

RESTART & RECOVERY: COVID-19 in Hamilton

Draft V8

Demographic Questions

Business/Organization Name: _____

Does your business operate in the Greater Hamilton Area? (Ancaster, Burlington, Dundas, Flamborough, Glanbrook, Hamilton, Stoney Creek).

- Yes
- No

Please select the industry your business represents. (drop down list of simplified 2-digit NAICS codes/industry names)

On March 2, 2020, what was the size of your business' workforce? (text box)

As of July 31st, 2020, what is the size of your business' workforce? (text box)

Was your business included in the list of essential business in Ontario or a considered a supplier to an essential business that were required to stay open?

(For the list of businesses please refer to the Ontario Government website:

<https://www.ontario.ca/page/reopening-ontario-stages#section-5>)

- Yes
- No
- Unsure

Workforce Impact

1. **Before** the pandemic and the resulting economic shutdowns began (mid-March), was your organization growing, declining, or staying the same?
 - a) Growing
 - b) Declining
 - c) Staying about the same
 - d) Unsure

2. **Since** the pandemic and economic shutdowns started, is your organization growing, declining, or staying the same?

3. Which of the following best describes your business/organization’s status as of this week?
 - Open and operating at full capacity
 - Open and operating at partial capacity
 - Temporarily closed, planning to re-open as soon as possible
 - Temporarily closed, unsure if re-opening will be possible
 - Considering permanent closure
 - Permanently closed [redirect to end]
 - Other, please specify_____

4.
 - a) Are you currently hiring?
 - Yes
 - No (if no skip to Q 5)

 - b) How difficult is it to find a suitable candidate during the COVID-19 pandemic?
 - More difficult to find a suitable candidate
 - No change
 - Less difficult to find a suitable candidate

5. Did your organization experience any separations since the COVID-19 pandemic and economic shutdowns started mid-March?
(Separations are defined as retirements, dismissals, permanent layoffs, temporary layoffs and other separations)
 - a) Yes
 - b) No (If no go to ‘Work Arrangements’ section)

6. How many separations were in the following categories:

Type of Separation	Number of Separations
Quits	
Retirements	
Temporary Layoffs	
Permanent Layoffs	
Dismissals	

Work Arrangements

7. How have work arrangements changed in your business? (Click all that apply)
- No changes
 - Remote working (if NOT selected, respondent goes to 'Workplace Safety' section)
 - Reduced hours
 - Alternate hours
 - Other
8. What percent of your staff is working remotely currently?
- a) None
 - b) 0% to 24%
 - c) 25% to 49%
 - d) 50% to 74%
 - e) 75% to 100%
9. Are you considering remote working for your staff (partially or fully) after the pandemic has ended?
- a) Yes
 - b) No
 - c) Unsure
10. To what extent do you agree with the following statements:
[DISPLAY LIKERT SCALE "DISAGREE-AGREE" MATRIX]
- Overall, our employees have been more productive working from home
 - Overall, the well-being of our employees has improved as a result of working from home
11. Which of the following issues is your remote workforce facing (if any):
- Home internet issues
 - Other issues with information technology (software, hardware, etc.)
 - Lack of digital literacy among staff
 - Decreased collaboration
 - Online meeting fatigue (e.g.: Zoom)
 - Home schooling
 - Child minding
 - Other. Please specify _____
 - None of the above
12. Do you need additional information about managing staff remotely?
- a) Yes
 - b) No
 - c) Unsure

Workplace Safety

13. Does your workplace require personal protective equipment (PPE) for your workers and/or your customers?
- We need PPE for customers
 - We need PPE for workers
 - No, we don't need it (If selected go to next section)
 - Unsure
14. Do you have enough personal protective equipment (PPE) available (either in stock or ready access) for your employees and/or customers to safely remain open for the next 6 months?
- Yes, we have enough PPE available for the next 6 months
 - We have enough PPE available, but not sure if we have enough for the next 6 months
 - No, we do not have enough PPE in stock and/or are unsure if we can get access to it for the next 6 months
 - Unsure
15. Have you developed a crisis response plan in the event of an outbreak at your business/organization?
- a) Yes
 - b) No
 - c) Unsure
16. Are you concerned about the additional cost of PPE for your workforce/customers?
- a) Yes
 - b) No
 - c) Unsure
17. How valuable would the following be to your organization in addressing workplace safety concerns: [Likert scale: not at all valuable -> extremely valuable]
- COVID-19 health and safety training
 - Increased availability of PPE
 - Clear industry guidelines on sanitation, physical distancing, etc.
 - HR training on current labour rules and worker rights
 - Information on how to re-open your business safely
 - Connections with other industry businesses to share best practices/resources

Confidence in Consumer Demand

18. How has the demand for your products/services changed since COVID-19?
- Decreased significantly
 - Decreased slightly
 - No change
 - Increased slightly
 - Increased significantly
19. If you deal with the general public, which of the following customer-facing practices (if any) did your organization adopt in response to COVID-19: select all that apply
- E-commerce/Online service delivery
 - Curbside drop-off/pickup
 - Phone orders
 - Use of outdoor patio space
 - Social distancing signs and floor markers
 - Offering sanitizer to customers
 - Plexiglass shields/dividers
 - Limiting the number of patrons
 - Mobile hand-washing stations
 - Other. Please specify _____
 - None of the above/not applicable to my business
20. Do you need additional supports to assist you in pivoting your business to a different business model?
- a) Yes
 - b) No
 - c) Perhaps

Next 6 Months

21. Do you plan on hiring in the next six months?

- a) Yes
- b) No (Skip to question 23)

22. If yes, estimate how many hires were in the following categories:

Occupation	Full-time Permanent	Part-Time Permanent	Full-time Contract	Part-time Contract	Seasonal/Casual
Managers and Executives					
Professionals					
Technical					
Trades (Journey person)					
Apprentices					
Sales and Marketing					
Administrative and Clerical					
Production Workers					
Service Workers					

23. Is available childcare a concern for any of your workers?

- a) Yes
- b) No
- c) Unsure

24. Do your workers face any transportation issues getting to your business either through access to or timing of the HSR buses?

- a) Yes
- b) No
- c) Unsure

25. Have you developed new business strategies to guide your business operations for the next 6 months in light of COVID-19?

- a) Yes, new business strategies are already in place
- b) Yes, we are working on developing new business strategies to guide business operations
- c) No, we want to develop new business strategies, but do not know how/do not have the resources
- d) No, we will not be developing new business strategies

26. If you have completed a cash flow projection for the next 6 months, what best describes your situation?

- a) Need help now
- b) Will be in trouble in a few months
- c) Ok for 6 months
- d) Other, please specify _____

27. Do you need any help from municipal, provincial, federal governments right now?

28. Would you like to share any final comments/concerns about your business' recovery? If your business is permanently closed, please share your comments/insights on how our community can continue to support you.

Would you like to receive a copy of the final results? If yes, please provide your contact information

Name _____

Email _____

Phone Number _____