3.37%     | 6   |
| Other (please specify)          | 17.42%    | 31  |
| TOTAL                           |           | 178 |

| #  | OTHER (PLEASE SPECIFY)                                                                                              | DATE               |
|----|---------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | Live production                                                                                                     | 4/29/2020 4:19 PM  |
| 2  | IT, Retail, a combination but not food                                                                              | 4/25/2020 9:02 AM  |
| 3  | Commercial landlord                                                                                                 | 4/22/2020 6:46 PM  |
| 4  | Hairstylist                                                                                                         | 4/21/2020 9:15 PM  |
| 5  | Food service industry                                                                                               | 4/21/2020 7:44 PM  |
| 6  | All of the above.                                                                                                   | 4/21/2020 1:44 PM  |
| 7  | water and lands conservation, campground operations are in place to off-set funding cuts from provincial government | 4/21/2020 10:57 AM |
| 8  | Consulting                                                                                                          | 4/20/2020 11:46 AM |
| 9  | Auto service and repair                                                                                             | 4/20/2020 11:20 AM |
| 10 | Thrift store closed, newcomer settlement doing it from home                                                         | 4/20/2020 10:54 AM |
| 11 | Education                                                                                                           | 4/20/2020 10:48 AM |
| 12 | Insurance                                                                                                           | 4/20/2020 8:41 AM  |
| 13 | Fitness Centre                                                                                                      | 4/18/2020 1:06 AM  |
| 14 | Personal Care Services                                                                                              | 4/17/2020 1:25 PM  |
| 15 | Storage                                                                                                             | 4/16/2020 5:23 PM  |
| 16 | Health and wellness ( yoga classes)                                                                                 | 4/16/2020 4:51 PM  |
| 17 | Landlords with rental properties. You don;t even have a category for us.                                            | 4/16/2020 1:37 PM  |
| 18 | Window Cleaning                                                                                                     | 4/16/2020 12:51 PM |
| 19 | We are a Day Spa that is closed. I am trying to stay aflost by selling some retail. Very difficult in the climate.  | 4/16/2020 11:55 AM |
| 20 | Office and retail property                                                                                          | 4/16/2020 11:20 AM |
| 21 | Entertainment                                                                                                       | 4/16/2020 11:10 AM |
| 22 | Horticulture                                                                                                        | 4/16/2020 9:46 AM  |
| 23 | Property maintenance                                                                                                | 4/16/2020 9:37 AM  |
| 24 | residential cleaning services                                                                                       | 4/16/2020 9:18 AM  |
| 25 | Restaurant                                                                                                          | 4/16/2020 9:17 AM  |
| 26 | Winery. Manufacturer and retailer.                                                                                  | 4/15/2020 10:30 PM |
| 27 | Arts & Culture                                                                                                      | 4/15/2020 7:34 PM  |
| 28 | Commercial rentals                                                                                                  | 4/15/2020 3:06 PM  |
| 29 | Recreation programming                                                                                              | 4/15/2020 2:55 PM  |
| 30 | Dog grooming                                                                                                        | 4/14/2020 5:54 PM  |
| 31 | Dog boarding                                                                                                        | 4/14/2020 4:51 PM  |

## Q10 How many employees did you have employed BEFORE COVID -19 impacted Ontario?

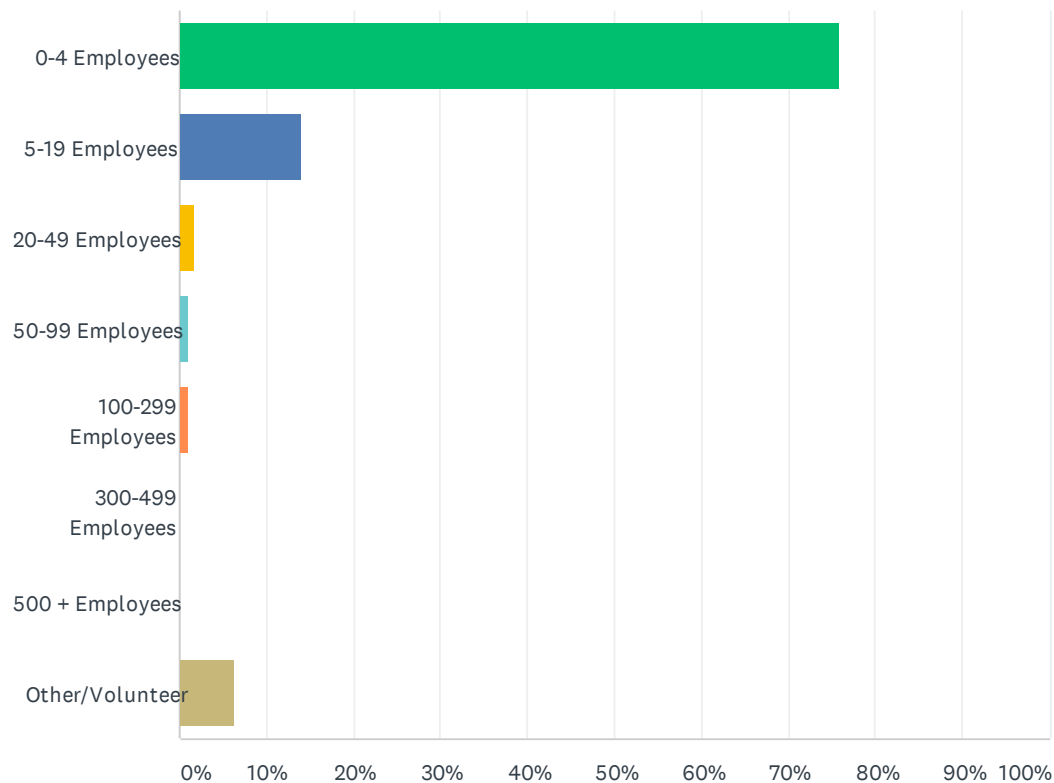
Answered: 178 Skipped: 0



| ANSWER CHOICES    | RESPONSES |     |
|-------------------|-----------|-----|
| 0-4 Employees     | 57.87%    | 103 |
| 5-19 Employees    | 25.28%    | 45  |
| 20-49 Employees   | 7.30%     | 13  |
| 50-99 Employees   | 1.12%     | 2   |
| 100-299 Employees | 2.25%     | 4   |
| 300-499 Employees | 0.56%     | 1   |
| 500 + Employees   | 0.00%     | 0   |
| Other/Volunteer   | 5.62%     | 10  |
| TOTAL             |           | 178 |

## Q11 How many employees do you have now employed at your business AS A RESULT OF COVID-19?

Answered: 178 Skipped: 0



| ANSWER CHOICES    | RESPONSES |     |
|-------------------|-----------|-----|
| 0-4 Employees     | 75.84%    | 135 |
| 5-19 Employees    | 14.04%    | 25  |
| 20-49 Employees   | 1.69%     | 3   |
| 50-99 Employees   | 1.12%     | 2   |
| 100-299 Employees | 1.12%     | 2   |
| 300-499 Employees | 0.00%     | 0   |
| 500 + Employees   | 0.00%     | 0   |
| Other/Volunteer   | 6.18%     | 11  |
| TOTAL             |           | 178 |

## Q12 Please explain any other impacts you're experiencing?

Answered: 120   Skipped: 58

| #  | RESPONSES                                                                                                                                                                                                                                                 | DATE               |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | Product shortage                                                                                                                                                                                                                                          | 4/29/2020 4:19 PM  |
| 2  | supply shortages                                                                                                                                                                                                                                          | 4/29/2020 3:16 PM  |
| 3  | Canceled or postponed orders from customers                                                                                                                                                                                                               | 4/29/2020 2:32 PM  |
| 4  | Slow supply chain                                                                                                                                                                                                                                         | 4/29/2020 11:33 AM |
| 5  | This survey is biased. All impacts are negative. What about positive impacts? We are busier than ever directly as a result of COVID                                                                                                                       | 4/28/2020 11:48 AM |
| 6  | Mental health issues from being isolated at home with nothing to do knowing I am losing money for everyday that this continued.                                                                                                                           | 4/27/2020 2:09 PM  |
| 7  | My salon is closed, bills still come, staff are laid off and when we are allowed to reopen the rules will highly impact review as we will not be able to service clients as before and will require mask and gloves which are difficult to get and costly | 4/25/2020 9:07 PM  |
| 8  | Slow return of the public to our business until they are sure it's safe to gather in groups                                                                                                                                                               | 4/25/2020 8:53 PM  |
| 9  | Significantly less work even though we have adjusted by doing telephone counselling and video sessions.                                                                                                                                                   | 4/25/2020 8:36 PM  |
| 10 | Primarily an export business so heavily reliant on the US coming back on line.                                                                                                                                                                            | 4/24/2020 1:18 PM  |
| 11 | loss income                                                                                                                                                                                                                                               | 4/24/2020 10:04 AM |
| 12 | No rental income from commercial rentals. Unable to pay mortgage on property.                                                                                                                                                                             | 4/22/2020 6:46 PM  |
| 13 | As an owner it's hard to keep everything going with kids at home. I do experience extra stress and challenge on my mental health                                                                                                                          | 4/22/2020 12:34 PM |
| 14 | Supply and equipment orders cancelled                                                                                                                                                                                                                     | 4/22/2020 8:25 AM  |
| 15 | I rent chairs to self employed stylist who don't want to pay rent for their chairs because they are not working                                                                                                                                           | 4/21/2020 9:15 PM  |
| 16 | Seasonality of our business. Compounded by bridge closure of 13 months and beach closures. Especially difficult after just coming out of winter season which is our 'down' time                                                                           | 4/21/2020 8:00 PM  |
| 17 | No one is working                                                                                                                                                                                                                                         | 4/21/2020 7:44 PM  |
| 18 | Zero income future events cancelled                                                                                                                                                                                                                       | 4/21/2020 6:22 PM  |
| 19 | Massive production loss Layoff of 38/45 staff Limited cash flow with expenses...rent/utilities ongoing When we are able to open, it will be difficult to operate at previous levels....will take months to get to even 60-70%                             | 4/21/2020 3:09 PM  |
| 20 | Revenue has dropped dramatically. Announced programs should be able to buttress organization until the fall, but a return to some sense of normalcy will be needed by then.                                                                               | 4/21/2020 1:44 PM  |
| 21 | Uncertainty of ability to open campground which is the most significant source of revenue is creating increased stress on staff.                                                                                                                          | 4/21/2020 10:57 AM |
| 22 | Can't get people to work because they would rather stay home and collect \$2000 a month.                                                                                                                                                                  | 4/20/2020 10:49 PM |
| 23 | None                                                                                                                                                                                                                                                      | 4/20/2020 10:36 PM |
| 24 | Entire loss of income                                                                                                                                                                                                                                     | 4/20/2020 3:13 PM  |
| 25 | Service off supplying companies is hard to get                                                                                                                                                                                                            | 4/20/2020 2:25 PM  |
| 26 | Face to face contact with clients                                                                                                                                                                                                                         | 4/20/2020 12:54 PM |
| 27 | Some minor supply chain issues.                                                                                                                                                                                                                           | 4/20/2020 11:20 AM |
| 28 | Our funders continue to fund, but have less advertising on radio and no income from the thrift store on which we depend for funder shortfall                                                                                                              | 4/20/2020 10:54 AM |
| 29 | Cash flow                                                                                                                                                                                                                                                 | 4/20/2020 10:50 AM |
| 30 | loss of work, increased expense for ongoing work                                                                                                                                                                                                          | 4/20/2020 10:41 AM |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                    |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 31 | Fear constant fear of getting it                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/20/2020 10:12 AM |
| 32 | closed to public; working with half staff - but paying for full time; layoff of 15% of staff; strict COVID-19 work protocol enforced with staff on site; work from home where applicable, but not many are able to do that                                                                                                                                                                                                                              | 4/20/2020 9:39 AM  |
| 33 | not sure how to plan for the future what the new normal will be in terms of sales volume how sales will continue to be done                                                                                                                                                                                                                                                                                                                             | 4/20/2020 9:15 AM  |
| 34 | isolation at home -                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/20/2020 8:41 AM  |
| 35 | We have two transportation sections. We have laid off our USA drivers as our US customers have slowed production however we have been able to hire part time dump truck drivers even though the aggregate/construction work is off and on.                                                                                                                                                                                                              | 4/18/2020 4:39 PM  |
| 36 | We have two transportation sections. We have laid off our USA drivers as our US customers have slowed production however we have been able to hire part time dump truck drivers even though the aggregate/construction work is off and on.                                                                                                                                                                                                              | 4/18/2020 4:39 PM  |
| 37 | Closed beaches and camp grounds has a direct impact on traffic flow. I expect very low revenue ...which may lead to layoffs and possibly closing the business                                                                                                                                                                                                                                                                                           | 4/18/2020 12:40 PM |
| 38 | inability to perform services to most vulnerable and direct them to supports as the federal crisis line is operating on none supportive hours (daytime only) and resources                                                                                                                                                                                                                                                                              | 4/18/2020 12:01 PM |
| 39 | No support from service canada                                                                                                                                                                                                                                                                                                                                                                                                                          | 4/18/2020 9:21 AM  |
| 40 | Can't be good for mental health to spend weeks and months only at home.                                                                                                                                                                                                                                                                                                                                                                                 | 4/18/2020 1:06 AM  |
| 41 | no help for small businesses that have no employees, can't get a tax free loan because I don't have employees, but i still have monthly business payments, for rental space ect,ect                                                                                                                                                                                                                                                                     | 4/17/2020 10:32 PM |
| 42 | Loss of income has eliminated ability to upgrade the facility                                                                                                                                                                                                                                                                                                                                                                                           | 4/17/2020 11:58 AM |
| 43 | Simply devastating....years of work as an entrepreneur gone in a matter of weeks                                                                                                                                                                                                                                                                                                                                                                        | 4/17/2020 11:51 AM |
| 44 | Only been operating since mid February as part time. My day job has now reduced to less than 12hrs/wk and the business barely started generating revenue when the shut downs began, now haven't made a sale in over a month.                                                                                                                                                                                                                            | 4/17/2020 10:37 AM |
| 45 | sub contractors off work, unclear expectations re:government funding for our industry, trouble with financial planning for the year, and paying off existing business debt, large impact on clients/families with many not easily able to access online service delivery model                                                                                                                                                                          | 4/17/2020 9:55 AM  |
| 46 | Revenue is down by about half. Having to manage cash flow very carefully by deferring payments as much as possible.                                                                                                                                                                                                                                                                                                                                     | 4/17/2020 9:01 AM  |
| 47 | Unable to host farm workshops, which were a huge source of revenue.                                                                                                                                                                                                                                                                                                                                                                                     | 4/17/2020 8:26 AM  |
| 48 | We are a non for profit for 28 yrs. we are a karate club for all ages. We do not keep a big bank account as all fees go towards rent and utilities and equipment for the students. We don't know how we can go on as we still have to pay rent n utilities. We don't wanna do the \$40000 loan as we don't know how the business will do after this is over. We can't afford to go into debt as we may have to close down if students do not come back. | 4/17/2020 7:51 AM  |
| 49 | .                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/17/2020 7:48 AM  |
| 50 | Trying to figure out how to increase my client base. I'm a work from home bookkeeper, with an in person approach. Many of my clients have been shut down and no longer need my services at this time.                                                                                                                                                                                                                                                   | 4/17/2020 7:32 AM  |
| 51 | Municipality has sold building housing costumes but we are now not allowed to meet to organize and move equipment. Had to cancel current production.                                                                                                                                                                                                                                                                                                    | 4/17/2020 12:03 AM |
| 52 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4/16/2020 11:31 PM |
| 53 | Not too much as of yet as we do a lot of new home construction but expecting we will in a few weeks                                                                                                                                                                                                                                                                                                                                                     | 4/16/2020 10:25 PM |
| 54 | Reduced future earnings                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/16/2020 9:32 PM  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                    |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 55 | My customers are slowing down ( all truck drivers ) so they are reluctant to spend extra money servicing their truck/trailer.                                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 8:36 PM  |
| 56 | Loss of business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/16/2020 5:23 PM  |
| 57 | Our adult (18-24) children are home now dependent on us. Laid off or unable to work.                                                                                                                                                                                                                                                                                                                                                                                                                   | 4/16/2020 4:51 PM  |
| 58 | Need more workers, need money to modify workplace to be covid 19 safe                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 4:37 PM  |
| 59 | Getting supplies for clients is difficult. Clients cancelling at the last minute.                                                                                                                                                                                                                                                                                                                                                                                                                      | 4/16/2020 3:42 PM  |
| 60 | We are consistently overlooked in the planning and implementation process. It would be great to have our skills and population looked to for answers and input and remain informed.                                                                                                                                                                                                                                                                                                                    | 4/16/2020 3:38 PM  |
| 61 | The store was my only income.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 3:24 PM  |
| 62 | since we're a service based industry, and (pre loan) couldn't spare money to diversify. we have reached out to a local shirt printer and are planning on doing some shirt's and other small merch. and will be opening up a eCommerce and we're thinking of connecting with other small businesses and collaborate.                                                                                                                                                                                    | 4/16/2020 2:35 PM  |
| 63 | all mentioned above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4/16/2020 1:55 PM  |
| 64 | We are a grocery store in Rodney. We have lost 5 employees because they refuse to work. The others are picking up the slack but its stressed. We have employees who we need to work and want to but they can;t get childcare. We have moved to curbside pick up and delivery but its a zoo and very stressful We are going back to instore shopping because we can;t handle it. We have lost a lot of business.                                                                                        | 4/16/2020 1:48 PM  |
| 65 | Cash flow gone, expenses still here! I teach riding lessons with a monthly income of 13k. The horses that I use still need feed, vet and farrier care . These horses pay for themselves when lessons are able to be done but still require same amt of care with no income, they r not like a soccer ball you store in the garage when not using.                                                                                                                                                      | 4/16/2020 1:12 PM  |
| 66 | No sales                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 4/16/2020 12:51 PM |
| 67 | The biggest impact is laying off staff for their own health and safety                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/16/2020 11:56 AM |
| 68 | I am a single female 65 years old. I receive both pensions from the Gov't. I still pay into the CPP. I work 50-60 hours weekly. I rely on the income from both the pensions and wages to survive. There isn't anything in place to help me personally to replace any help for lost wages. I have applied to the Gov't interest free loan for the business. Is there anything to help me personally coning??? Mortgage payment is a issue as well right now. I have zero to minimum sales at this time. | 4/16/2020 11:55 AM |
| 69 | Cancellation of all performances, concerts, workshops                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 11:29 AM |
| 70 | New tenants backing out of lease. Retail tenants paying part rent or none. One Recent tenant does not fit into the assistance program because 2019 sales were late in the year and not sufficient to qualify. She may close her business.                                                                                                                                                                                                                                                              | 4/16/2020 11:20 AM |
| 71 | Zero income as we are closed                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4/16/2020 11:16 AM |
| 72 | Loss of product Loss of employees Loss of money Possibly loosing business                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/16/2020 11:14 AM |
| 73 | The uncertainty of not being prepared for the impact after things start going back to normal.                                                                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 11:10 AM |
| 74 | Farm gate sales near zero. Difficulty delivering product to retail outlets. Extra costs involved in making home deliveries. Farmer markets are a large part of sales. They are all closed so zero sales. Made more bulk sales to larger processor but at significantly lower price.                                                                                                                                                                                                                    | 4/16/2020 11:10 AM |
| 75 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4/16/2020 10:56 AM |
| 76 | Customers continue to cancel events in to Aug                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 10:51 AM |
| 77 | Currently unable to do required preparation work .If we lose the window of opportunity to do so it will make running of a summer business impossible.                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 10:20 AM |
| 78 | Disappointment in lack of response from insurance industry Very disappointed in banks for how they are handling mortgage payments that have been deferred Money grab by big banks                                                                                                                                                                                                                                                                                                                      | 4/16/2020 10:13 AM |
| 79 | Rent, utilities, software cost, insurance and everything else still needs to be paid. I do not want                                                                                                                                                                                                                                                                                                                                                                                                    | 4/16/2020 9:58 AM  |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                    |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
|     | he government sending money to everyone in excess, but \$2000 a month covers basically just my expenses. How am I to buy food for my children? I would rather see the gov cover rent and mortgage payments for building owners instead of sending out more money to everyone.                                                                                                                                                                                                                          |                    |
| 80  | Added expense to properly protect employees. Less efficient due to precautions but we know that can't be avoided.                                                                                                                                                                                                                                                                                                                                                                                      | 4/16/2020 9:37 AM  |
| 81  | many people afraid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/16/2020 9:18 AM  |
| 82  | Financial, emotional, depression, anxiety                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/16/2020 9:17 AM  |
| 83  | Disappointment/uncertainty                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4/16/2020 9:14 AM  |
| 84  | Uncertain summer programming. Hard to plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/16/2020 9:05 AM  |
| 85  | All of our events have been cancelled up until August 1st. Some fall events are asking to postpone until 2021                                                                                                                                                                                                                                                                                                                                                                                          | 4/16/2020 9:04 AM  |
| 86  | substantial loss of revenue without corresponding reduction in expenses                                                                                                                                                                                                                                                                                                                                                                                                                                | 4/16/2020 8:24 AM  |
| 87  | We are rather fortunate. We are seeing an increase in demand for our products as a local farm. The challenge is we aren't sure how we will manage this demand effectively while ensuring social distancing and safety of our family.                                                                                                                                                                                                                                                                   | 4/15/2020 11:16 PM |
| 88  | We are extremely dependant on transient tourist travel. In 2018 we opened in March to a detour around a downed Port Bruce bridge, and now this! We are unable to sell wine into LCBO sanctioned retail locations due to our size, and the tax they charge to a supplier. We sell only retail off the property on Jamestown Line. This has devastated Rush Creek Wines.                                                                                                                                 | 4/15/2020 10:30 PM |
| 89  | Loss of clientele                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4/15/2020 10:12 PM |
| 90  | -Increased workload on minimal staff -Postponing of wedding orders which will affect cash flow into 2022. -farmers market not opening as usual was a major sales outlet for us -amazing support, encouragement and gratitude from the community for the work we are doing                                                                                                                                                                                                                              | 4/15/2020 10:10 PM |
| 91  | I used to open my store on Saturdays only. The remainder of the week was working 3 to 4 part time shifts at the local grocery store. One day devoted to picking up items for retail. Now my store is closed, except for special appointments and I am working more shifts at the grocery store. I am not picking up inventory because it is located in the GTA.                                                                                                                                        | 4/15/2020 9:18 PM  |
| 92  | Cultural Manager hours reduced to 7/week. Cash flow is a problem. Planned events are being cancelled. Trying to think up ideas for online donations.                                                                                                                                                                                                                                                                                                                                                   | 4/15/2020 9:07 PM  |
| 93  | We have been canceling future school tours. We stopped all capital investments, and are losing normal sales in our retail honey shop.                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 8:18 PM  |
| 94  | I need to do some repairs on B&B but with no revenue I can't do them.                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 8:02 PM  |
| 95  | With not being open to the public being a home decor retail store our sales have severely decreased and it is beginning to become very overwhelming with all our Bill's still coming in no assistance has been made toward them but without the sales it is going to be hard to continue to stay open                                                                                                                                                                                                  | 4/15/2020 7:50 PM  |
| 96  | Hard to advertize to locals as alot dont have fb or instagram. The local news papers are infact price gouging and always have been.                                                                                                                                                                                                                                                                                                                                                                    | 4/15/2020 7:40 PM  |
| 97  | I am a new business owner and am already invested into two brand new businesses in Port Stanley. Unfortunately, I do not have a financial history as I was set to open one business in March and the other in April. This disqualifies me for the government interest free loan. What we need is rent relief to help with accumulating debt. Port Stanley depends on tourism and warm months. Rather than discourage businesses from staying in town, something needs to encourage businesses to stay. | 4/15/2020 7:39 PM  |
| 98  | Fear of permanent closure                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/15/2020 7:34 PM  |
| 99  | Due too Automotive plant closures and pushed back new model launches will experience reduced work load in the coming months                                                                                                                                                                                                                                                                                                                                                                            | 4/15/2020 4:27 PM  |
| 100 | slow supply chain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4/15/2020 3:57 PM  |
| 101 | My retail and office tenants have lost the ability to operate the business. Two new tenants that                                                                                                                                                                                                                                                                                                                                                                                                       | 4/15/2020 3:06 PM  |

were supposed to start I've canceled. One business in my building doesn't qualify for the assistance because it was relatively new and didn't meet the financial requirements. Some small business is falling through the cracks.

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 102 | Allow for small business owners to withdraw personal RRSP's tax free                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/15/2020 3:03 PM  |
| 103 | I have to credit people for programming that could not run which means when I finally am able to run, I will get \$0 for 6-8 weeks when I first start up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/15/2020 2:55 PM  |
| 104 | It is actually the blessing in disguise that the bridge is restructured now. The quicker it is done the better. We are not open at all for accommodation which is what paid the bills.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 4/15/2020 2:50 PM  |
| 105 | POOR internet at home leading to lack of productivity for work also lack of childcare or school leading to employees not being available unclear directives from our regulatory college leading to concerns about provision of services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/15/2020 2:23 PM  |
| 106 | We are a travel agency. Our clients are our utmost concern and we have been able to get most home from abroad. At this point, I am still employing my 7 full time staff, as working diligently to get future travel plans cancelled and insurance claims processed. I am trusting that the 75% wage subsidy will apply to my business, but patiently awaiting how and when to apply. We are eating through \$10,000's in payroll, rent and overhead. My staff's mental health is a concern as most clients are not getting refunds from the airlines or tour companies and the insurance providers are not paying claims suggesting that clients are not at a financial impact, because being offered future travel credits. Many clients are elderly and may not be able to travel in the future. The biggest impact is not knowing when travel abroad will be safe again to counsel clients and rebook those that have credits, and trusting we can hang on financially to assist. I have owned this reputable business for 33 years and support 7 other families. | 4/15/2020 1:25 PM  |
| 107 | We are closed temporarily. We are working with clients over the phone or by video. This is certainly not business as usual.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4/14/2020 10:43 PM |
| 108 | Internet is very slow because of too many people on it or other reasons. Need stronger service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4/14/2020 10:11 PM |
| 109 | Not being able to sell product/crops that had been planted before March 15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4/14/2020 9:25 PM  |
| 110 | Fixed costs are accumulating while we wait ( weeks) for government subsidies and loans.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/14/2020 8:56 PM  |
| 111 | Closed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 4/14/2020 8:46 PM  |
| 112 | Closed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 4/14/2020 8:46 PM  |
| 113 | No income                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/14/2020 7:25 PM  |
| 114 | We will suffer huge financial losses or closure if this moratorium lasts more than 2 months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4/14/2020 7:11 PM  |
| 115 | Currently closed. Not sure if reopening is worth it as the demographics and market have completely changed. Would I have enough customers? (Food business)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4/14/2020 6:11 PM  |
| 116 | Due to the act or restrictions I cannot rent any rooms short term as a bed-and-breakfast that is the spirit of my business that is completely being affected 100%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4/14/2020 6:02 PM  |
| 117 | Waiting list with unknown start back date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/14/2020 5:54 PM  |
| 118 | Total loss of income to support closure order by Government. Ongoing monthly expenses and inability to access Financial supports available for business currently.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4/14/2020 5:43 PM  |
| 119 | Doing more it work remotely.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/14/2020 4:53 PM  |
| 120 | Loss of income Loss of purpose Exhausted due to mental stress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/14/2020 4:52 PM  |

**Q13 Please share (if any) the creative ways your business has responded to COVID-19?**

Answered: 95   Skipped: 83

| #  | RESPONSES                                                                                                                                                                                                                                                         | DATE               |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1  | Cut fixed overhead costs by relocating warehousing to a more affordable facility without impacting operations.                                                                                                                                                    | 5/1/2020 8:54 AM   |
| 2  | None just waiting for reopening                                                                                                                                                                                                                                   | 4/29/2020 4:19 PM  |
| 3  | Social Distancing pay close attention for employees if any symptoms occur. i am happy to say. up to this moment we've had no symptoms to announce.                                                                                                                | 4/29/2020 3:16 PM  |
| 4  | Physical distancing / Employee awareness.                                                                                                                                                                                                                         | 4/29/2020 2:32 PM  |
| 5  | Working much longer hours to meet demand Bringing in additional remote help from other municipalities Working at night to get better internet connectivity, internet is very slow during the day                                                                  | 4/28/2020 11:48 AM |
| 6  | Not realistic to open we will not make enough money. Any smart person can figure out that if you are not fully open an operating you are losing money!!!!                                                                                                         | 4/27/2020 2:09 PM  |
| 7  | Closed                                                                                                                                                                                                                                                            | 4/25/2020 8:53 PM  |
| 8  | there is none                                                                                                                                                                                                                                                     | 4/24/2020 10:04 AM |
| 9  | Doing more on social media and offering curbside pickup and delivery                                                                                                                                                                                              | 4/21/2020 8:00 PM  |
| 10 | Loss of major business accounts due to pandemic.                                                                                                                                                                                                                  | 4/21/2020 7:44 PM  |
| 11 | N/a                                                                                                                                                                                                                                                               | 4/21/2020 6:22 PM  |
| 12 | We now offer TeleHealth/Virtual appts                                                                                                                                                                                                                             | 4/21/2020 3:09 PM  |
| 13 | Always asking what the most important thing we could be doing... today.                                                                                                                                                                                           | 4/21/2020 1:44 PM  |
| 14 | Ranger Em (our community outreach technician) is providing on-line learning experiences to engage the public.                                                                                                                                                     | 4/21/2020 10:57 AM |
| 15 | Delivery and special promos                                                                                                                                                                                                                                       | 4/20/2020 10:49 PM |
| 16 | None                                                                                                                                                                                                                                                              | 4/20/2020 10:36 PM |
| 17 | None                                                                                                                                                                                                                                                              | 4/20/2020 2:25 PM  |
| 18 | Technology                                                                                                                                                                                                                                                        | 4/20/2020 12:54 PM |
| 19 | Held regular staff meetings to keep up with changes and give staff a chance to give feed back about their work place safety. We also implemented a sanitization process to keep customers and staff safe.                                                         | 4/20/2020 11:20 AM |
| 20 | Laid some people off, some employees have "donated" a month, working from home, volunteers and staff checking on clients and former volunteers by telephone, zoom meetings                                                                                        | 4/20/2020 10:54 AM |
| 21 | na                                                                                                                                                                                                                                                                | 4/20/2020 10:50 AM |
| 22 | Connecting community members who can make medical support devices, providing PLA to 3D printers for assistive device creation, offering design support to groups inventing new supportive devices, and donating computers to students in need of a home computer. | 4/20/2020 10:48 AM |
| 23 | ...                                                                                                                                                                                                                                                               | 4/20/2020 10:41 AM |
| 24 | Updated items in web site On line specials One person doing it all                                                                                                                                                                                                | 4/20/2020 10:12 AM |
| 25 | virtual test drive remote selling                                                                                                                                                                                                                                 | 4/20/2020 9:15 AM  |
| 26 | nil                                                                                                                                                                                                                                                               | 4/20/2020 8:41 AM  |
| 27 | Continuing to reach out to construction business in hope of finding dump truck work and offering more shunt work for customers with our commercial transport side. Diversifying somewhat.                                                                         | 4/18/2020 4:39 PM  |
| 28 | Continuing to reach out to construction business in hope of finding dump truck work and offering more shunt work for customers with our commercial transport side. Diversifying somewhat.                                                                         | 4/18/2020 4:39 PM  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 29 | Take away only has forced us to be very creative. One example is using a hockey stick to support the debit machine to ensure staff has no contact with customers                                                                                                                                                                                                                                                                                                                                                                           | 4/18/2020 12:40 PM |
| 30 | using creative means and forging new collaborative efforts to support minor age victims of human trafficking housing, transportation, mental health supports and training of service providers too                                                                                                                                                                                                                                                                                                                                         | 4/18/2020 12:01 PM |
| 31 | By creating diy cookie kits - these have not only brought in significant cash flow during this time, but have also allowed us to interact with our customers more (we created a tutorial video on how to decorate the cookies and encouraged them to share photos/videos with us of them using the kits. We have received a lot of positive feedback with these kits!                                                                                                                                                                      | 4/18/2020 11:41 AM |
| 32 | I own a day spa all my services are hands on all I can do is try and sell product that I already have in stock but everyone is tight for money not everyone has the funds available                                                                                                                                                                                                                                                                                                                                                        | 4/17/2020 10:32 PM |
| 33 | Sharing contributing artist's work on social media to maintain a presence                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/17/2020 12:47 PM |
| 34 | In the process of taking the business online, which I wasn't planning to do (or budgeted for) for at least 6-12 months                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/17/2020 10:37 AM |
| 35 | utilizing online service delivery and meetings for some families; sharing free resources for clients and the community                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/17/2020 9:55 AM  |
| 36 | Increased online sales and home delivery.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/17/2020 9:01 AM  |
| 37 | Offering contactless deliveries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/17/2020 8:26 AM  |
| 38 | .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4/17/2020 7:48 AM  |
| 39 | Stymied at the moment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/17/2020 12:03 AM |
| 40 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/16/2020 11:31 PM |
| 41 | Notified public and customers of our changes as a business. Employees take separate vehicles to work instead of car pooling. Virtual estimates instead of home visits                                                                                                                                                                                                                                                                                                                                                                      | 4/16/2020 10:25 PM |
| 42 | Using virtual tools for meetings, electronic signatures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4/16/2020 9:32 PM  |
| 43 | We would be able to continue to build as safely as any residential building project                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4/16/2020 5:23 PM  |
| 44 | Been sorting out other issues. No time to do...husband needs computer for work.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/16/2020 4:51 PM  |
| 45 | High school students working because migrant workers are not here yet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/16/2020 4:37 PM  |
| 46 | Looked to the community for donations more frequently. We have also assessed the gaps and increased the amount of food given out                                                                                                                                                                                                                                                                                                                                                                                                           | 4/16/2020 3:38 PM  |
| 47 | Offering curb side pick up and delivery . But its so much work for far less income. We can;t keep it up.                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4/16/2020 1:48 PM  |
| 48 | We were a summer/fall only store. We were about to open up for easter weekend but obviously can not. We might have to go online which is a huge task and expense. Also considering delivery options.                                                                                                                                                                                                                                                                                                                                       | 4/16/2020 1:36 PM  |
| 49 | Shut down                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 12:51 PM |
| 50 | Offering items we do not Normally have on the menu. Switching to delivery only service and all orders going through our online store.                                                                                                                                                                                                                                                                                                                                                                                                      | 4/16/2020 11:56 AM |
| 51 | We are a Day Spa. We have to be fully closed as we are a hands on Business. I am spending hours reaching out to clients to erasure them that we will reopen. It will never ever be the same and I recognize that. I do sell some retail but that is a very small part of this industry. Many days my sales are zero. I have been self employed continually since 1976 I have weathered many storms due to recessions and other situations in the work place.. This is the first time I have reached out for Help. I hope I am heard. Kathy | 4/16/2020 11:55 AM |
| 52 | I am posting on my work Facebook page for all the local businesses that have reinvented their way of operation, porch and parking lot pick ups, delivery, etc I am closed and will remain closed as I am on Stelara and have compromised immune system and cannot return until dr approves.                                                                                                                                                                                                                                                | 4/16/2020 11:49 AM |
| 53 | Flexibility in rent pay,rents. Postpone new leases. Let people out of leases. Let existing tenants                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/16/2020 11:20 AM |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                    |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
|    | use their month on deposit as one month rent. I Possibly May take a loss of rent from tenants to help them survive.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                    |
| 54 | N/A - No trains, No income.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/16/2020 11:16 AM |
| 55 | Can't afford to be too creative. .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4/16/2020 11:10 AM |
| 56 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/16/2020 10:56 AM |
| 57 | Not much of a pivot option at this time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 4/16/2020 10:51 AM |
| 58 | Increased our mail order part of business Increased number of products on our web site Able to donate fudge / masks to local hospital.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/16/2020 10:13 AM |
| 59 | Because we are tourism and restaurant, there's not much we can do to make a pivot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4/16/2020 9:47 AM  |
| 60 | Working on being prepared to open, renovations and revamping                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/16/2020 9:17 AM  |
| 61 | Make witty jokes and puns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 4/16/2020 9:05 AM  |
| 62 | Delivery, online classes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/16/2020 9:04 AM  |
| 63 | Papa Joe's Pizzeria. Have filled this out for Springfield location. Sparta and Port Stanley are holding, but Springfield is floundering.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4/16/2020 8:40 AM  |
| 64 | initiated some on-line activity but ultimately, contact with others was needed, and thus ceased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/16/2020 8:24 AM  |
| 65 | We tried doing take out but it wasn't working. Now helping with meals on wheels                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/16/2020 7:56 AM  |
| 66 | We are working on being ready for our busy spring season by creating a "drive thru farm".... details still being solidified!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4/15/2020 11:16 PM |
| 67 | We recently invested in a website that offers e-commerce and it has been a good boost to not only sales, but moral. It is a fraction of the business that we would do on a weekend; however, if this ends within the next 30 days, or so, we should be able to get through to the other side, and a world back to normalcy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 10:30 PM |
| 68 | Contactless deliveries of only locally grown flowers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/15/2020 10:10 PM |
| 69 | I offer pick up by appointment on items that I have posted online and all customers are required to use my hand sanitizer before entering and exiting my store.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/15/2020 9:18 PM  |
| 70 | Producing blog posts almost daily with themes for each day and at the bottom is a call to action to donate online. Discussing moving some of our side services that can be done remotely to the forefront to produce revenue.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 4/15/2020 9:07 PM  |
| 71 | We are looking at survival for the long term (18 months) so we are freezing our business in time, everything is kept at a standstill. We will try to hang on until there is a vaccine or antiviral drug available. It is hard to financially pace ourselves since we do not know when the end of the virus risk is. We are researching other food businesses that we could pivot into so we are more diversified in essential business. We are continuing as normal with our commercial bee operation, (800-1000 hives) but the tourism side will be more difficult in the longer term. All the honey we produce is sold directly to our customers through our honey shop, and the customers are attracted to the honey shop with the adventure farm and educational tours. The beekeeping requires the tourism part to sell all the honey. We are in reasonable shape compared to many others so we are grateful and thankful to be here in Elgin county. Thanks for asking how things are! | 4/15/2020 8:18 PM  |
| 72 | Not responded.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 4/15/2020 8:02 PM  |
| 73 | We are selling online which is s struggle in itself because we aren't really setup for that but we are trying to make it work as this is the only way to get sales but it is hard to invest in the change as funds are extremely tight                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4/15/2020 7:50 PM  |
| 74 | We started delivery and allowing emt so as to eliminate contact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4/15/2020 7:40 PM  |
| 75 | I'm conflicted. I do not offer essential items and do not want to encourage people to not stay home. However, I will soon need to result to online options.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4/15/2020 7:39 PM  |
| 76 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4/15/2020 7:34 PM  |
| 77 | turn dining and retail area into grocery and household need store                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4/15/2020 3:57 PM  |

|    |                                                                                                                                                                                                                                                                        |                    |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 78 | I've held back rents and paid for partial payments. I'm easing up on due dates. I'm covering all expenses. I also may use monthly deposit as a month's rent for anybody who chooses to use it.                                                                         | 4/15/2020 3:06 PM  |
| 79 | Trying to offer families ways to continue getting outside, engaging your children in physical activity.                                                                                                                                                                | 4/15/2020 2:55 PM  |
| 80 | We are doing take out from Wed. through Saturday to fill a need for the community, to continue to be a presence when some sense of stability is important & to provide some sanity for us & the staff. Hopefully we can rehire & expand our hours & days for take-out. | 4/15/2020 2:50 PM  |
| 81 | Nothing creative, just the same as most - no one other than employees allowed in the building.                                                                                                                                                                         | 4/15/2020 2:31 PM  |
| 82 | we have moved all in person to virtual services and offering additional online training programs from in person training                                                                                                                                               | 4/15/2020 2:23 PM  |
| 83 | As above.                                                                                                                                                                                                                                                              | 4/14/2020 10:43 PM |
| 84 | Supporting manufacturing companies who are pivoting strategically                                                                                                                                                                                                      | 4/14/2020 10:11 PM |
| 85 | A new online store with curbside pickup                                                                                                                                                                                                                                | 4/14/2020 9:25 PM  |
| 86 | Tried to do retail delivery                                                                                                                                                                                                                                            | 4/14/2020 9:16 PM  |
| 87 | We are trying to stay connected on social media.                                                                                                                                                                                                                       | 4/14/2020 8:56 PM  |
| 88 | Provided activities and materials to Inn Out If the Cold and the new drop in centre                                                                                                                                                                                    | 4/14/2020 7:54 PM  |
| 89 | Hand washing stations and one trade per home under construction.                                                                                                                                                                                                       | 4/14/2020 7:11 PM  |
| 90 | Will begin online lessons/tips on offering a new food product customers can cook themselves at home.                                                                                                                                                                   | 4/14/2020 6:11 PM  |
| 91 | Closed to prevent spread                                                                                                                                                                                                                                               | 4/14/2020 5:43 PM  |
| 92 | Changed to virtual appointments                                                                                                                                                                                                                                        | 4/14/2020 5:33 PM  |
| 93 | None                                                                                                                                                                                                                                                                   | 4/14/2020 4:53 PM  |
| 94 | Emails                                                                                                                                                                                                                                                                 | 4/14/2020 4:52 PM  |
| 95 | Contests to raise money for charity                                                                                                                                                                                                                                    | 4/14/2020 4:51 PM  |

## Q14 What is your email address?

Answered: 178   Skipped: 0

| #  | RESPONSES                                   | DATE               |
|----|---------------------------------------------|--------------------|
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| 35 | oswell@amtelecom.net                        | 4/20/2020 3:13 PM  |
| 36 | Loowierougor@hotmail.com                    | 4/20/2020 2:25 PM  |
| 37 | rhusser@hwcinsurance.ca                     | 4/20/2020 12:54 PM |

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| 46 | rfurneaux@grcanada.com            | 4/20/2020 10:31 AM |
| 47 | Neilb@badderbus.com               | 4/20/2020 10:13 AM |
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| 52 | lklassen12@hotmail.ca             | 4/20/2020 8:41 AM  |
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| 69 | scurvydawgwoodiron@yahoo.com      | 4/17/2020 10:37 AM |
| 70 | info@cofield-aba.com              | 4/17/2020 9:55 AM  |
| 71 | julz1ward@gmail.com               | 4/17/2020 9:50 AM  |
| 72 | Matt.janes@railwaycitybrewing.com | 4/17/2020 9:01 AM  |
| 73 | Maplehavenfarm@outlook.com        | 4/17/2020 8:26 AM  |
| 74 | kathifindlay@yahoo.ca             | 4/17/2020 8:16 AM  |
| 75 | Sensei1@execulink.com             | 4/17/2020 7:51 AM  |

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|-----|--------------------------------|--------------------|
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| 81  | 7                              | 4/16/2020 9:32 PM  |
| 82  | Hollycarrelrmt@hotmail.com     | 4/16/2020 8:46 PM  |
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| 84  | sales@loadofrubbish.com        | 4/16/2020 5:52 PM  |
| 85  | Doug.chamberlain2@gmail.com    | 4/16/2020 5:23 PM  |
| 86  | yogawithtracey11@gmail.com     | 4/16/2020 4:51 PM  |
| 87  | maryanne@greatlakesfarms.ca    | 4/16/2020 4:37 PM  |
| 88  | Lisa.jarvis@hotmail.com        | 4/16/2020 4:17 PM  |
| 89  | Marshka15@hotmail.com          | 4/16/2020 3:42 PM  |
| 90  | Thenamelessst@outlook.com      | 4/16/2020 3:38 PM  |
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| 92  | samanthaw@mbcmmedia.ca         | 4/16/2020 2:51 PM  |
| 93  | skboldt@hotmail.com            | 4/16/2020 2:35 PM  |
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| 95  | info@therodneyrmarket.com      | 4/16/2020 1:48 PM  |
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| 97  | Carol@liveinport.ca            | 4/16/2020 1:36 PM  |
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| 99  | schooner6579@gmail.com         | 4/16/2020 12:51 PM |
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| 104 | scratchmccormick@hotmail.com   | 4/16/2020 11:29 AM |
| 105 | Cliffsomerville@hotmail.com    | 4/16/2020 11:20 AM |
| 106 | Craig@PSTR.on.ca               | 4/16/2020 11:16 AM |
| 107 | twoforks295@gmail.com          | 4/16/2020 11:14 AM |
| 108 | candjmemories@photographer.net | 4/16/2020 11:10 AM |
| 109 | berniewiehle@gmail.com         | 4/16/2020 11:10 AM |
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| 111 | Redemptiontentevents@gmail.com | 4/16/2020 10:51 AM |
| 112 | tiffanyfrick27@hotmail.com     | 4/16/2020 10:43 AM |
| 113 | kettlecreekmarina@gmail.com    | 4/16/2020 10:20 AM |

|     |                                     |                    |
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| 116 | troy.forster@gmail.com              | 4/16/2020 9:54 AM  |
| 117 | gtscarol@gmail.com                  | 4/16/2020 9:47 AM  |
| 118 | farley@moorewatgardens.com          | 4/16/2020 9:46 AM  |
| 119 | Mike@kcls.ca                        | 4/16/2020 9:37 AM  |
| 120 | I_mac0309@rogers.com                | 4/16/2020 9:24 AM  |
| 121 | n8vsuga@gmail.com                   | 4/16/2020 9:18 AM  |
| 122 | twoforks295@gmail.com               | 4/16/2020 9:17 AM  |
| 123 | info@propertymanagementsolutions.ca | 4/16/2020 9:14 AM  |
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| 136 | info@backuspagehouse.ca             | 4/15/2020 9:07 PM  |
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| 143 | dsoos@natterjackbrewing.ca          | 4/15/2020 7:40 PM  |
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|-----|--------------------------------|--------------------|
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| 153 | notmanconsulting@eastlink.ca   | 4/15/2020 3:02 PM  |
| 154 | Jade.rogers@timbernook.com     | 4/15/2020 2:55 PM  |
| 155 | information@kettlecreekinn.com | 4/15/2020 2:50 PM  |
| 156 | buds@steedandcompany.com       | 4/15/2020 2:39 PM  |
| 157 | kellie@butlerbuilt.ca          | 4/15/2020 2:31 PM  |
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| 161 | ppresti@infotrova.com          | 4/14/2020 10:11 PM |
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| 169 | lyndsayv@msn.com               | 4/14/2020 7:11 PM  |
| 170 | C.bircham@gmail.com            | 4/14/2020 6:11 PM  |
| 171 | timothyswyk@hotmail.com        | 4/14/2020 6:02 PM  |
| 172 | thedogspa5@yahoo.ca            | 4/14/2020 5:54 PM  |
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| 175 | juliahansford.art@gmail.com    | 4/14/2020 4:57 PM  |
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| 178 | Kristinanethercott@yahoo.ca    | 4/14/2020 4:51 PM  |



# WESTERN ONTARIO WARDENS' CAUCUS

## ECONOMIC DEVELOPMENT

Impacts of COVID-19 Pandemic  
on Businesses in Western Ontario

2.0



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# Summary

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The Impacts of COVID-19 Pandemic on Businesses 2.0 was launched on Tuesday, April 14<sup>th</sup> by the member Counties of Western Ontario. This second series of surveys determines the shift in the economy since the first series was completed and the impact on our rural economies from COVID-19.

A total of 2221 businesses completed these surveys in eleven (11) Counties in the Western Ontario region, an increase of 538 businesses.

The impact of COVID-19 on the economy of Western Ontario has been significant with 34% business temporarily closed. A small number of businesses, 2%, identified that they were permanently closed.

The number of businesses that have accessed government support is very low at 57%. Many noted in Question 6, that they do not qualify for the existing supports from the Provincial and Federal governments.

The most significant employee impacts are seen in businesses in the 5-19 employee range.

The data collected from the first two surveys will serve in developing regional recovery strategies. This information is also used in advocating for the business community in Western Ontario to both the Provincial and Federal governments. It is anticipated that there will be additional follow ups with our business community through the Member County Economic Development offices in June, as we begin to see the relaxation of restrictions and the opening of our economy.

Appreciation is extended to Perth County Economic Development & Tourism, for creating both surveys and sharing them with the region.

## Survey Notes

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Counties that participated in the survey include;

|        |          |            |         |
|--------|----------|------------|---------|
| Brant  | Elgin    | Middlesex  | Norfolk |
| Oxford | Dufferin | Grey       | Lambton |
| Perth  | Simcoe   | Wellington |         |

In addition, the Windsor-Essex Economic Development Corporation has completed extensive survey work. The results of their survey work can be found here; [choosewindsorsex.com/](https://choosewindsorsex.com/).

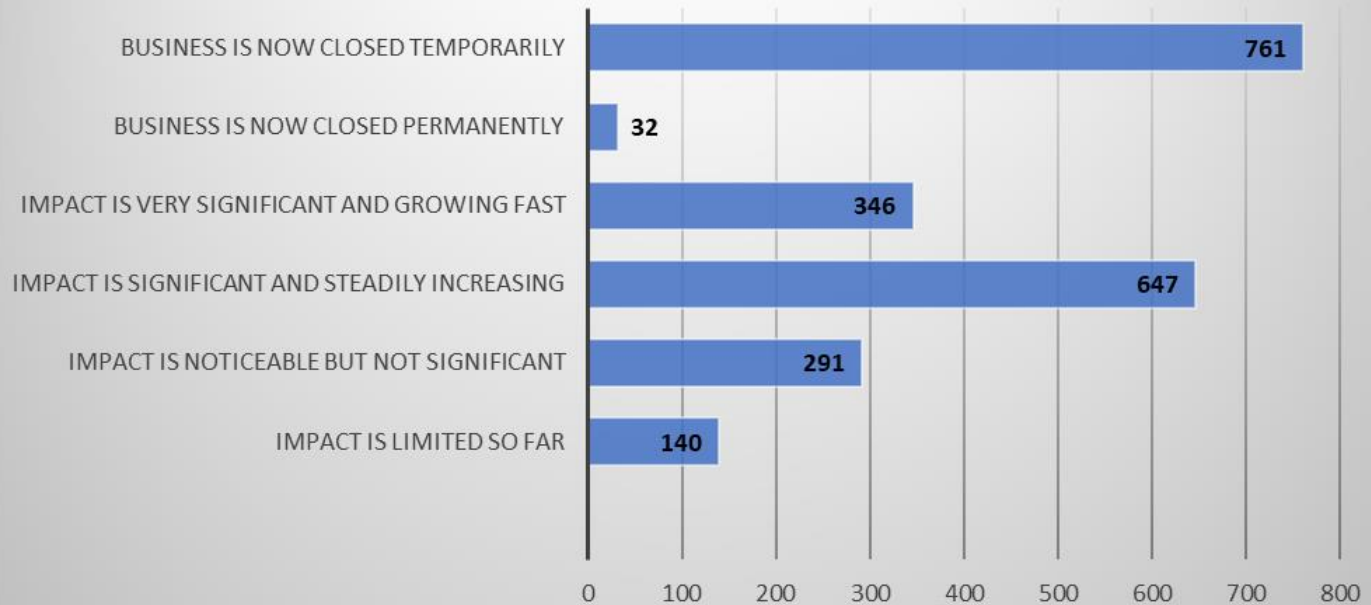
Of note, 29% of Windsor-Essex businesses have laid off employees, 47% have closed temporarily and 2% have closed permanently.

Similarly, Chatham-Kent has also conducted significant out reach with their business community in gathering the economic impact in the County. The actions being undertaken in Chatham-Kent can be found here; [www.chatham-kent.ca/EconomicDevelopment/home](https://www.chatham-kent.ca/EconomicDevelopment/home)

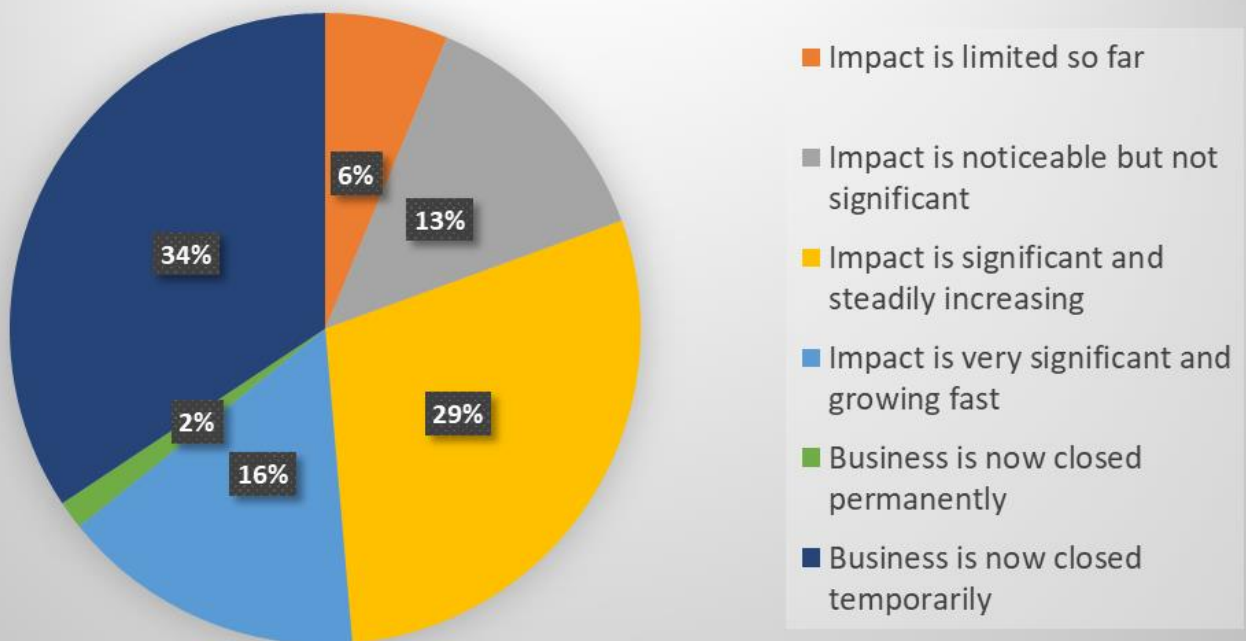
Similarly, Bruce County launched a survey from March 26 – May 11, the survey received 316 responses from local business owners. The survey responses demonstrated an overwhelming need for financial support in order to manage the impacts of the pandemic on business operations. For more information about the survey results visit [www.brucecounty.on.ca/economictaskforce](https://www.brucecounty.on.ca/economictaskforce).

## Question #1

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

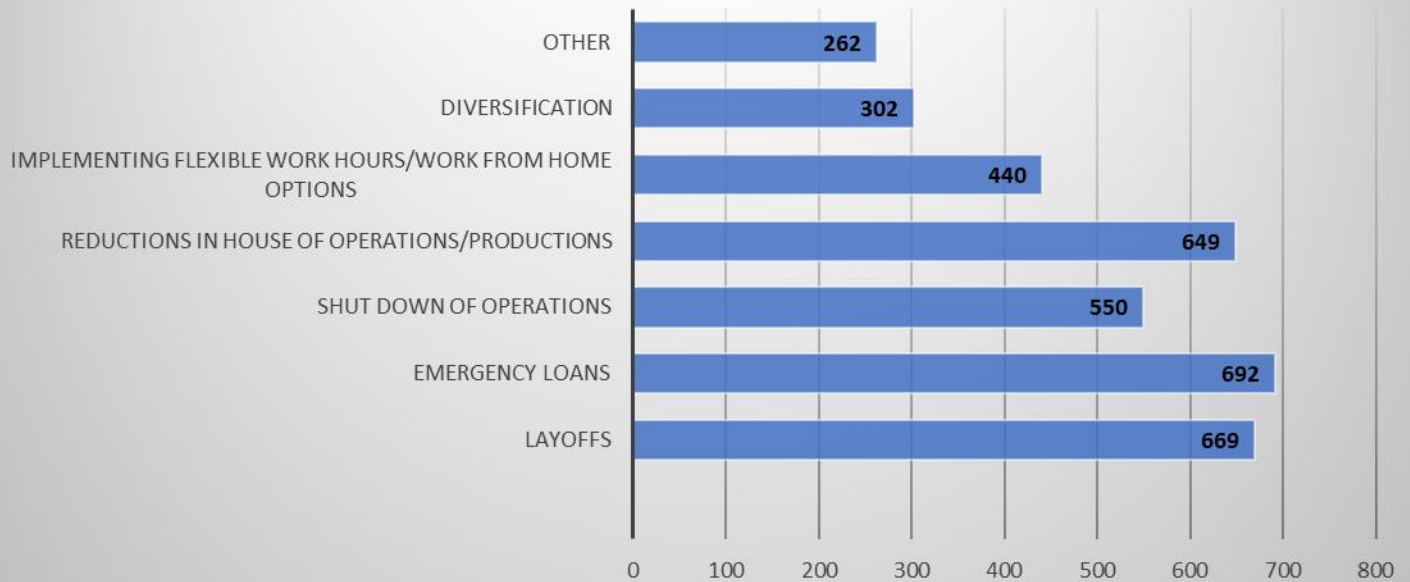


### Which of the following best describes the impact of COVID-19 on your business right now?

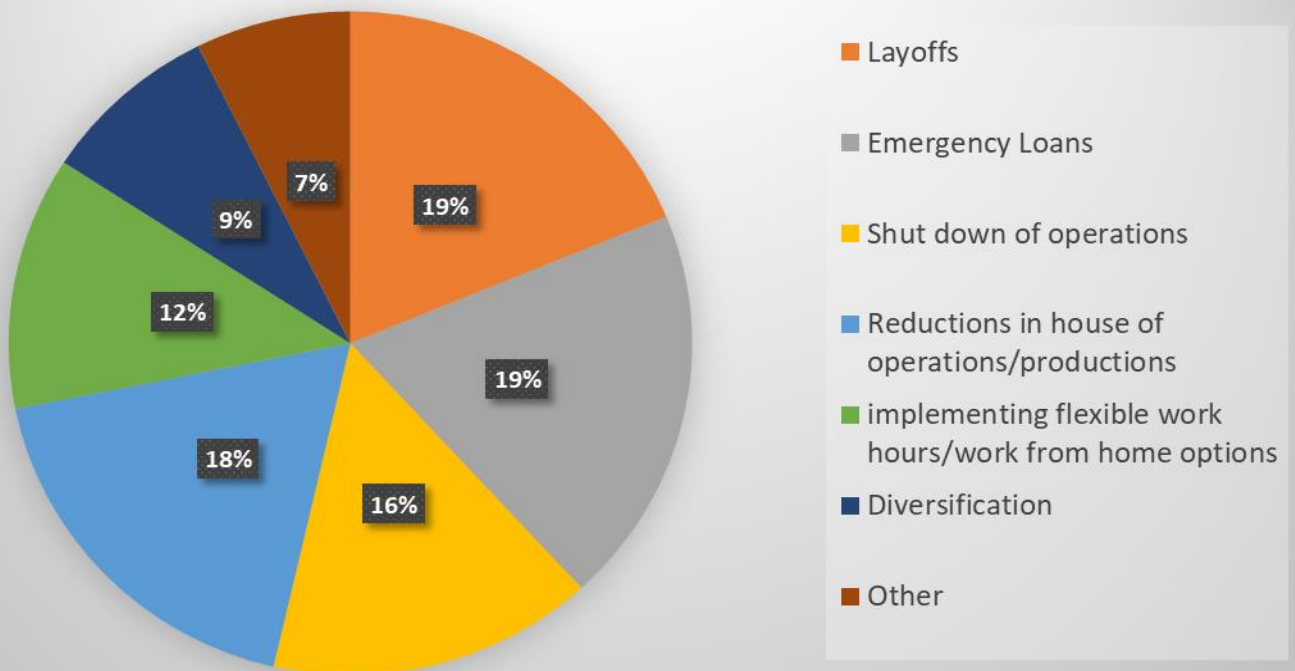


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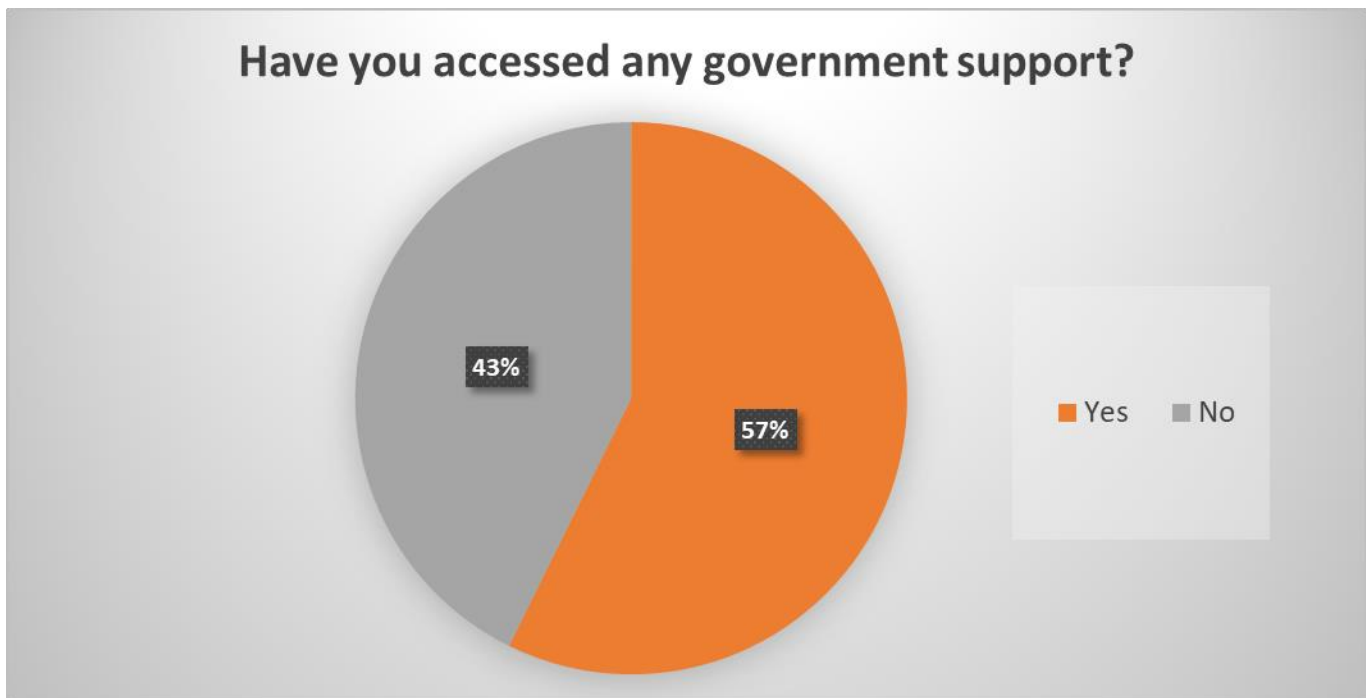
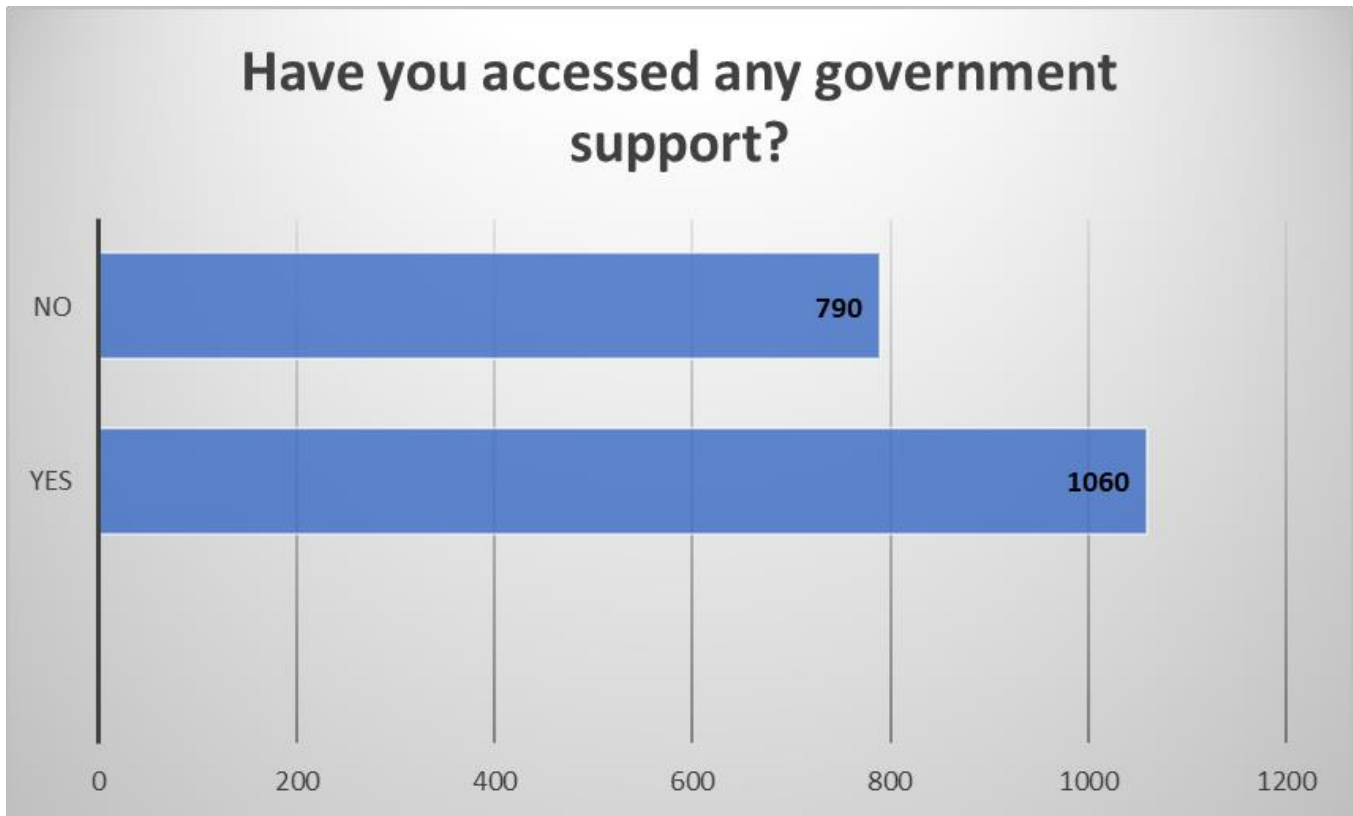
### What measures are you likely to use/need to address the economic impact of COVID-19?



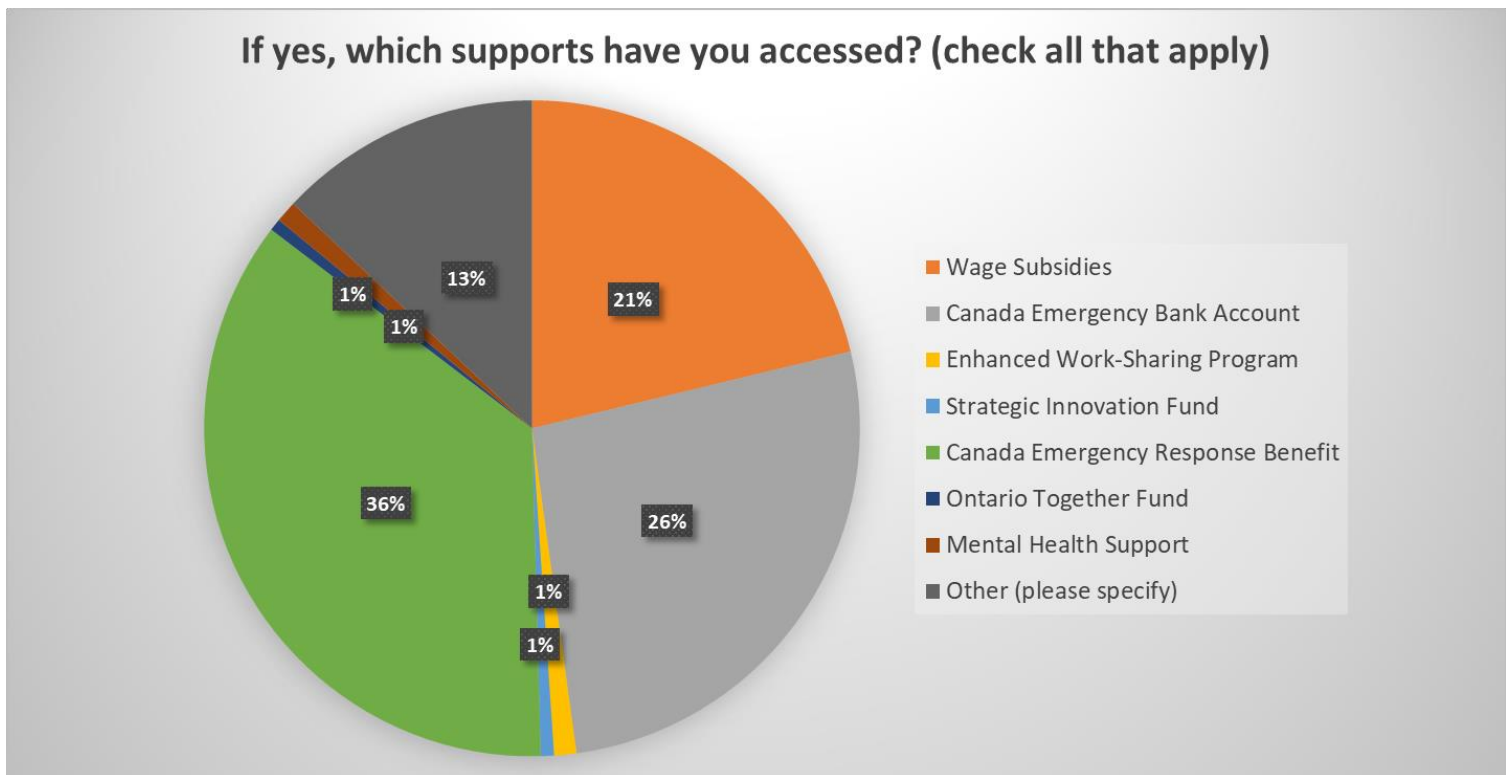
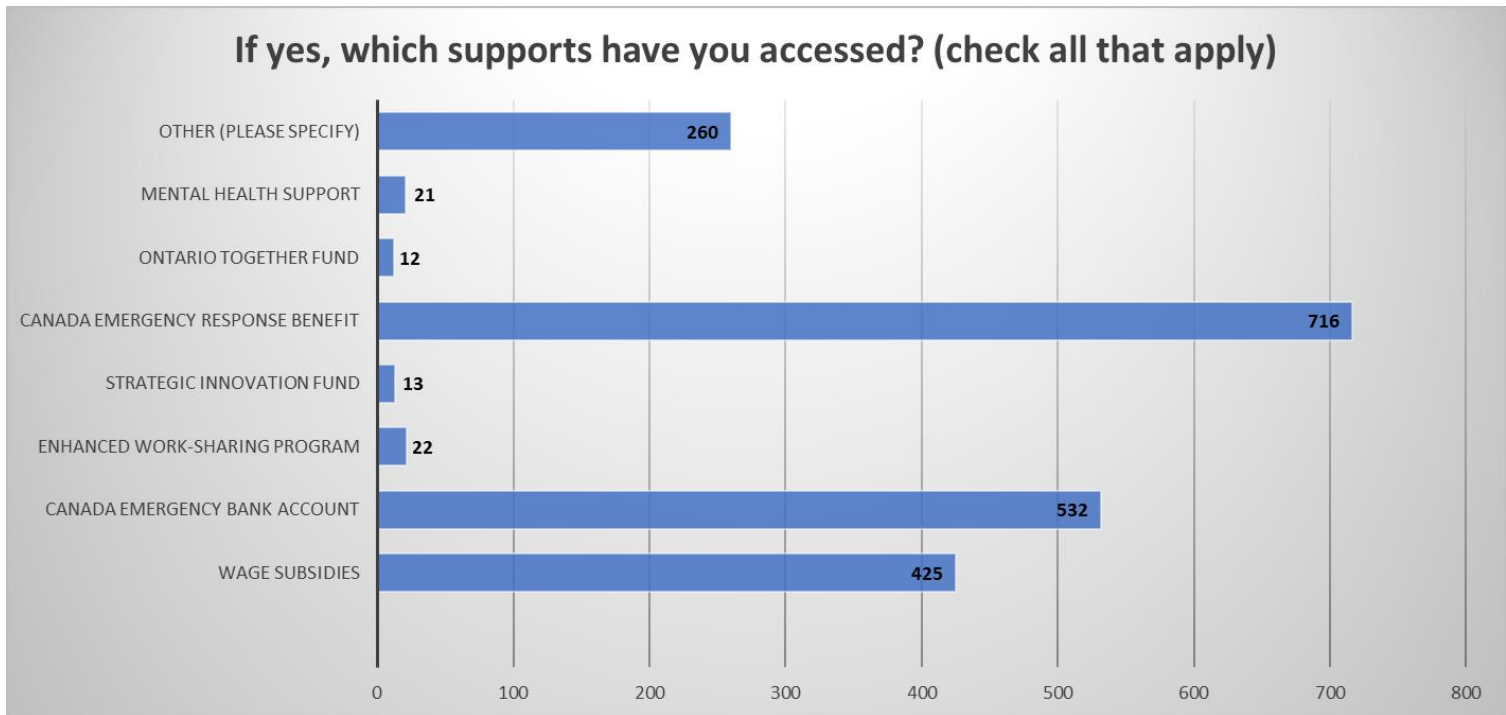
### What measures are you likely to use/need to address the economic impact of COVID-19?



### Question #3

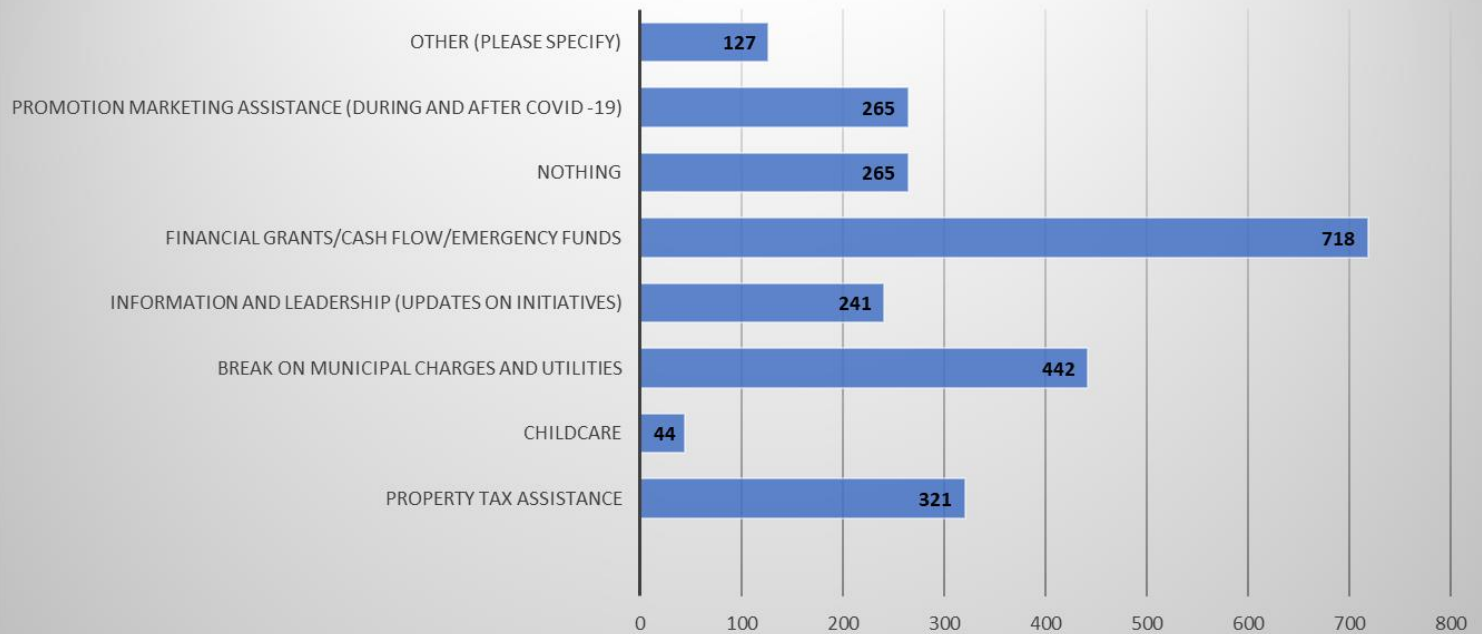


## Question #4

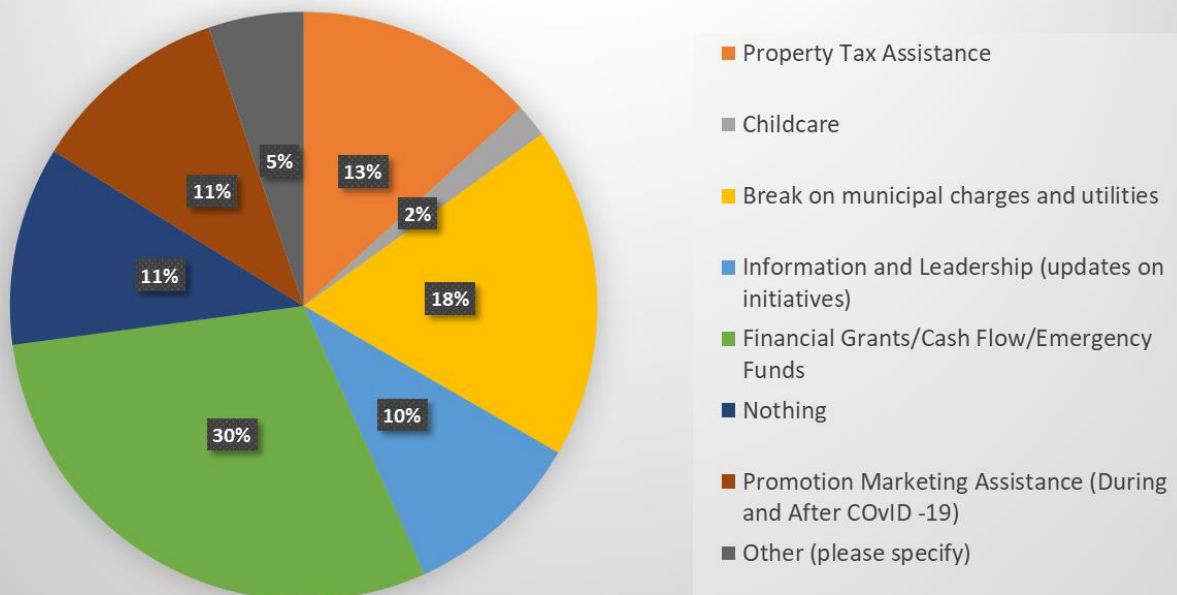


## Question # 5

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



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



## Question # 6

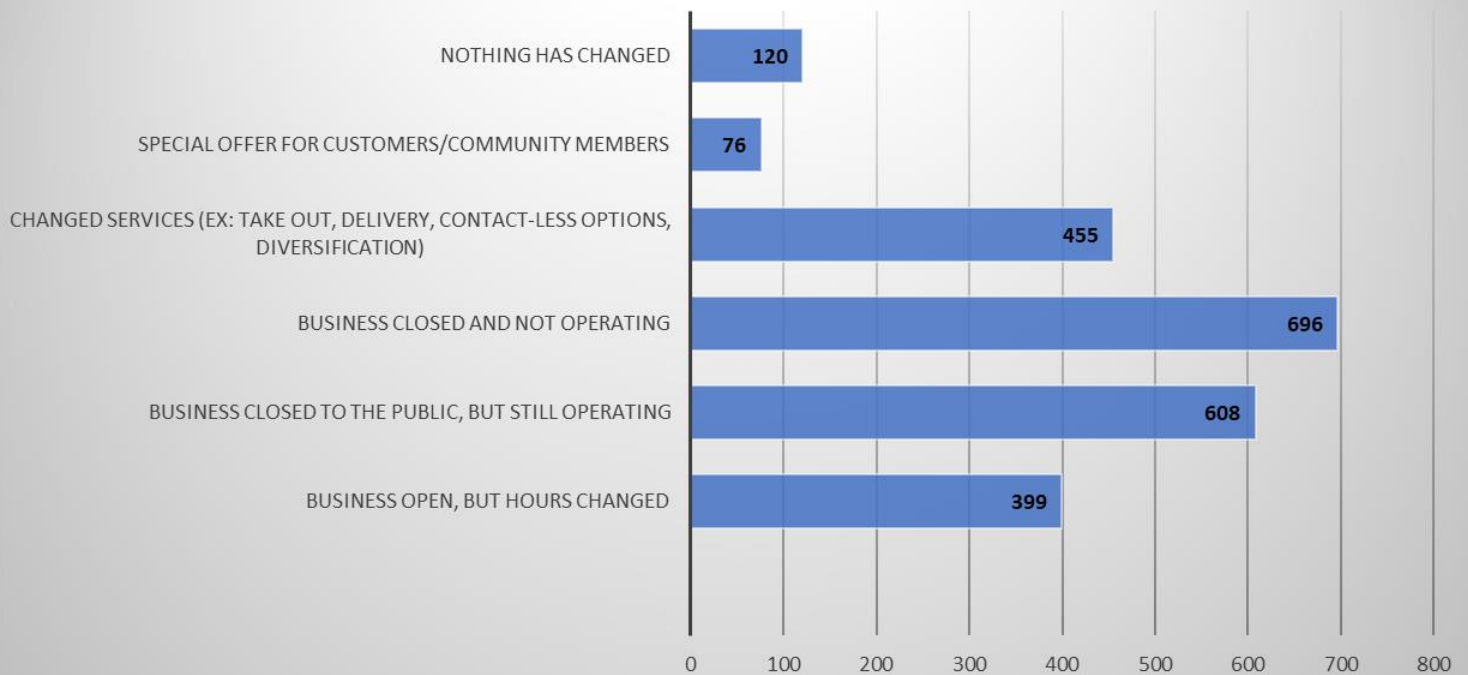
**Beyond what has already been announced, what do you need from the provincial and federal governments?**

This open-ended question resulted in these general themed answers;

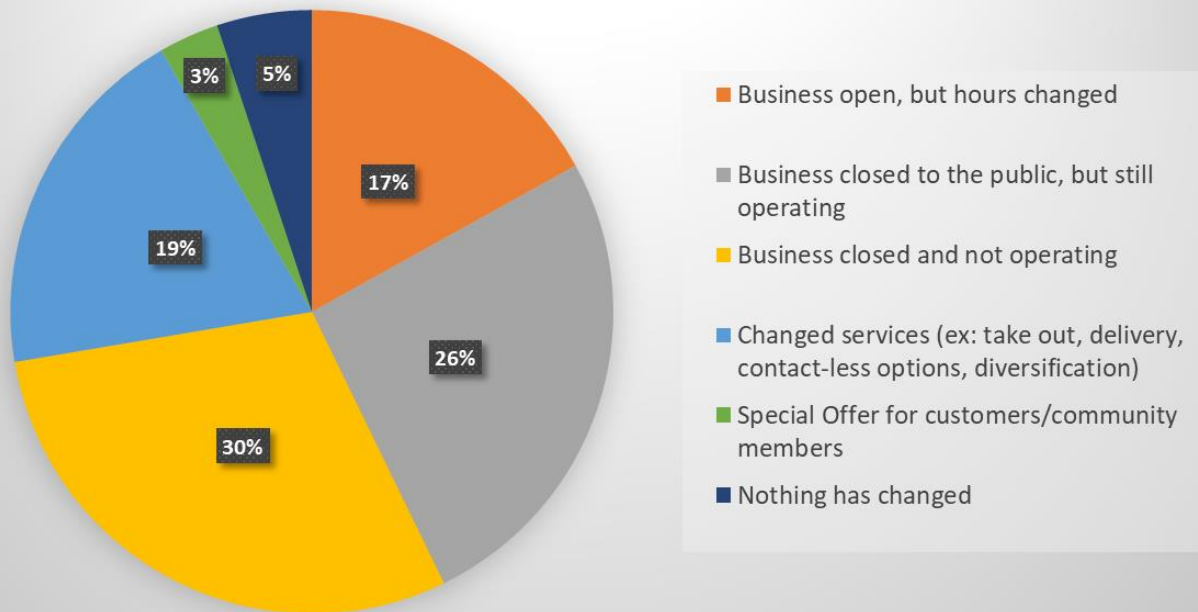
- More financial assistance or modifications to current program to be more inclusive
- More communication, improved responsiveness to inquiries, timelines for the future
- Re-Opening businesses, relaxing restrictions
- Rent Relief, Break on Utilities, Tax Breaks (Lower HST, etc.)
- Agricultural Supports
- Continue Restrictions/ More Enforcement & Rules
- Satisfied with Current Offering or unsure

## Question # 7

### How has your business responded to COVID-19?

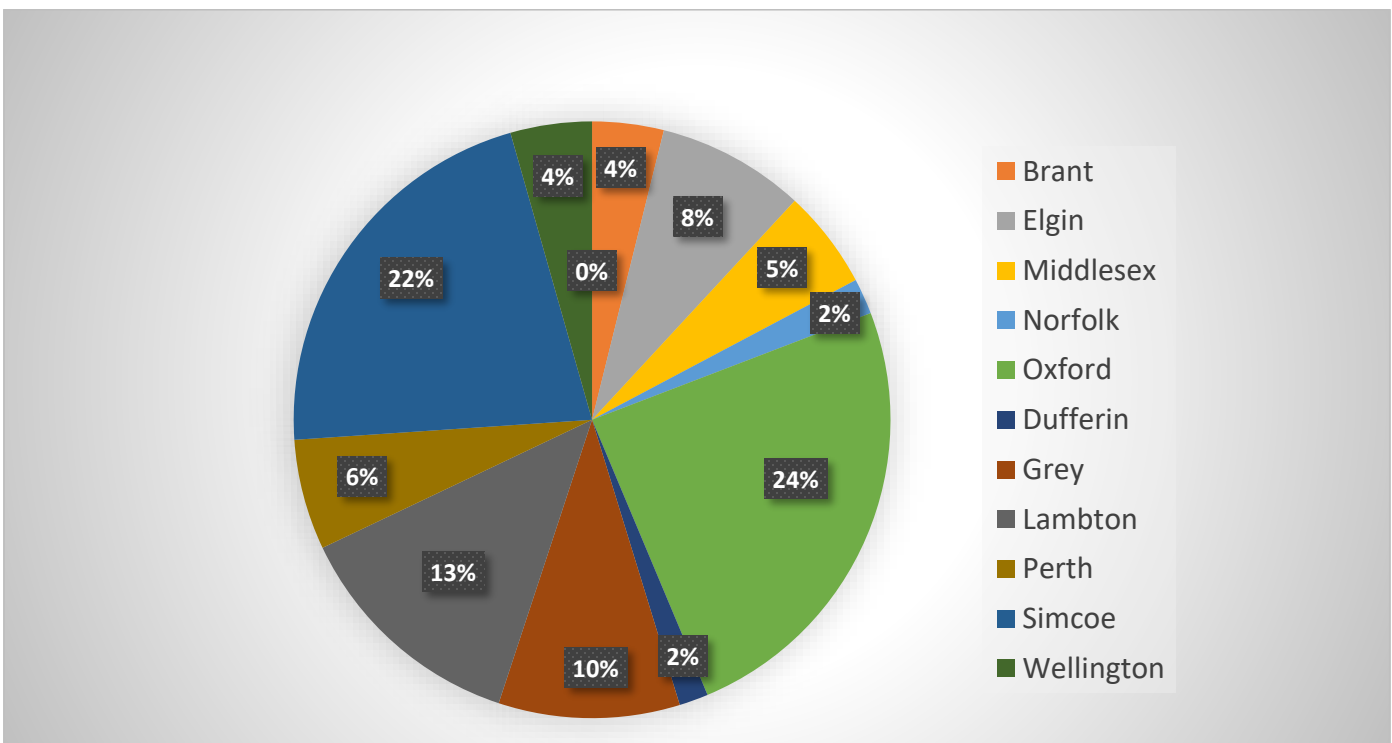
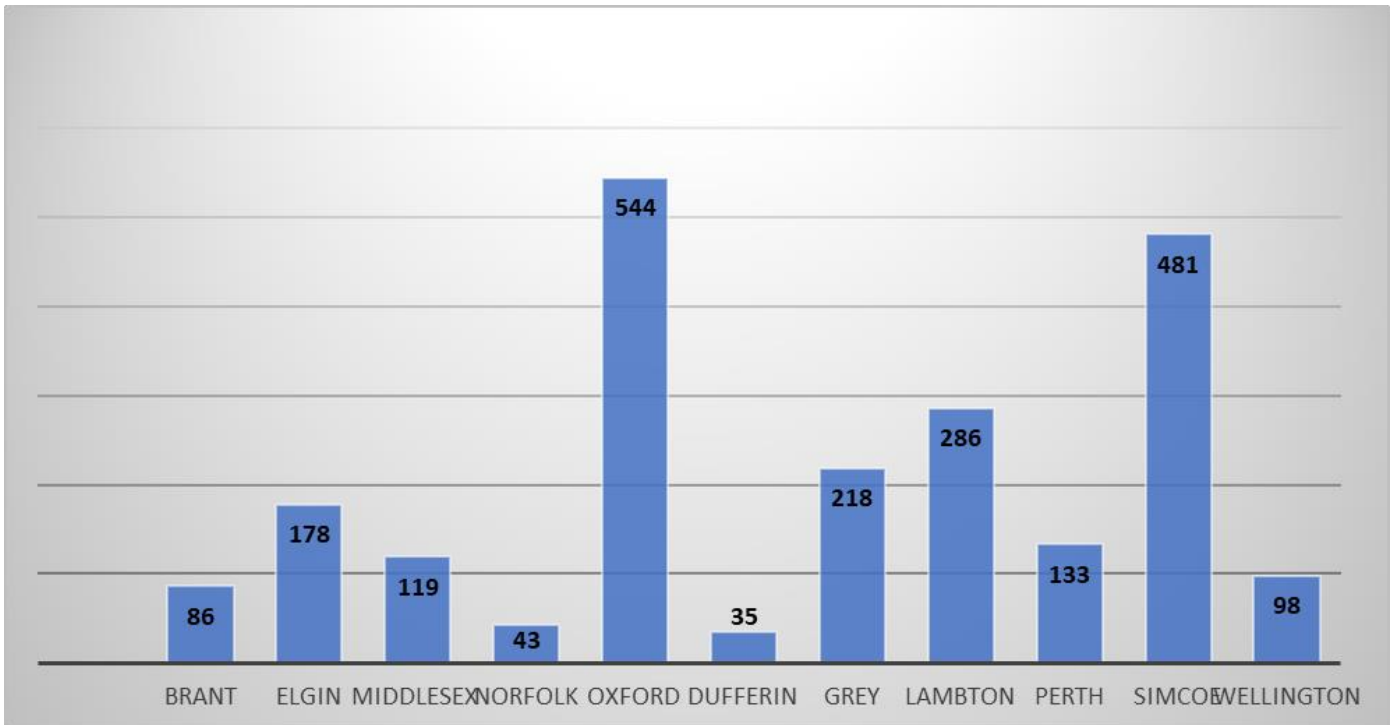


### How has your business responded to COVID-19?



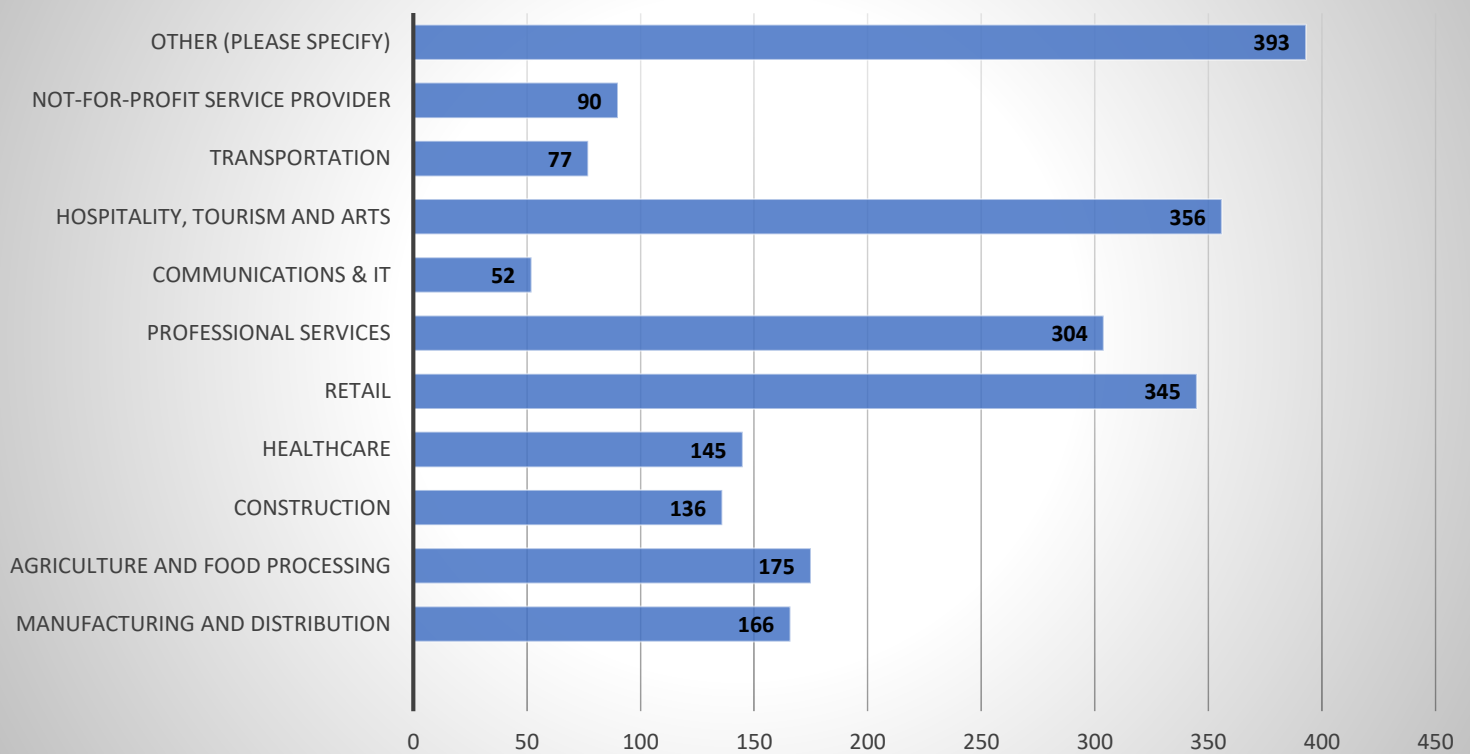
## Question #8

### Business Location

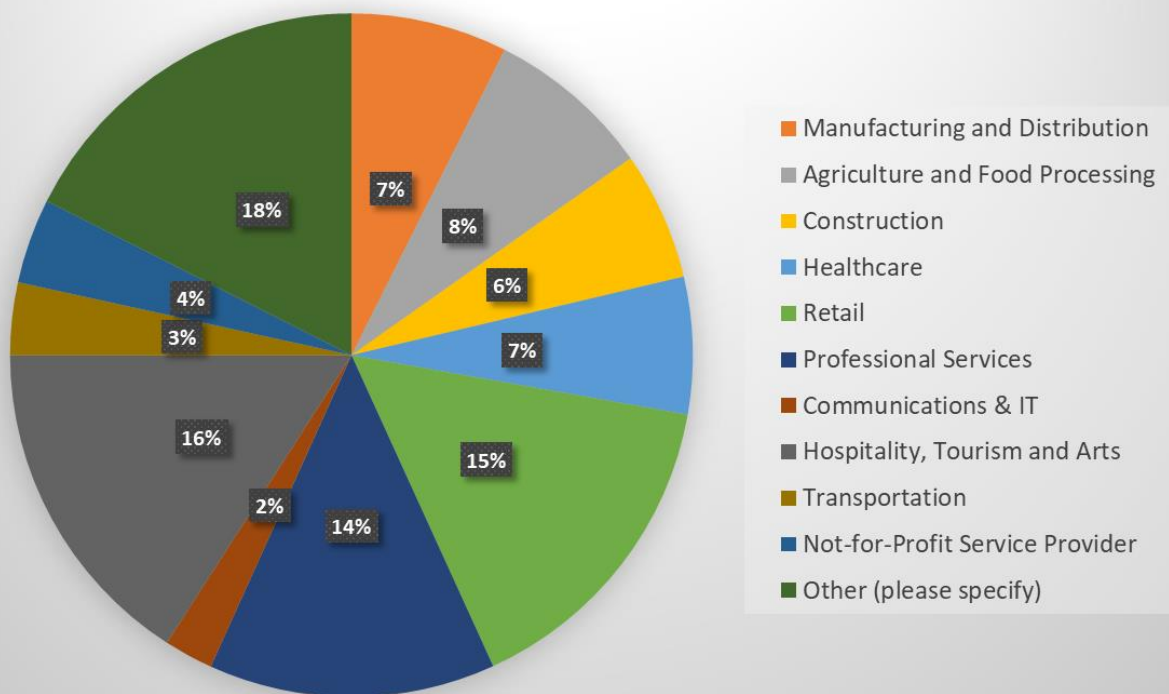


## Question #9

### What is the primary industry your business is part of?

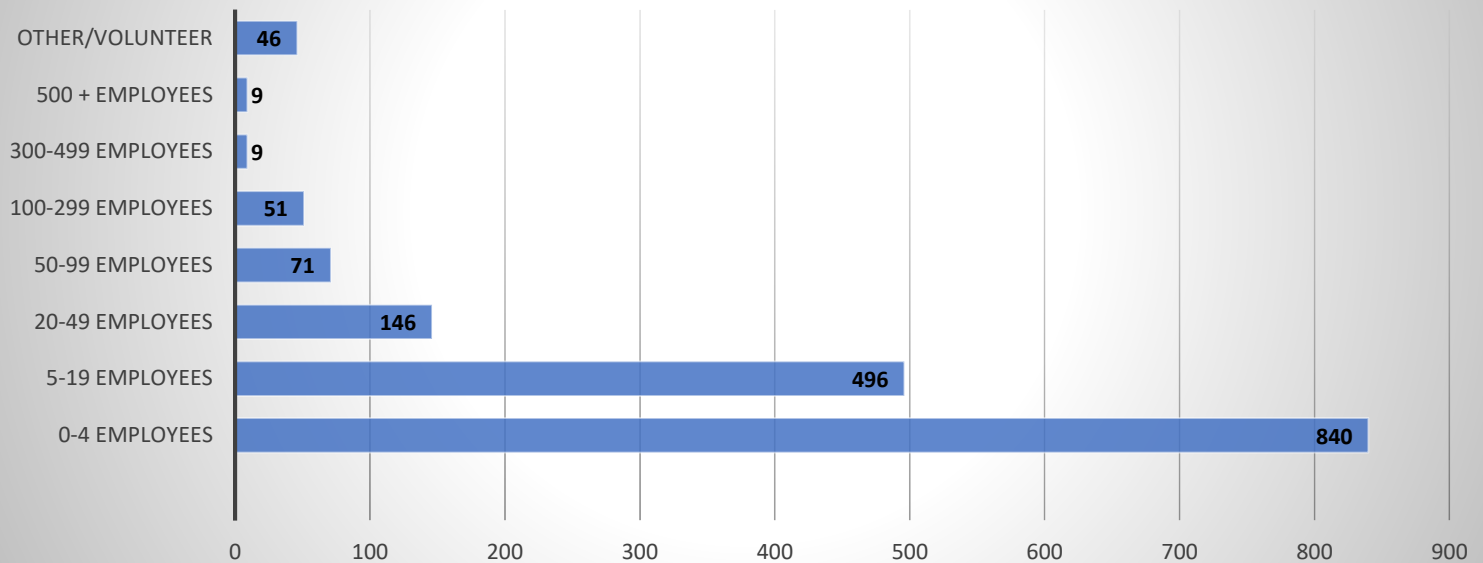


### What is the primary industry your business is part of?

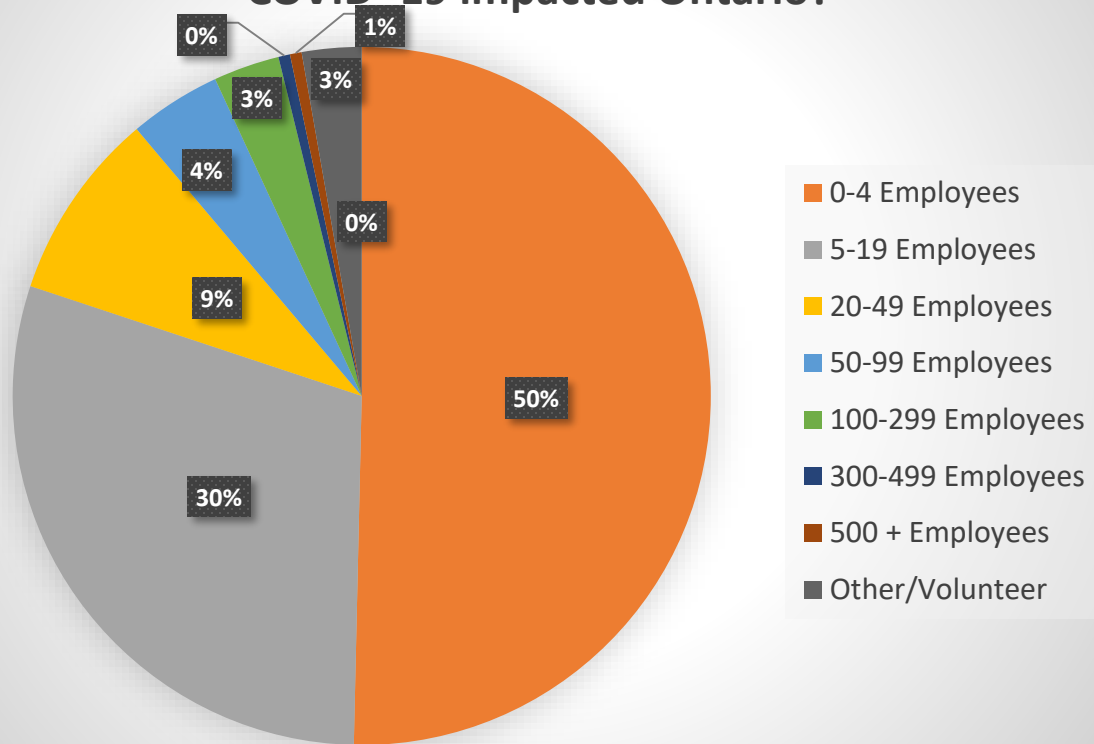


## Question #10

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

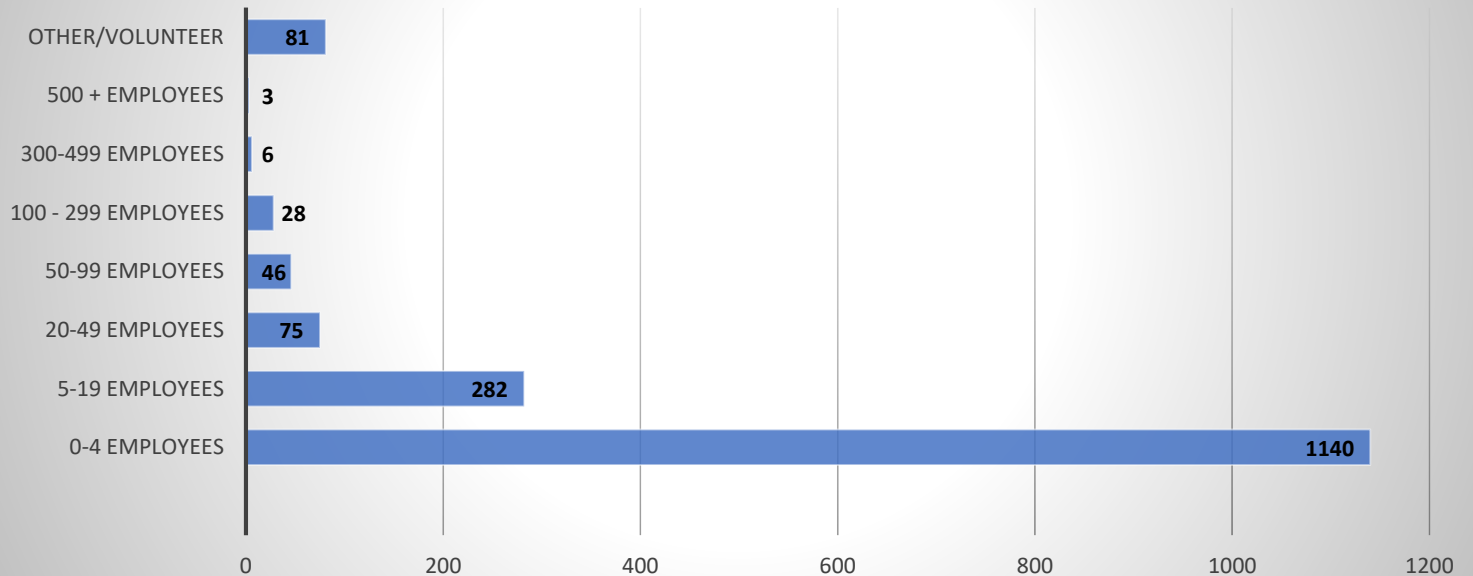


### How many employees did you have employed before COVID -19 impacted Ontario?

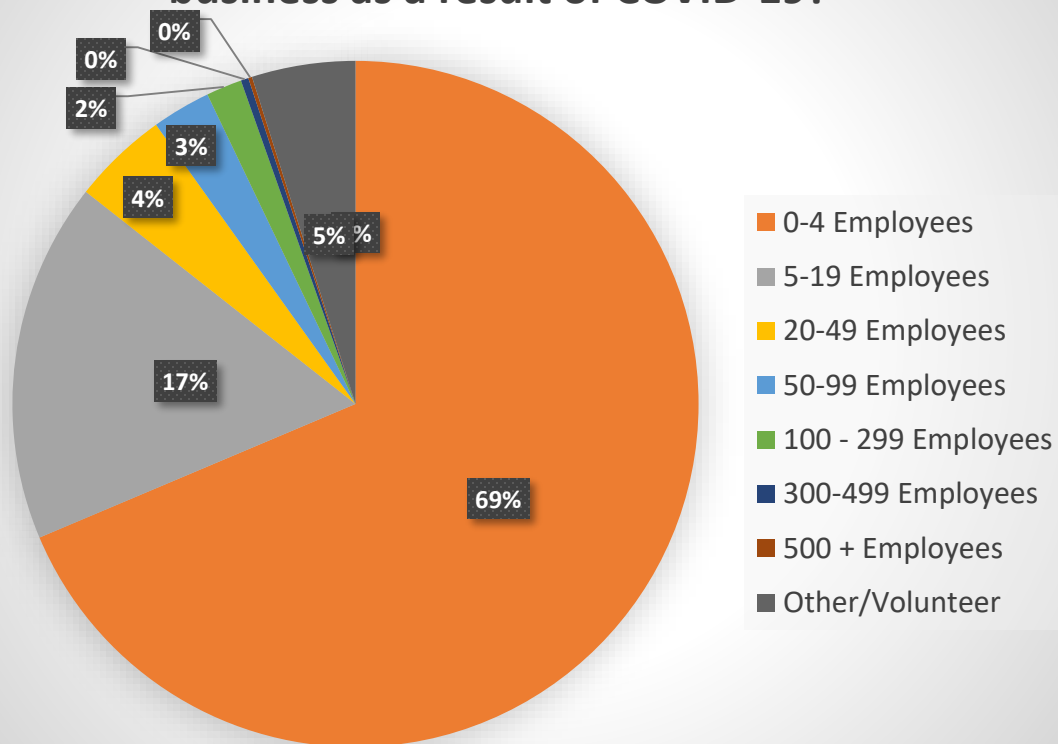


## Question #11

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



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





[wowc.ca](http://wowc.ca) | [@wowcinc](https://twitter.com/wowcinc)