

Survey Results

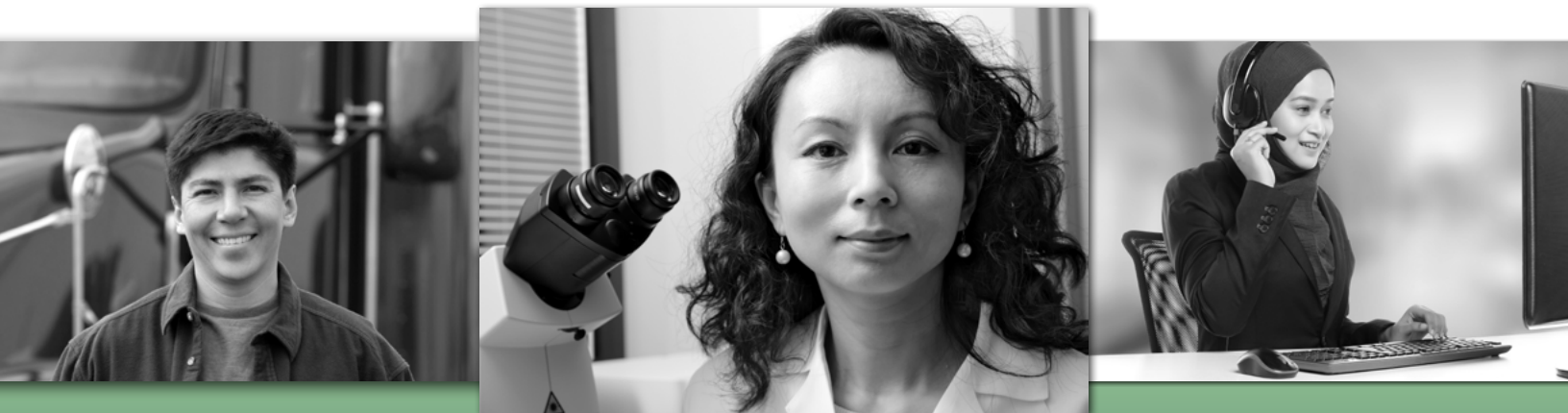
2017/2018



Your Workforce. Our Future.

The Employer One Survey provides Renfrew and Lanark County businesses, service providers and educators with valuable insights into local skill and human resource requirements. It is designed to collect information from employers on a range of labour issues, such as recruitment difficulties and current and future skill shortages.

The results will assist your community to accurately respond to your business needs.





Mission

To work collaboratively with community partners on the creation of innovative labour market solutions that meet local workforce development needs.

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Acknowledgments

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Regional Economic Development agencies, Community Futures Development Corporations, regional Chamber of Commerce groups, Employment Ontario agencies, Algonquin College, community partners and local employers for participating with this project.

Introduction

Employer One Survey was initiated by the Ministry of Advanced Education and Skills Development (MAESD). The survey provides an important opportunity to gather comprehensive and detailed workforce data from every range of industry within Renfrew and Lanark Counties. The survey serves as a vehicle for the employer community to express their needs on a range of HR issues, such as labour turnover, hard to fill positions, recruitment difficulties, current and future skills shortages, as well as issues in training and education practices.

The results of the Employer One Survey are intended to provide a better understanding of employer occupational and skills requirements to inform job search and employment decision making. Additionally, the results of the survey can inform professional development and training courses that directly relate to the local labour market demand as identified by employers.

This survey is the third in a series, and represents our second comparison year. The value will be increased in the years following as we establish labour force trends with our local employers.

There was a 17% increase in the number of respondents this year from last year. There are double the number of employees represented in this survey compared to last year (106% increase). This increase was a result of extensive outreach to local employers.

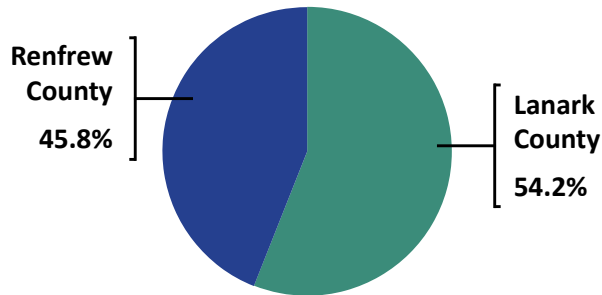
To view Survey Results from the 2016/2017 Employer One Survey, please visit our website at: www.renfrewlanark.com



Region

Q1

Location of your business/company/organization:

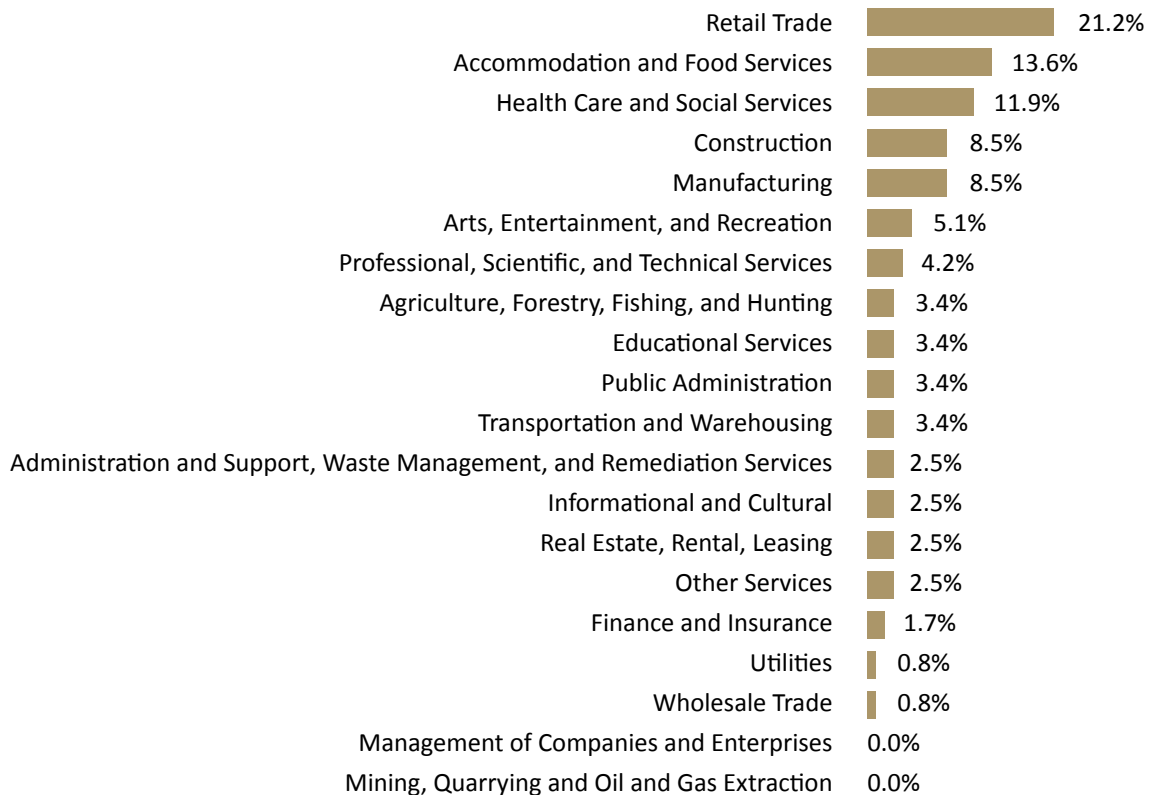


A total of 122 employers participated in the Employer One Survey; 45.8% from Renfrew County and 54.2% from Lanark County.

Industry Sector

Q2

Select the industry sector in which you operate:



The majority of Employer One participants represent Retail trade, Accommodation and food services and Health care and social assistance. Retail trade and Accommodation and food remained the top two industries represented in the survey compared to last year, while Health care and social assistance replaced Construction in third place.

Staffing Characteristics

Q3

How many staff does the business you're representing currently employ? Please include yourself.

Total Employees:

6,786

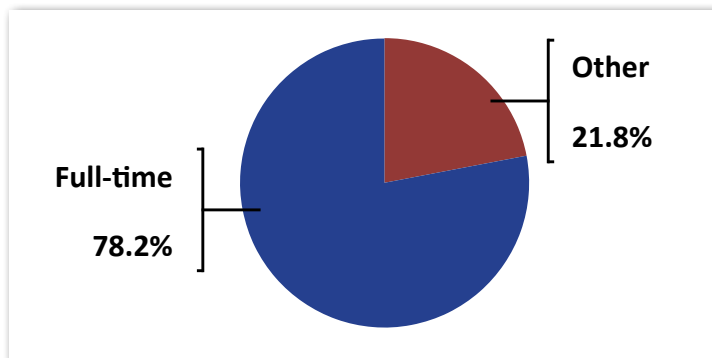
Average Employees per Business:

58

The total number of employees represented in the survey is 6,786. The average number of employees per respondent is 58. There are double the amount of employees represented in this survey compared to last year (106% increase).

Q4

Indicate how many employees are employed full year, full-time. (30+hrs/week)



Q5

How many employees are in each category?

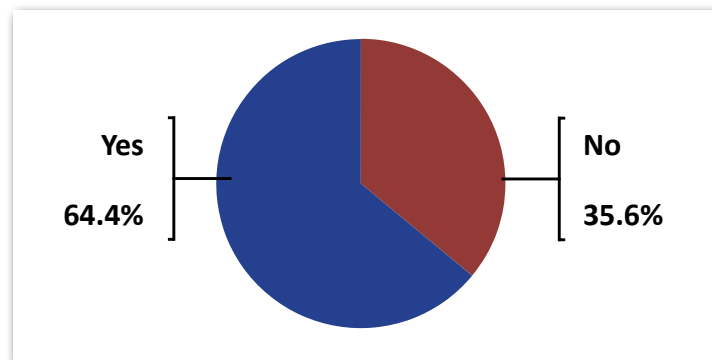
Under 25	<div></div>	17.3%
Over 55	<div></div>	19.3%

Overall, 17.3% of the surveyed workforce are under 25 and 19.3% of the surveyed workforce are over 55. Compared to last year, the percentage of employees under 25 increased from 15.6% to 17.3%, and the percentage of employees over 55 increased from 16.7% to 19.3%.

Workforce Changes

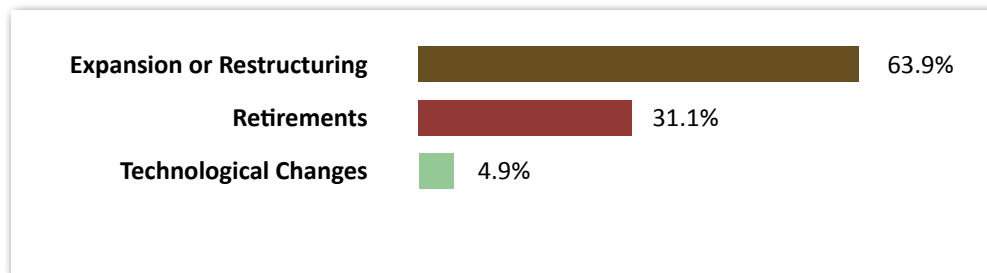
Q6

Does the business plan on hiring anyone over the next 12 months?



Q7

If yes, please select the reason for anticipated job openings over the next 12 months:

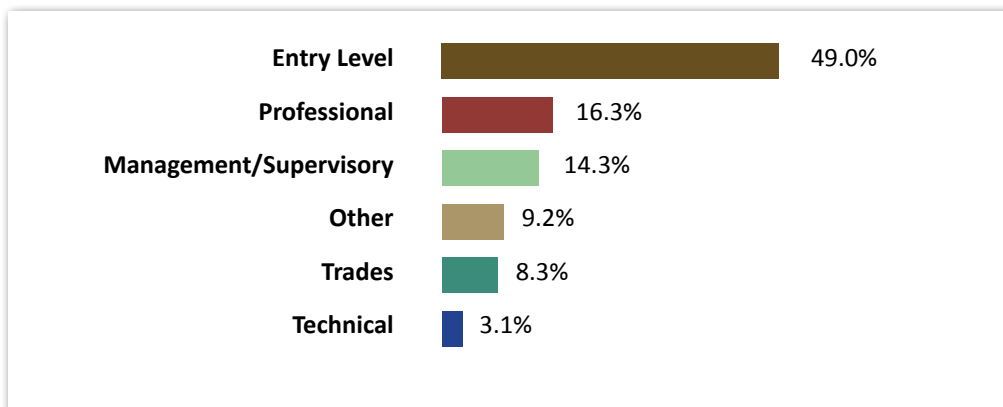


Other:

- Seasonal employment
- Regular turnover
- Difficulty finding qualified people

Q8

If yes, which position will these staff changes occur?
(Check all that apply)



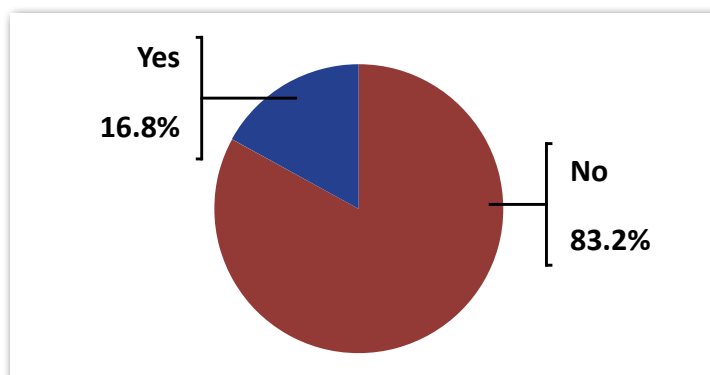
The majority of anticipated job openings over the next 12 months are for Entry Level positions.

Other:

- Sales and secretarial
- Housekeeping
- Retail clerks
- Counter parts and service
- Gardener
- Laundry worker, sorting folding etc.
- Drivers

Q9

Does the business anticipate downsizing its workforce
in the next 12 months?



Q10

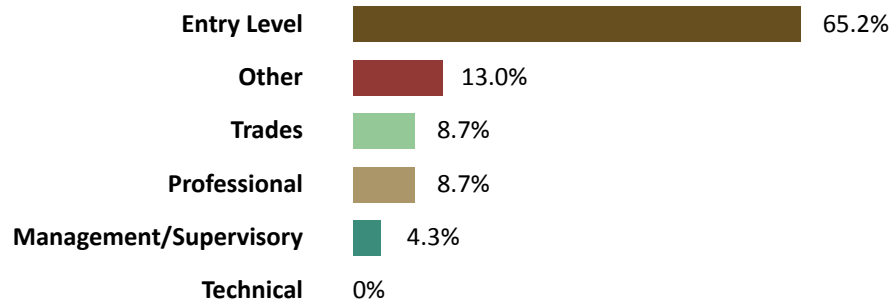
If yes, please identify the main reason for the anticipated downsizing of your workforce over the next 12 months:

- Increase in minimum wage
- Retirement
- Seasonal business
- Costs go up - commission does not change
- Decrease in sales
- Business is going into receivership
- Cost of payroll

An overwhelming number of the respondents for this question stated that the increase in minimum wage was the main reason for anticipated downsizing within the next year.

Q11

If yes, which position will these staff changes occur?
(Check all that apply)



Most of the anticipated staff changes over the next 12 months are for Entry Level positions.

Other:

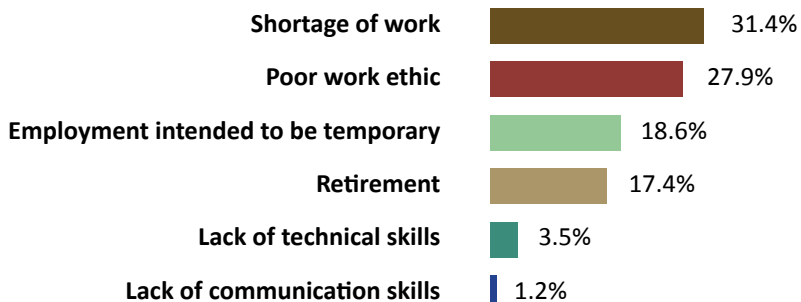
- All positions
- All may have to be if costs continue to rise



Q12

Workforce Challenges

In general, when staff leave or are terminated, what is the main reason?



Other:

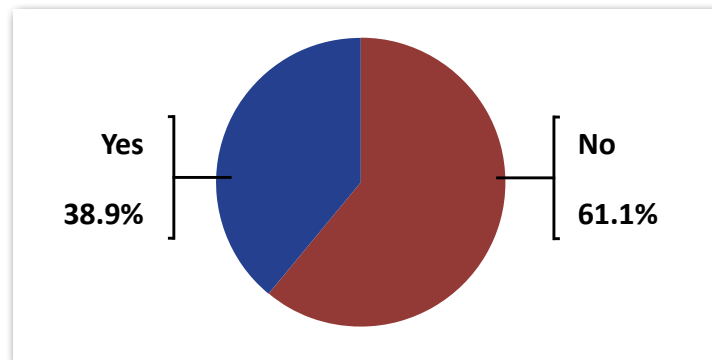
- People often look for different experiences and find employment with other employers
- Medical Leave
- They've had other opportunities, doesn't happen often
- Employee got bored
- Education or other opportunities
- Relocating
- Wrong fit for position or leave for school/travel
- Posted spouses
- Return to school or take a job in their field
- Leave for higher paying jobs
- Very little turnover

The leading reasons staff leave or are terminated in Renfrew and Lanark County include; Shortage of work, Other and Poor work ethic.



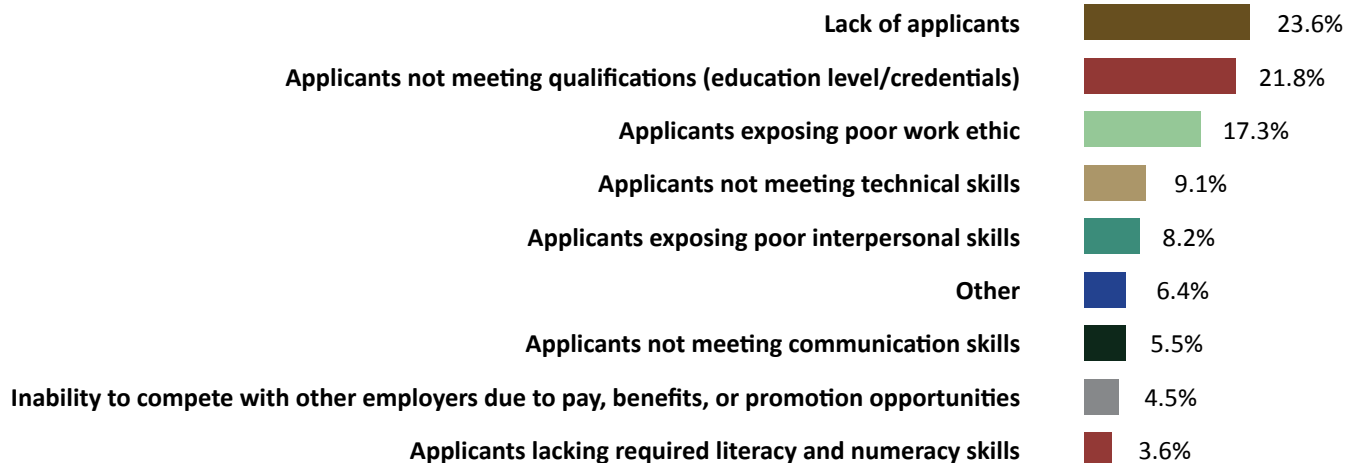
Q13

Has the business had difficulty filling positions over the last 12 months?



Q14

If yes, please select the reasons they were hard to fill.
(Check all that apply)



Other:

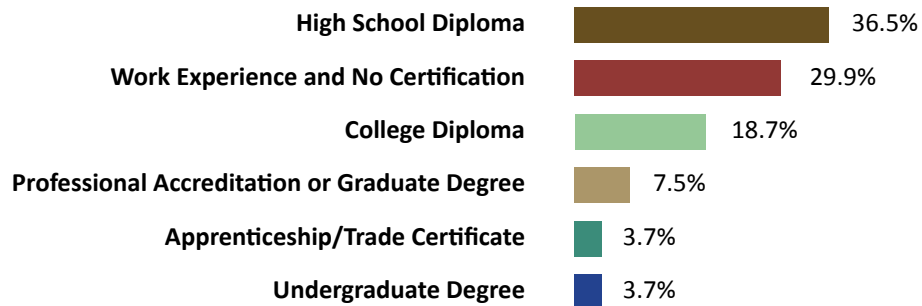
- Applicants not replying or arriving for a scheduled interview
- No francophone applications
- Applicants do not want to work week-ends or nights
- Remote work location
- Remote location, qualified candidates not aware of the Madawaska Valley
- The employees want the pay but don't want to work to earn it

The leading reasons positions are hard to fill in Renfrew and Lanark County include; Lack of applicants, Applicants not meeting qualifications (education level/credentials) and Applicants exposing poor work ethic.

Workforce Training and Education

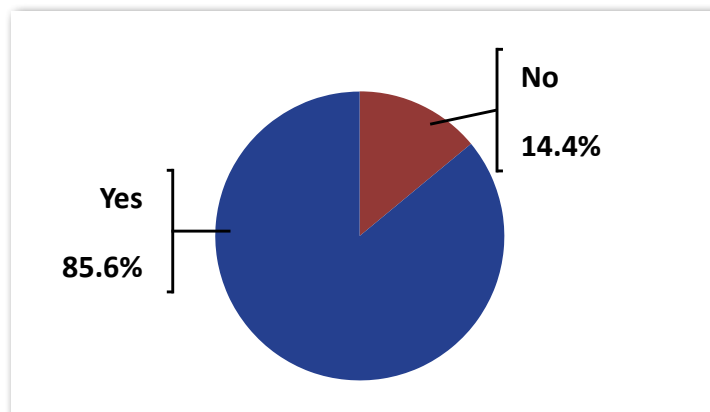
Q15

In general, what is the minimum level of education that staff require upon hire?



Q16

Is the business able to access the training the staff require?



Q17

If yes, what types of training will the business focus on over the next year? (Check all that apply)



Other:

- Therapy models and methods
- Tax and accounting developments
- Technical training - software development / hardware

In Renfrew and Lanark County, the most common types of training businesses will focus on over the next year are: Basic job training, Health & safety and Orientation of new employees.

Q18

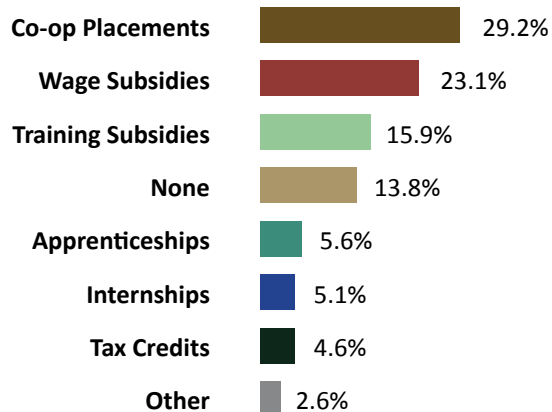
If no, why has the business been unable to access the training the staff require?

- Not a facility in Perth to train. All our training is done in house.
- What is required is experience. I am not in a position to train as we are too small and over-worked as it is.
- Cost
- Local availability lack of qualified applicants
- Training is inaccessible
- Teaching staff skill for dealing with difficult situations, or people etc.
- We applied for funding this past season, and refused - will try again
- Our business trains staff on site
- Knowledge comes from experience, no time to train.
- Not aware where to find what they need
- Training not available locally.

General Trends

Q19

Which of the following programs have been used by the business? (Check all that apply)

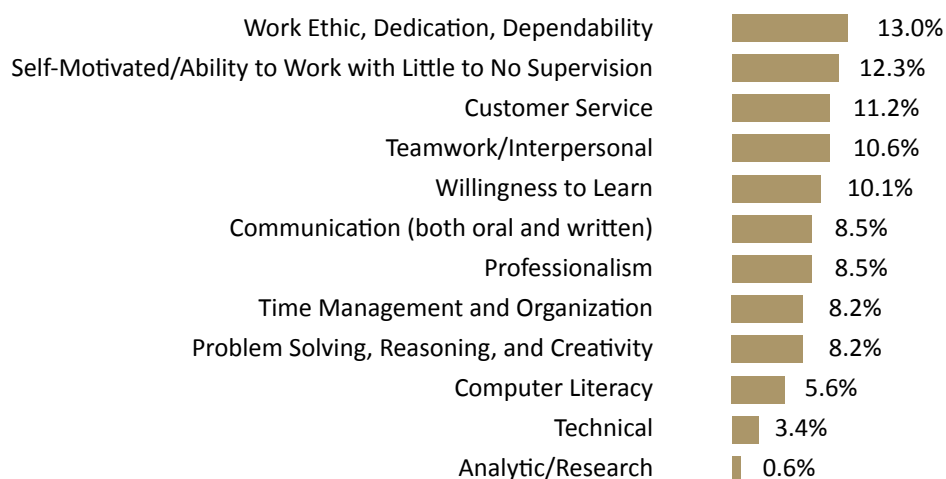


Other:

- Summer students
- Employment Services
- Professional conferences
- Funding by MAESD

Q20

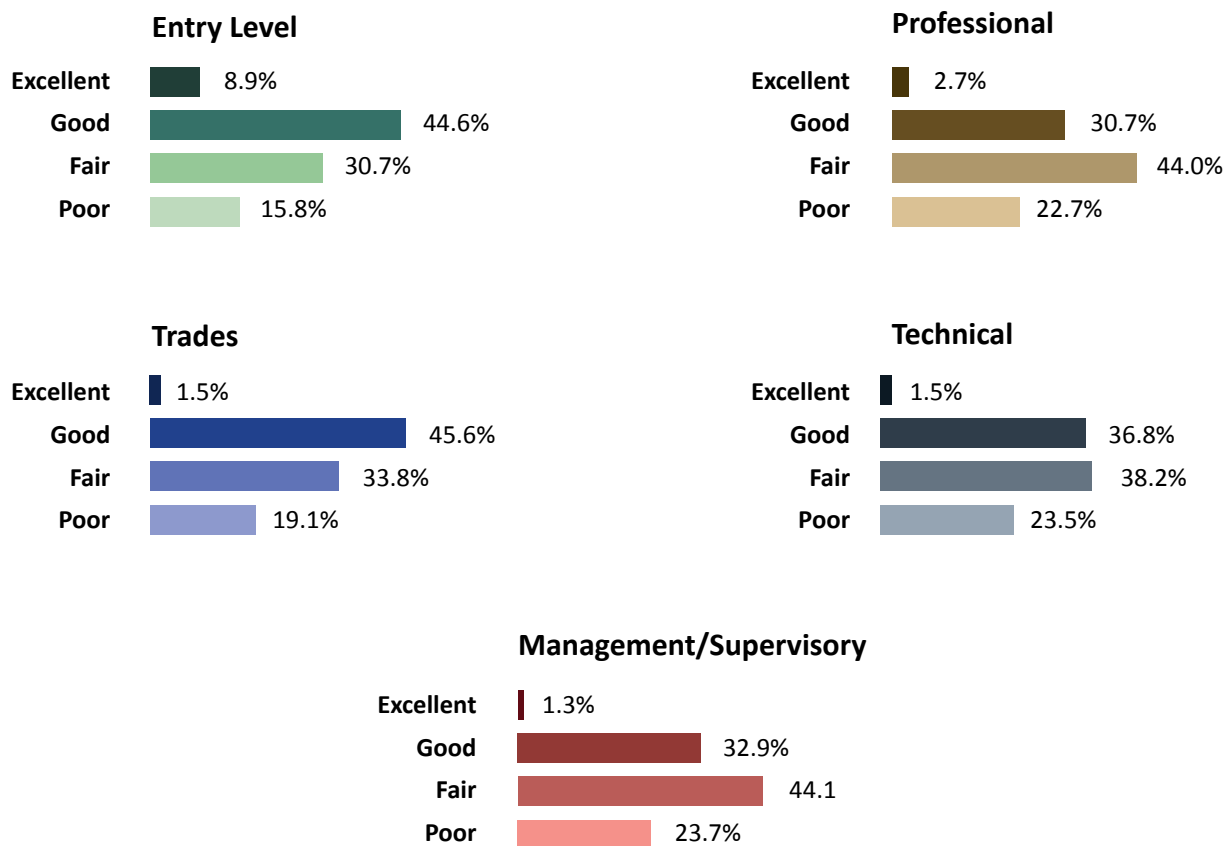
Select the top competencies the business seeks in future employees.



The top three competencies for future employees are; Work ethic, dedication, and dependability, Self-motivated/ability to work with little to no supervision and Customer Service. Last year, the top three competencies for future employees were; Technical, Computer Literacy, and Teamwork/interpersonal.

Q21

Overall, how would you rate the availability of qualified workers in Renfrew/Lanark County?



Employers indicated that the availability of qualified workers in Renfrew and Lanark County is between Good and Fair.



Q22

Comments

Please share any additional comments (up to 5,000 characters):

- Job applicants require additional training on resume and interviewing prep.
- Would like more advertising of available wage subsidized programs as many people applying for employment do not seem to be aware of this service in the area.
- In general, the labour pool in Renfrew County is shrinking. Or seems to be anyway. There are much fewer applicants than even 3 or 4 years back. And I anticipate an increased shortage of labourers in the area as our current workforce moves into retirement age.
- The next 4 - 5 years will be the most challenging as the younger workforce continues to leave the area for more lucrative work opportunities outside of our county.
- My field requires very specific training (Autism intervention). I have had a very hard time finding therapists and actually had to discontinue services to a client as the one qualified candidate I subcontracted out found a more lucrative job, with benefits and job security.
- I can't compete with that!
- It is hard for me to rate the availability of qualified workers when I have nothing to measure it against.
- Closing my business due to outside workers that work for cash while on welfare. Poor work but cheap rates and the government does nothing to stop the carpentry trade from being infiltrated with "weekend" carpenters. The only trade that has NO regulations
- Difficult to find anyone that wants to work out in the country. Lots of young people don't drive.
- I have worked in Ottawa for 26 years recruiting a wide range of professional and technical skills and it is extremely difficult to attract skills workers to the Barry's Bay, ON area



- The minimum wage increase has made us rethink our labour strategy in many ways. Briefly here are three examples -
 1. In the past we could take more time for training and orientation of new employees - now we can't - it is too costly, the new employee either catches on quickly or he/she is dismissed.
 2. In the past we hired employees with limited abilities to do certain jobs e.g. dishes or cleaning. Now we expect all employees to be able to do all jobs - there is no specialization of duties.
 3. Lastly, because there is not an abundance of trained chefs and cooks in our area we have had to do a lot of on-the-job training of our employees. The more skills they acquired the more we would pay them.
- Now with the dramatic increase in minimum wage the incentive to learn more and do more is decreased because we do not have the financial resources to differentiate between the good employees who work hard and excel and those average employees who just put in the time.
- The minimum wage increase has kicked the poop out of small business. It is ridiculous for politicians to advocate that small business is the backbone of our country and then turn around and legislate an outrageous increase such as the minimum wage. \$15.00 next January, 2019, Happy New Year.
- Very hard to find people who want to work
- We are an auto parts jobber store and our hardest task is finding good staff to work at the counter handling calls from the garages calling in.



- It's very hard to keep a small business in operation. Staff will be downsized to accommodate the hike in wages.
- We need people who want to work - not just fill out an application.
- With regards to the question on the types of training the business will focus on, I can only comment to my experience. There is no doubt a greater availability of qualified workers that I just have not had the opportunity to meet. We would be grateful to have access to or maybe an increased awareness of training programs available. Thank you!
- We offer tours of our plant which truly do provide a clear picture on our success and work-related process. We provide quality service to our clients.



Definitions

Apprenticeship: A system of training new practitioners of a trade or profession with on-the-job training and often some accompanying study (classroom work and reading).

Co-op: Cooperative Education Program is a program which alternates periods of academic study with periods of work experience in appropriate fields.

Conflict Resolution: Training for resolving issues between two of more parties in the workplace.

Entry Level: An entry-level job is a job that is normally designed or designated for recent graduates of a given discipline, and does not require prior experience in the field or profession.

Environment/Sustainability: Environmentally focused training.

Health & Safety: Training materials and programs designed to teach Occupational Health and Safety standards.

Internship: A temporary position with an emphasis on on-the-job training.

Management/Supervisory: An individual who monitors and regulates employees in their performance of assigned or delegated tasks.

Orientation of New Employees:
Providing new employees with basic information about the employer. This training is used to ensure the employee has the basic knowledge required to perform the job satisfactorily.

Productivity Improvement/LEAN: A systematic method for the elimination of waste within a manufacturing system.

Professional: A member of a profession or any person who earns their living from a specified professional activity.

Service Worker: An employee who provides service to other people. This individual typically works in the food service, customer service, family, social and human services and community service.

Social Media Outlets: Computer-mediated tools that allow people or companies to create, share, or exchange information in virtual communities and networks.

Tax Credit: A deduction from tax owing.

Team Building: Training used to enhance social relations and define roles within teams.

Technical: A skilled employee who is trained or skilled in the technicalities of a project. Their job generally related to the practical use of machines or science in an industry.

Technological Change: Progress of overall process of invention, innovation and diffusion of technology or processes.

Trades: A skilled job, typically one requiring manual skills and special training.

Training subsidy: A program that provides an incentive for employers to train a candidate to work for them.

Unsolicited Resume: The application for employment by submitting a resume for an unadvertised position.

Wage subsidy: A program that provides an incentive for employers to hire a candidate to work for them.

Industry Sector Definitions

Accommodation and Food Services (NAICS 72): This sector comprises establishments primarily engaged in providing short-term lodging and complementary services to travelers, vacationers and others, in facilities such as hotels, motor hotels, resorts, motels, casino hotels, bed and breakfast accommodations, housekeeping cottages and cabins, recreational vehicle parks and campgrounds, hunting and fishing camps, and various types of recreational and adventure camps.

Administration and Support, Waste Management, and Remediation Services (NAICS 56): This sector comprises two different types of establishments: those primarily engaged in activities that support the day-to-day operations of other organizations; and those primarily engaged in waste management activities.

Agriculture, Forestry, Fishing and Hunting (NAICS 11): This sector comprises establishments primarily engaged in growing crops, raising animals, harvesting timber, harvesting fish and other animals from their natural habitats and providing related support activities.

Arts, Entertainment and Recreation (NAICS 71): This sector comprises establishments primarily engaged in operating facilities or providing services to meet the cultural, entertainment and recreational interests of their patrons.

Construction (NAICS 23): This sector comprises establishments primarily engaged in constructing, repairing and renovating buildings and engineering works, and in subdividing and developing land. These establishments may operate on their own account or under contract to other establishments or property owners. They may produce complete projects or just parts of projects.

Educational Services (NAICS 61): This sector comprises establishments primarily engaged in providing instruction and training in a wide variety of subjects. This instruction and training is provided by specialized establishments, such as schools, colleges, universities and training centres.

Finance and Insurance (NAICS 52): This sector comprises establishments primarily engaged in financial transactions (that is, transactions involving the creation, liquidation, or change in ownership of financial assets) or in facilitating financial transactions.

Health Care and Social Assistance (NAICS 62): This sector comprises establishments primarily engaged in providing health care by diagnosis and treatment, providing residential care for medical and social reasons, and providing social assistance, such as counselling, welfare, child protection, community housing and food services, vocational rehabilitation and child care, to those requiring such assistance.



Definitions

Information and Cultural Industries (NAICS 51): This sector comprises establishments primarily engaged in producing and distributing (except by wholesale and retail methods) information and cultural products. Establishments providing the means to transmit or distribute these products or providing access to equipment and expertise for processing data are also included.

Management of Companies and Enterprises (NAICS 55): This sector comprises establishments primarily engaged in managing companies and enterprises and/or holding the securities or financial assets of companies and enterprises, for the purpose of owning a controlling interest in them and/or influencing their management decisions. They may undertake the function of management, or they may entrust the function of financial management to portfolio managers.

Manufacturing (NAICS 31-33): This sector comprises establishments primarily engaged in the physical or chemical transformation of materials or substances into new products. These products may be finished, in the sense that they are ready to be used or consumed, or semi-finished, in the sense of becoming a raw material for an establishment to use in further manufacturing.

Mining, quarrying and oil and gas extraction (NAICS 21): This sector comprises establishments primarily engaged in extracting naturally occurring minerals. These can be solids, such as coal and ores; liquids, such as crude petroleum; and gases, such as natural gas. The term “mining” is used in the broad sense to include quarrying, well operations, milling (for example, crushing, screening, washing, or flotation) and other preparation customarily done at the mine site, or as a part of mining activity.

Other Services (except Public Administration) (NAICS 81): This sector comprises establishments, not classified to any other sector, primarily engaged in repairing, or performing general or routine maintenance, on motor vehicles, machinery, equipment and other products to ensure that they work efficiently; providing personal care services, funeral services, laundry services and other services to individuals, such as pet care services and photo finishing services; organizing and promoting religious activities; supporting various causes through grant-making, advocating (promoting) various social and political causes, and promoting and defending the interests of their members.

Professional, Scientific, and Technical Services (NAICS 54): This sector comprises establishments primarily engaged in activities in which human capital is the major input. These establishments make available the knowledge and skills of their employees, often on an assignment basis. The individual industries of this sector are defined on the basis of the particular expertise and training of the service provider.

Public Administration (NAICS 91): This sector comprises establishments primarily engaged in activities of a governmental nature, that is, the enactment and judicial interpretation of laws and their pursuant regulations, and the administration of programs based on them. Legislative activities, taxation, national defense, public order and safety, immigration services, foreign affairs and international assistance, and the administration of government programs are activities that are purely governmental in nature.

Real Estate, Rental, and Leasing (NAICS 53): This sector comprises establishments primarily engaged in renting, leasing or otherwise allowing the use of tangible or intangible assets. Establishments primarily engaged in managing real estate for others; selling, renting and/or buying of real estate for others; and appraising real estate, are also included.

Retail Trade (NAICS 44-45): The retail trade sector comprises establishments primarily engaged in retailing merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. The retailing process is the final step in the distribution of merchandise; retailers are therefore organized to sell merchandise in small quantities to the general public.

Transportation and Warehousing (NAICS 48-49): This sector comprises establishments primarily engaged in transporting passengers and goods, warehousing and storing goods, and providing services to these establishments. The modes of transportation are road (trucking, transit and ground passenger), rail, water, air and pipeline.

Utilities (NAICS 22): This sector comprises establishments primarily engaged in operating electric, gas and water utilities. These establishments generate, transmit, control and distribute electric power; distribute natural gas; treat and distribute water; operate sewer systems and sewage treatment facilities; and provide related services, generally through a permanent infrastructure of lines, pipes and treatment and processing facilities.

Wholesale Trade (NAICS 41): This sector comprises establishments primarily engaged in wholesaling merchandise and providing related logistics, marketing and support services. The wholesaling process is generally an intermediate step in the distribution of merchandise; many wholesalers are therefore organized to sell merchandise in large quantities to retailers, and business and institutional clients.

Source: Statistics Canada, Industry classifications



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