



FOR IMMEDIATE RELEASE

Penticton and Wine Country Chamber Shares Results of Local Business Community Survey

Penticton, British Columbia, May 8, 2020: Last week the Penticton and Wine Country Chamber of Commerce conducted a survey inviting responses from our local business community on the affects of Covid-19 on their business.

“We really wanted to take the pulse of the affects of Covid-19 on local businesses, whether government programs were helping and what they need to know in order to move forward as the economy reopens,” said Nicole Clark, President of the Penticton and Wine Country Chamber of Commerce. “The survey was sent beyond our membership to include the larger business community.”

Respondents to the survey included businesses with zero to 200 employees representing every sector from retail to manufacturing and everything in between. Almost 22% of respondents advised that they had fallen through the cracks when it came to government stimulus programs proving it difficult to weather this storm. A very few said that, although they were eligible for the government programs, they didn’t need to take advantage of them at this time.

As far as what they need to know about reopening, there are widespread concerns about obtaining PPE to keep employees and customers safe, and a need for guidelines on how they can reopen. As well, businesses are concerned about whether ongoing restrictions will allow them to be successful in the long term.

When asked what the state of the respondent’s business was, only 14.15% said they were open for business as usual with a further 50.94% indicating they were open with modifications.

ANSWER CHOICES	RESPONSES
▼ We are open for business as usual	14.15%
▼ We are open for business in a limited way (implementing Provincial Health Officer guidelines)	50.94%
▼ We are temporarily closed awaiting loosening of restrictions	20.75%
▼ Our premises are closed but we have implemented an online store	11.32%
▼ Our premises are closed and we would like to learn how to implement an online store	0.94%
▼ We are closed and don’t expect to reopen	0.94%

A full 40% had not laid off any employees while 20.95% had laid off 100% of employees.



ANSWER CHOICES	RESPONSES
▼ We have laid off 100% of our employees	20.95%
▼ We have laid off 75% to 99% of our employees	7.62%
▼ We have laid off 50% to 74% of our employees	10.48%
▼ We have laid off 25% to 49% of our employees	6.67%
▼ We have laid off at least one but less than 25% of our employees	9.52%
▼ We have not had to lay off any employees	40.00%
TOTAL	

With respect to how else Covid-19 was impacting business there was a wide range of answers with the most notable being 70.87% reporting reduced access to clients and customers, 65.05% indicated cancelled/postponed events were impacting their business and 64.08% a decline due to uncertainty and longer-term fears.

ANSWER CHOICES	RESPONSES
▼ Workers are working remotely	36.89%
▼ Reduced hours of workers	32.04%
▼ Absenteeism from sick workers	11.65%
▼ Reduced access to clients and customers	70.87%
▼ Cancelled business trips	37.86%
▼ Unable to get critical supplies or production parts	15.53%
▼ Cancelled or postpone delivery of imports/exports	12.62%
▼ Fewer visitors to the region	45.63%
▼ Cancelled/Postponed events	65.05%
▼ Decline in business due to uncertainty and longer-term fears	64.08%
▼ Cancelled health benefit plans	7.77%
▼ Closure of educational facilities schools, colleges, trade programs	22.33%
▼ Other (please specify)	Responses 25.24%

Complete survey results will be available on our website early next week.

The Penticton Chamber continues to reach out to its members and the broader business community conveying important information they need while also ensuring their voices are heard by decision makers in Victoria and Ottawa. Chambers throughout the valley have also formed a collaborative approach in helping businesses across the Okanagan under the “OK We Got this” banner that was launched last month. #OKwegotthis aims to make critical information available to businesses while also collecting region wide stories of innovation and determination in the business community that is keeping our economy moving.

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Penticton & Wine Country Chamber of Commerce

The Penticton & Wine Country Chamber of Commerce is a dynamic, trusted and respected business authority that drives economic and social growth and improvement on behalf of, and in support of our members and the community.