

# LOCAL LABOUR MARKET ISSUES, CHALLENGES & OPPORTUNITIES

## COMMUNITY CONSULTATION HIGHLIGHTS

LOCAL LABOUR MARKET PLANNING REPORT (LLMP)

SEPTEMBER 2020



EASTERN WORKFORCE  
INNOVATION BOARD

Nurturing a stronger workforce

A wooden sign with a black background and white, distressed text that reads "SORRY WE'RE CLOSED DUE TO COVID-19". The sign is mounted on a sidewalk in an urban setting with buildings and a street in the background.

**SORRY  
WE'RE  
CLOSED  
DUE TO  
COVID-19**

“

The Gananoque Curling Club, like many businesses in the area, has lost a lot of revenue due to the impact of the pandemic. The curling season was cut short and many rentals and events have been and continue to be cancelled in keeping with the necessary protocols.”

Jayne Curtis, Manager, Gananoque Curling Club

# 1.0 INTRODUCTION

The Eastern Workforce Innovation Board (EWIB) is pleased to present the results of their recent community consultations conducted throughout June, July and August with thirty-five (35) community partners and fifty-one (51) employers.

The purpose of these consultations was to obtain a snapshot regarding the impact of COVID-19 on the local labour market in our region. Our region consists of the United Counties of Leeds and Grenville, Frontenac County and Loyalist Township.

This report will be included in our annual Local Labour Market Planning Report (LLMP).

The Board of Directors would like to thank our community partners for their continued support and valuable contributions to this document.



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**EMPLOYMENT  
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This *Employment Ontario* project is funded by the Ontario government.  
Ce projet *Emploi Ontario* est financé par le gouvernement de l'Ontario.

The views expressed in this document do not necessarily reflect those of the Government of Ontario.  
Les points de vue exprimés dans le présent document ne reflètent pas nécessairement ceux d'Emploi Ontario.



# 1.1 OVERVIEW

During the months of June, July and August, one-on-one consultations were conducted with **thirty-five (35) community partners** including Employment Service Providers, Economic Development Organizations, Labour Associations, Chambers of Commerce and other agencies. The purpose was to discuss changes in labour market challenges, gaps and opportunities. A discussion paper highlighting significant trends and challenges from the previous year was shared in advance of these discussions.

**Fifty-one (51) employers** were also contacted to obtain their current labour market issues and challenges. Due to the current COVID-19 pandemic, discussions focused on the impact it has had on the operations of the various agencies and employers and how this has affected the clients they serve. It is noted that the participants confirmed many of the issues and challenges noted in previous years still exist, however, they have taken a temporary back seat to the immediate needs created by the pandemic.

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**There is no denying that COVID-19 has taken its toll on everyone across the globe.**

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Many people have lost their jobs and unemployment has skyrocketed. Businesses are closing or operating at below capacity. The economy is in turmoil. In Canada, government organizations at all levels have been quick to respond and implement many incentive measures to assist affected businesses and workers in the short-term. But there is a lot of uncertainty and anxiety about what is going to happen in the future.

The results of these outreach consultations are a snapshot of what labour market challenges our businesses, workers and community partners are experiencing in this area.

# 1.2 MAJOR TRENDS – INFLUENCED BY COVID-19

Below are 5 major trends that have become apparent as of a result of this pandemic.

1

## **CHANGING BUSINESS MODELS**

Employers will need to adapt to changing business models by:

- Increasing their online presence for offering training/education, sales and services;
- Allowing more opportunities for employees to work from home;
- Increasing safety protocols for workers and clients;
- Purchasing and learning digital platforms to accommodate the new way of doing business.

2

## **INCREASING OPPORTUNITIES TO WORK REMOTELY**

Many employees were given opportunities to work remotely, usually out of their home, during this pandemic and it is expected that many will continue to do so post-Covid. However, it is expected that there may be a blended service offered in some instances i.e.: working part-time in an office and part-time at home.

3

## **INCREASING ONLINE ACCESS FOR SERVICES, PRODUCTS, EDUCATION, AND TRAINING**

Clients, customers and students needed to adapt quickly to access training, education and services online. As well there was an increase of online purchasing. This is also expected to continue post-Covid.

4

## **GROWING IMBALANCE OF THE HAVES VS THE HAVE NOTS**

It soon became apparent, during this pandemic, of the inequities of the haves and the have nots. Not everyone had the opportunity to earn a living from home by working remotely or the financial means to stay at home with their children. And many did not have the resources to pay for electronic devices needed and the internet services required to maintain an online presence. As a result, many students were not able to benefit from online education in the same way as their peers. And, similarly, some clients and customers were not able to effectively access online services.

5

## **INADEQUATE INTERNET SERVICES**

Access to essential fast-speed internet was not available in many rural areas and many people were not able to participate in online services, training and education.



# 1.3 IMMEDIATE WORKFORCE CHALLENGES

The immediate issues and challenges resulting from the pandemic overshadow the ongoing challenges listed below. However, these other challenges still exist and need to be recognized and addressed.

## 1. UNCERTAINTY OF COVID-19 – HIGH UNEMPLOYMENT

The uncertainty of COVID-19 is one of the major concerns impacting the workforce. Many workers do not want to return to work, especially as front-line workers, while the pandemic still exists.

Unemployment Rates have more than doubled in many parts of Canada. In the Kingston Census Metropolitan Area (CMA), unemployment rates have increased from 5.7% in March 2020 to a high of 12.4% in June but decreased to 11.3% in July. Similar rates have been reported for Ontario and Canada.

### Unemployment Rates

Geography	March 2020	June 2020	July 2020
Kingston CMA	5.7%	12.4%	11.3%
Ontario	6.1%	12.4%	12.4%
Canada	6.3%	13.0%	12.3%

Source: Labour Force Survey – Statistics Canada

There is a great concern about the financial impact on workers when the financial incentives of the government are no longer available.

## 2. GROWING MENTAL HEALTH ISSUES OF CLIENTS

A significant increase in mental health issues, in particular anxiety, depression and PTSD, were reported by both employment service providers and employers. This increase is mainly attributed to the pandemic.

### 3. MISMATCH OF SKILLS & RESKILLING

There continues to be a mismatch of job skills/ qualifications required by the employer versus the skills/ qualifications of the job seeker. Service providers indicated that there is a need for short-term training and courses in re-skilling to meet the needs of certain sectors such as manufacturing and construction. There are also short-term courses required for workers and clients to assist them with online learning and to be able to work remotely.

Some employment service providers commented that the expectations of some employers continue to be unrealistic and too many good candidates are being screened out unnecessarily. It was suggested that many employers struggling to find workers have outdated screening tools for today's labour market or have made it too complex.

### 4. LABOUR SHORTAGES - COMPETITIVE LABOUR MARKET

Last year, many respondents reported a labour shortage in the counties of Leeds Grenville and Frontenac and not just in the skilled trades. They indicated that many jobs were being left unfilled including very skilled and high paying jobs. It was difficult to ascertain if this is still the case this year. There continues to be many jobs being unfilled but the reasons cited relate to fact that many workers do not feel it is safe to return to work or there is a mismatch of skills and qualifications. This is not to negate the notion that there still may be actual labour shortages in the area.

### 5. SOFT SKILLS, LITERACY AND BASIC SKILLS, LACK OF GRADE 12

Agencies and employers alike agree that job seekers need to have better soft skills which include: work ethic, teamwork, flexibility/adaptability, interpersonal skills, communication skills, problem solving skills and leadership skills.

There are still many clients who do not have their grade 12 and/or the literacy and basic skill requirements.

### 6. TRANSPORTATION, AFFORDABLE HOUSING AND CHILD CARE

Availability and the cost of transportation continue to be a significant challenge for clients.

The lack of affordable housing is a detriment to many clients trying to find work in close proximity to where they live.

Lack of sufficient and affordable childcare continues to be a deterrent to employment for job seekers.



### 1.3.1 ONGOING WORKFORCE CHALLENGES (NOT IN ORDER OF PRIORITY)

Many of the challenges reported in the 2019 LLMP still exist as listed below.

1. Untapped labour markets i.e.: those not in the workforce;
2. Lack of programs for older workers;
3. Steady increase of older workers 50+;
4. Many graduates continue to leave the area to seek employment;
5. Seasonal employers need to hire a mix of students and other workers to cover seasonal employment shifts;
6. Difficulty in changing careers – restructuring;
7. Clients require more cross training and multi-tasking skills;
8. Living wage still not met (study shows \$17.00 per hour required in Leeds Grenville);
9. Increase of retirees re-entering the workforce;
10. Significant numbers re-locating from larger cities;
11. Lack of communication strategies with employers;
12. Training Programs are Lacking or Too Restrictive – need for short term training programs;
13. Many Job Seekers - Under-Employed - working 2 or more jobs;
14. Pre-employment programs needed;
15. International Students 900 SIN numbers- no one looks after their needs i.e.: over 900 – cannot register for assisted services;
16. Difficulty in getting job seekers interested in other occupations where there are shortages;
17. Employers continue to hire based on want versus need;
18. Prior assessment Recognition; and,
19. Language Barriers.



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Ontario Works clients working in the hospitality and retail sectors were significantly and immediately impacted by the effects of the COVID-19 shutdown. The loss of wages to top up assistance received made a difficult time still more challenging for those living in poverty.”

Kim Little, Manager, Integrated Program Delivery, Ontario Works, Leeds Grenville

# 1.4

## CHALLENGES, ISSUES AND OPPORTUNITIES - EMPLOYERS

During the months of June, July and August, one-on-one consultations were conducted with fifty-one (51) employers. These meetings were conducted by telephone and in-person and provided a snapshot of the issues and challenges facing local employers. Because of the pandemic, immediate challenges were the first and foremost to be discussed by employers. However, this is not to negate other issues that were identified last year and noted again in this report.

### 1.4.1 IMPACT OF COVID-19

It is safe to assume that all businesses have been affected to some extent due the pandemic. Many businesses have experienced and continue to experience a negative impact with a loss of revenue, closures, additional costs for protocols to re-open and layoffs of staff.

Many businesses took advantage of the government incentives but still anticipate substantial losses and are worried about what will happen when the incentives are no longer available.

Despite government incentives, it is estimated that many small businesses will be closing (estimated at 35% for Canada and as many as 20% in this region).

#### SECTORS

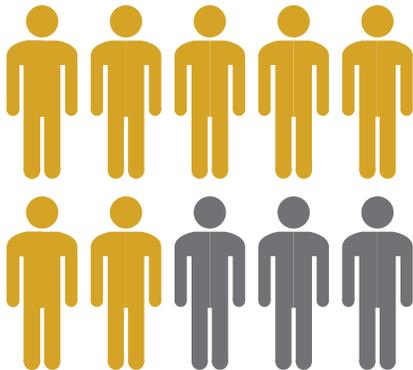
All industry sectors were affected differently by the impact of COVID-19.

- Economic slowdown in region especially in tourism, hospitality, personal services, and retail - due to closures, late stages of re-opening, fewer people shopping and lack of tourists - borders closed and - people staying close to home
- Growing business opportunities:

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**Small businesses particularly in the tourism, hospitality and retail sector have been hit the hardest and it is expected that there will be numerous closures in these sectors.**

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It is estimated that over 70% of people in this area were employed in essential businesses (this estimation is based on the industries that employed workers).

This is fortunate for our region. However, this does not mean that all employees continued employment. Many businesses although they were deemed essential did not require the same number of employees to service customers as people were staying at home i.e.: gasoline stations, hotels, etc.

delivery services, e-commerce, information technology

- Strong industry sectors - health care; public administration; construction; manufacturing; agriculture
- Construction in the area facing a lumber shortage due to suppliers - substantial increase in lumber costs
- Supply chains have been affected (locally and internationally) - due to this the cost of lumber has increased substantially



## **EMPLOYEES**

Unemployment rates have doubled since pre-Covid and the number of people on government assistance, in particular Employment Insurance (CERB included) has increased substantially.

- Initially many employees were laid off and were eligible to collect government assistance (CERB). Other employees were able to continue to work through a wage subsidy for eligible employers. There is a lot of uncertainty as to what will happen when the subsidies are no longer available.
- Many businesses, where possible had employees working remotely and this may continue.
- Contract and casual workers were the first to lose jobs.
- Retrained in safety measures and additional protocols that needed to be put in place.
- 40% of essential workers did not want to be the hero and continue working (recent survey from Kingston District Labour Council) - very difficult for essential workers.

## **JOBS**

Despite the pandemic there continued to be job opportunities in specific and good paying sectors such as construction and manufacturing but many jobs were not being filled due to the fear of the virus and the benefits of government incentives such as CERB. The region at this time is now in Phase 3 and there are many more job openings but there continues to be a reluctance to work especially for front-line workers.

With re-opening in the tourism, personal services and retail sectors, businesses have reported having difficulty finding employees willing to return to work because of COVID fears and but they could not wait for them to return and had to hire other workers. There is a concern of what will happen to workers once there is no longer any financial support.

## **PROTOCOLS**

All businesses were required to implement numerous health and safety protocols which proved to be very costly. Some of these costs were offset with government assistance.

*Please refer to Appendix A and Appendix B.*

## 1.4.2 ONGOING CHALLENGES

Although, the challenges and issues created by the pandemic have taken precedent, the challenges from the previous year still exist.

### FINDING QUALIFIED LABOUR

Finding qualified labour continues to be a concern for some businesses. The majority of businesses obviously do not have any problem as this region has a healthy employed labour force. However, businesses that have expressed difficulty in finding qualified labour have cited the following reasons.

- Lack of motivation and ambition;
- Unrealistic wage expectations;
- Did not want to work shift work or weekends;
- Poor work ethics - late for work, often calling into work sick or not calling at all;
- Poor attitude - don't listen to the boss;
- Entitlement attitude; and,
- Few job applicants.

### SKILL SHORTAGES OR MISMATCH OF LABOUR

Employers surveyed believe that there continues to be a labour shortage in the skilled trades. But with other jobs they believe there is a more of a mismatch of skills between what the employer wants and that of the job seeker.

### THE ECONOMY

The majority of employers surveyed were very cautious about the future of the economy over the next year. As long as the virus is still active, they believe there will be little growth in the economy. The virus needs to be eradicated, borders need to open and people need to feel safe to travel.





# 1.5

## CHALLENGES, ISSUES AND OPPORTUNITIES - AGENCIES & CLIENTS

During the months of June, July and August, one-on-one consultations were conducted with 35 community partners including Employment Service Providers, Economic Development Organizations, Labour Associations, Chambers of Commerce and other agencies.

### 1.5.1 IMPACT OF COVID-19

#### IMPACT ON OPERATIONS

- Many Agencies were fortunate enough to continue to receive government funding to operate but with significant changes in the way they needed to conduct business during the pandemic
- To continue with operations, most staff were required to work from home and to provide online services to clients
- Working at Home Issues
  - Lack of high speed internet in remote areas
  - Lack of online materials and platform for delivering services remotely
  - Communications platform to be determined for staff to staff meetings and with clients
  - Online learning curve to deliver services to clients - needed additional devices and training - also need for additional resources
  - Lack of child care
  - Difficulty in offering appropriate services to the most vulnerable
- Some agencies that can re-open to the public are considering blended services of in person and online and working in the office and from home - one-on-one office meetings with clients will be by appointment where applicable with all the necessary safety protocols in place
- Some agencies are questioning the need for the same office space as staff may be sharing offices and some are considering downsizing
- Not able to offer walk-in resource centres for clients
- Difficulty in meeting Ministry targets

## IMPACT ON CLIENTS (ACCORDING TO AGENCIES)

- Many clients have adjusted well to online services but some have indicated the following issues:
  - Lack of devices and high speed internet
  - Do not learn well online
  - Lack of child care
- Clients reluctant to return to work – fear of COVID-19 – want to continue on CERB until it is exhausted
- Fear of financial instability

## OTHER COMMENTS

- Agencies are still concerned with ongoing employment related issues reported in the past year but at this point they are trying to find ways of offering some services to clients
- Mental Health Issues have been compounded by the pandemic
- Fear of isolation and abusive behavior in homes
- Fear of what will happen when government incentives are no longer available
- Need for short-term retraining/re-skilling
- On-the-Job training incentives for employers
- Continued mismatch of job requirements to qualifications of workers (supply & demand mismatch)
- Many jobs going unfilled
- Many feel government at all levels have done a great job addressing this pandemic
- Concern for immigrant workers in agriculture

## 1.5.2 ONGOING CHALLENGES

Challenges and issues created by the pandemic have taken precedent, but the challenges from the previous year still exist and include:

- Increase in mental health issues particularly anxiety and depression.
- Time on assistance a barrier – many are over a year on assistance.
- Distance from the labour market an issue.
- Skills are dated.
- Concern about clients on Ontario Works who have good education – ie: with grade 12 and some post-secondary - why are they not working?
- Increase of caseload for older workers.
- Lack of internet or phone (significant cost for a phone with data so client can access services remotely).
- Concern about what the caseload will look like in post-Covid.
- 2020 Targets for “exits to employment” likely will not be met.
- Lack of education and work experience – many without grade 12.
- Newcomers with language barrier and/or lack of recognition of qualifications.
- Many in part-time work and casual employment.
- Challenges with online job applications - cannot not afford internet services - lack of knowledge.
- Criminal record issues.
- Transportation for rural clients.
- Affordable housing an issue.
- Lack of clear direction or goals.
- Lack of motivation to work – cycle of poverty and assistance – on assistance so long it is difficult to motivate.
- Fear of lack of benefits – financial supports.
- Lack of funding for pre-employment training for those who are not job-ready - short-term training required.

# 1.6 CHALLENGES BY SECTOR

## 1.6.1 FRANCOPHONES

The agencies serving francophone clients continued offering their services albeit remotely. There was a learning curve not only for clients but for the staff as well. Clients who were not tech savvy or had no internet access were serviced by telephone.

Agencies plan to offer services in person in the fall on an appointment basis. Staff will be juggling working at the office and at home as required.

Many of the issues reported last year remain the same but with immediate concerns pertaining to the safety of workers in the workplace.

### TOP EMPLOYMENT CHALLENGES OF FRANCOPHONES

- Reaching out to employers to target the hiring of Francophones (during pandemic)
- Fear of beginning employment or returning to work due to pandemic
- Lack of short-term training
- Lack of Soft Skills - communication skills, interpersonal skills, work ethic etc.
- Mental Health Issues - anxiety - on the rise
- Job Retention
- Lack of Affordable Housing/Child Care/Transportation

### CHALLENGES/ISSUES:

- Lots of jobs but low wages
- Most employers do not pay a premium to have a Francophone employee
- Clients - majority of Franco-Ontarians - approximately 15% are outside of Ontario
- Canadian citizens and permanent residents - no problem accessing English services but others i.e.: military families cannot access these services
- Mismatch of skills of workforce vs skills of jobs in most cases but also skills shortages in some occupations i.e.: skilled trades
- Employers use hiring incentives but once incentives are gone so is the job
- Youth issues - lack of literacy in English and math skills - high school diploma
- Lack of resilience in a job - first issue at work and they quit

- Language barrier (most employment is in English)
- Interprovincial regulations governing employment and educational credentials - barrier
- Clients with 900 SIN number i.e.: foreign students - cannot obtain assisted employment services

## 1.6.2 IMMIGRANTS AND RACIAL MINORITIES

Immigrants and Racial Minorities face many of the same challenges as other workers due to COVID-19. They are concerned about their safety if they return to work and the financial implications this will have. Many of them lost their jobs too. But they also continue to face unique challenges as listed below:

According to WES (World Education Services), the five most common barriers skilled immigrants face are:

### LANGUAGE AND COMMUNICATION

Although skilled immigrants have years of experience in their respective fields, most of them do not have experience working in Canada. Being unfamiliar with common workplace lingo and terminologies could slow down career progress.

In addition to language and communication development, the process of highlighting relevant skills and marketing yourself effectively is also important in getting hired.

### CREDENTIAL RECOGNITION

A skilled immigrant may be confident in their educational credentials, but they may not be recognized by Canadian employers. When applying for jobs, employers may overlook their credentials simply because they are unfamiliar with the name of the education institution they graduated from.

### GETTING LICENSED IN A REGULATED PROFESSION

As a skilled worker in a regulated profession (for example, an accountant, nurse, or teacher), it may be difficult to start working in the same role in a new country. This is because many professional regulatory bodies are decentralized and have different licensing requirements based on each province/territory.

The process of relicensing in Canada is costly and time-consuming.



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Despite COVID- 19, Leeds Grenville continues to have many employment opportunities in-demand jobs that require skilled labour.”

Sue Watts, Executive Director , Employment & Education Centre, Brockville

## NETWORKING

For skilled immigrants in Canada, language and cultural differences can make networking difficult. Lacking professional connections continues to be an obstacle for skilled immigrants who are new to Canada.

## LACK OF LOCAL EXPERIENCE/DISCRIMINATION

Many skilled immigrants in Canada find themselves being discriminated against by employers because they do not have work experience in Canada. It can be extremely frustrating because skilled immigrants feel that this requirement for every position to apply to is “disguised discrimination,” as a way to screen out newcomers from the hiring process.

The Ontario Human Rights Commission (OHRC) created a policy to ensure that a lack of work experience in Canada cannot stand as a barrier for newly arrived skilled immigrants in Ontario. Regardless of this legislation, employers still consider local experience as an important factor in the hiring process.

## RACIAL MINORITY IMMIGRANTS

Racial minority immigrants share the same challenges as listed above but also face discrimination based on colour, race and religion. There is a sense of exclusion as they are less socially integrated into Canadian society. This is more prevalent in small communities. There is also a question of religious diversity where some beliefs or practices such as regarding gender equality and enforcement of religious codes may undermine social cohesion because they clash too much with mainstream Canadian society.

## ADDITIONAL CONCERNS

In addition to the challenges and issues stated above, other concerns were noted including:

- **Refugees** - main concern is the language barrier  
- need more flexibility in when English as a Second Language (ESL) training is available as child care is often an issue
- **Accents** - Immigrant may understand and speak English but may have a very strong accent prohibiting this person from some employment opportunities
- **International Students** - not eligible for registered employment services
- **Temporary Foreign Workers** - workers that were permitted to work ie: in Agricultural sectors were impacted significantly by the virus as many of them got it. So there is the continued fear for the safety of these workers.

## 1.6.3 OLDER WORKERS

There is a continued trend of older job seekers over the age of fifty (50) looking for employment or setting up a business. This is consistent with the aging population demographics. There is also an increase in retirees re-entering the workforce. Many discover that they cannot live on their Canada Pension and the Old Age Supplement.

The younger older workers are still looking for a career and want employment in their fields with an appropriate salary. The retirees re-entering the workforce are more flexible in employment options and are usually looking for part-time work to supplement their retirement monies. They are not looking for another career at this stage in their life.

The older worker brings a lot of skills, experience and expertise to the workplace but they continue to face challenges including:

- Difficulty in changing careers - restructuring
- Physical limitations
- Lack of training programs for the older worker
- Competition from younger job-seekers
- Age discrimination from employers



## 1.6.4 PERSONS WITH DISABILITIES

This group faces similar challenges as all workers affected by COVID-19. However, they also face some unique challenges and barriers in seeking employment and retaining employment.

Agencies reported an increase of job-seekers reporting mental health issues - particularly social anxiety and depression. Many service providers recognized that mental health issues are one of the most significant barriers for their clients in finding and retaining employment. This issue is most prevalent with the youth population and it has added an additional workload and dimension of skills required of service providers working with this clientele.

### OTHER CHALLENGES INCLUDE:

- Lack of secondary and post-secondary education to compete in job-market;
- Lack of coping strategies;
- Continued need for soft-skills training such as life skills and employment skills;
- Require more hand-holding – job coaching;
- Online job applications can be daunting for many;
- Difficult to convince employers to carve out a position for persons with disabilities;
  - More expectations of employers
  - Want employees who are cross-trained with more skills
  - Takes more time to work with employers to convince them to hire persons with disabilities
  - When wage subsidy gone for employers then usually the client is out of a job
  - Negative effects of Bill 148 with wage increases and benefits - employers want more
  - Ignorant of the value of hiring persons with disabilities -
  - Over-inflated job descriptions
  - Fear of losing productivity
  - Continued stigma of hiring persons with disabilities - labelling;
- Revolving door of employment - difficulty with job retention;
- Lots of jobs - difficulty finding a fit

Many persons with disabilities, with little concessions from employers, would make productive and dedicated employees if given the opportunity of employment.

## 1.6.5 ONTARIO WORKS' CLIENTS

Ontario Works' service providers were declared essential during the pandemic. Some workers were able to continue work in their offices, but most employees were required to work from home.

### COVID-19 RELATED CHALLENGES:

- In person client service was closed for a period of time – some staff continuing to work from home
- Change in employment opportunities for clients – some resulting in hour reductions or job losses – loss of income
- Pre-Covid – more caseloads with employment – now a reduction of employment
- Many clients left OW for CERB
- Difficulty serving clients remotely – many do not have phones or internet
- Face to face limited

## 1.6.6 ORGANIZED LABOUR

Many unionized employees in this region were able to continue work throughout this pandemic albeit with various protocols in place. Some employees, however, were laid off or their contracts were not renewed such as part-time contract workers and casual labour. Many student positions were not filled.

Employees who worked for businesses who supplied services to colleges and the universities had to lay – off many unionized employees i.e.: Sodexo Food & Management.

A lot of employees were required to work at home and many continue to do so. Some were required to deploy to other departments where the need was greatest. It was reported that some staff were held back with little opportunities to obtain practical experience (especially in health care sector.) There were extensive costs for employers for re-tooling.

Some businesses used curbside pick-up put in place i.e.: libraries as Queen's University.

There is a lot of anxiety, especially for front-line workers and the need for child-care is critical.



“

Workers displaced from the hospitality and retail sectors will need access to micro-skilling and short, focused training to prepare them for work in other sectors where employment opportunities exist.”

Gillian Watters, Director of Programs, KEYS Job Centre, Kingston

# 1.7 THE UPSIDE

Communities have been very resilient and remain positive throughout the uncertainty as summarized by the comments below.

It is estimated that over 70% of people in this area were employed in essential businesses

There are many job opportunities.

Unemployment rates are declining.

The economy is bouncing back. Low interest rates.

Businesses have become very innovative offering sales and service opportunities to their customers.

Growing business opportunities: delivery services, e-commerce, information technology

Strong industry sectors - health care; public administration; construction; manufacturing; agriculture.

Organizations and businesses have found creative ways to offer services to clients which balances work and home responsibilities.

Working remotely has freed up time allowing for more productivity and more time with family.

Many health and safety protocols put in place are expected to continue post-COVID to prevent the spread of other infections.

Governments are investing in initiatives to create a more even playing field of services to remote and impoverished areas.

More online training and education allows learning in the convenience of one's home.



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The government, at all levels, should be commended for acting so quickly to assist affected workers and businesses during this pandemic.”

Rose Gavin, Manager, Employment and Career Services, St. Lawrence College

## APPENDIX A: EMPLOYMENT BY INDUSTRY BY PLACE OF WORK (#JOBS)

### EASTERN WORKFORCE INNOVATION BOARD AREA STATISTICS CANADA - NATIONAL HOUSEHOLD SURVEY (NHS 2016)

PLACE OF WORK	TOTAL EMPLOYED	% OF INDUSTRY	WORKED AT HOME	WORKED AT USUAL PLACE
<b>INDUSTRY BY NAIC</b>				
11 Agriculture, forestry, fishing and hunting	2280	2.0%	1325	960
21 Mining, quarrying, and oil and gas extraction	150	0.1%	10	140
22 Utilities	710	0.6%	15	690
23 Construction	4625	4.1%	555	4070
31-33 Manufacturing	7485	6.7%	360	7125
41 Wholesale trade	2955	2.6%	250	2705
44-45 Retail trade	14605	13.0%	645	13960
48-49 Transportation and warehousing	3165	2.8%	180	2990
51 Information and cultural industries	1615	1.4%	260	1355
52 Finance and insurance	3355	3.0%	380	2975
53 Real estate and rental and leasing	2000	1.8%	480	1520
54 Professional, scientific and technical services	5580	5.0%	1710	3870
55 Management of companies and enterprises	65	0.1%	10	55
56 Administrative and support, waste management and remediation services	4210	3.7%	510	3700
61 Educational services	11955	10.6%	540	11415
62 Health care and social assistance	18320	16.3%	810	17505
71 Arts, entertainment and recreation	2520	2.2%	395	2125
72 Accommodation and food services	9395	8.3%	195	9205
81 Other services (except public administration)	4755	4.2%	615	4135
91 Public administration	12780	11.4%	265	12515
<b>TOTALS</b>	<b>112525</b>	<b>100.0%</b>	<b>9510</b>	<b>103015</b>

\*\* Includes the counties of Leeds & Grenville, Frontenac and Loyalist Township

## APPENDIX B: LIST OF COVID-19 ESSENTIAL WORKPLACES - ONTARIO

In April 2020, the provincial government released its list of essential workplaces, which is comprised of 74 categories of businesses and services that are permitted to remain open for the duration of the emergency order. The list includes businesses across many different industries, including in supply chain, manufacturing, construction, financial activities, transportation, and health care, among others.

The following is an overview of the some of the businesses that Ontario has deemed to be providing essential services and were allowed to remain open:

- Businesses that supply other essential businesses or essential services with support, supplies, systems or services;
- Businesses that extract, manufacture, process and distribute goods, products, equipment and materials, including businesses that manufacture inputs to other manufacturers;
- Businesses, facilities and services that support and facilitate the two-way movement of essential goods within North American and global supply chains;
- Retailers and wholesaling businesses such as grocery and convenience stores, pharmacies, pet stores, liquor stores, gas stations and hardware stores;
- Certain maintenance and construction operations, including construction projects associated with the healthcare, transportation and energy sectors;
- Construction work and services in the industrial, commercial, institutional and residential sectors;
- Utility companies, including electricity providers, waste collection, water treatment plants, and natural gas distributors;
- Most transportation providers;
- All police, fire and emergency medical services;
- Some manufacturing and production facilities, farming businesses, and businesses that support environmental management, spill clean-up and response;
- Newspaper publishers, radio and television broadcasting, telecommunications businesses and their technical facilities and data centres;
- Capital markets, banking activities, businesses that provide pension services, employee benefits and payroll processing;
- Some resources suppliers, including mining operations, mineral exploration and businesses that ensure the global continuity of forestry products and petroleum;
- Rental and leasing services, including automobile, commercial and light industrial machinery and equipment rental;
- Mailing, shipping, courier and delivery services;
- Professional services including lawyers, paralegals, engineers, accountants and translators;
- Funeral services;
- Land registration services and real estate agent services; and
- Most health care, seniors care and social services, including health care professionals providing emergency care, laboratories, manufacturers of pharmaceuticals and medical supplies, mental health services, and other organizations that support the provision of food, shelter, safety or protection, and/or social services and other necessities of life to economically disadvantaged and other vulnerable individuals.

*Gyms and recreation centres, shopping malls, retail stores, salons and spas, theatres, sporting and concert venues and museums were some of the businesses that are were not considered essential services.*

*Teleworking and online commerce were permitted at all times for all businesses.*