

Survey Results

2015/2016



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.



**EMPLOYMENT
ONTARIO**



Mission

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

Table of Contents

Introduction	1
Region	2
Industry Sectors	2
Age groups and Categories	3
Workforce Changes in the Last 12 Months	4
Hiring Over the Next 12 Months	12
Skill Shortages, Training and Education Needs	14
Comments	18
Definitions	21

Acknowledgments

We wish to thank the following groups:

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 Training, Colleges and Universities. 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.

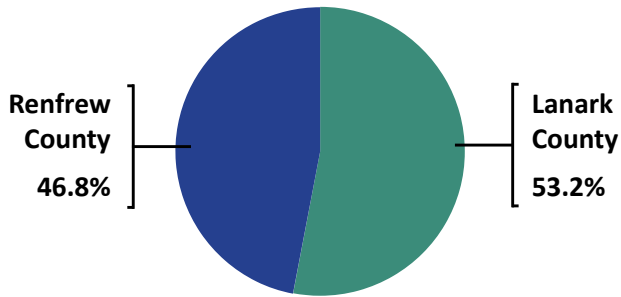
This survey is the first in a series, and represents our baseline year. The value will be increased in the years following as we establish labourforce trends with our local employers.



Region

Q1

Please select the region:

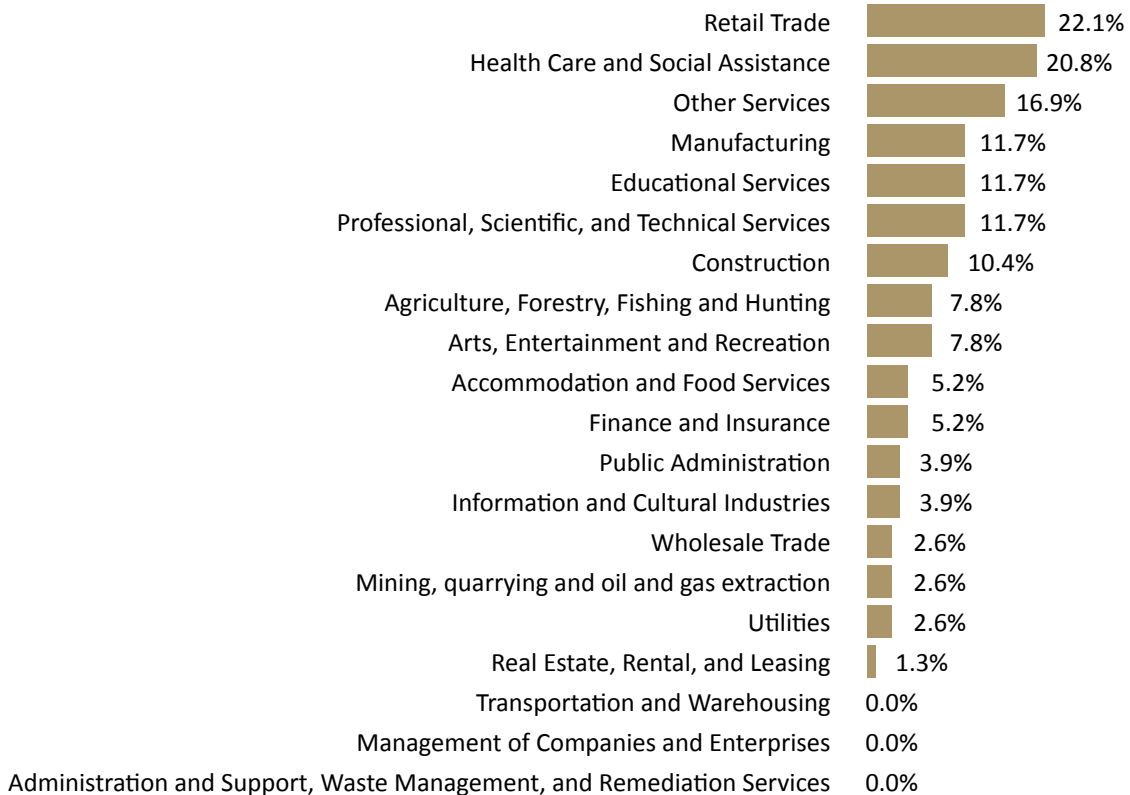


A total of 80 employers participated in the Employer One Survey; 46.8% from Renfrew County and 53.2% from Lanark County.

Industry Sectors

Q2

Select the industry sector(s) in which you operate:

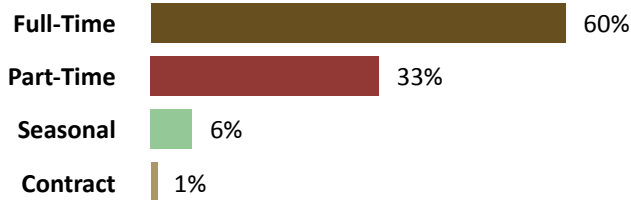


The majority of Employer One participants work in Retail Trade and Health Care and Social Assistance. Within the regions, there were no participants in Transportation and Warehousing, Management of Companies and Enterprises, and Administration and Support, Waste Management, and Remediation Services.

Age groups and Categories

Q3

Please indicate the total number of employees you employ and indicate how many are in the following categories.



Total Employees: 2,369

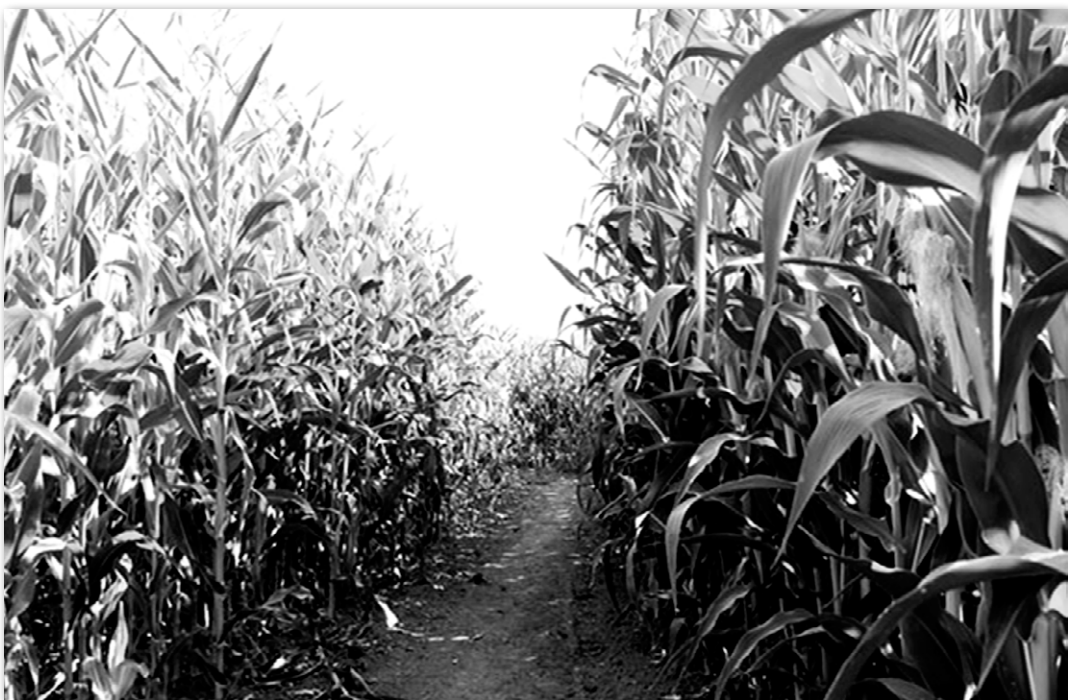
Currently, the majority of employees are in full-time or part-time positions. The average number of employees per respondent is 33.

Q4

What percentage (%) of your workforce is under the age of 25 and what percentage is over the age of 55?



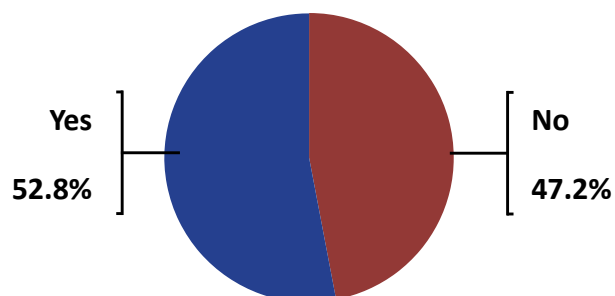
Overall, 15.1% of the surveyed workforce are under 25 and 24.4% of the surveyed workforce are over 55.



Q5

Workforce Changes in the Last 12 Months

Did your organization experience any separations over the last 12 months? Separations are defined as retirements, dismissals, permanent layoffs, temporary layoffs and other separations.

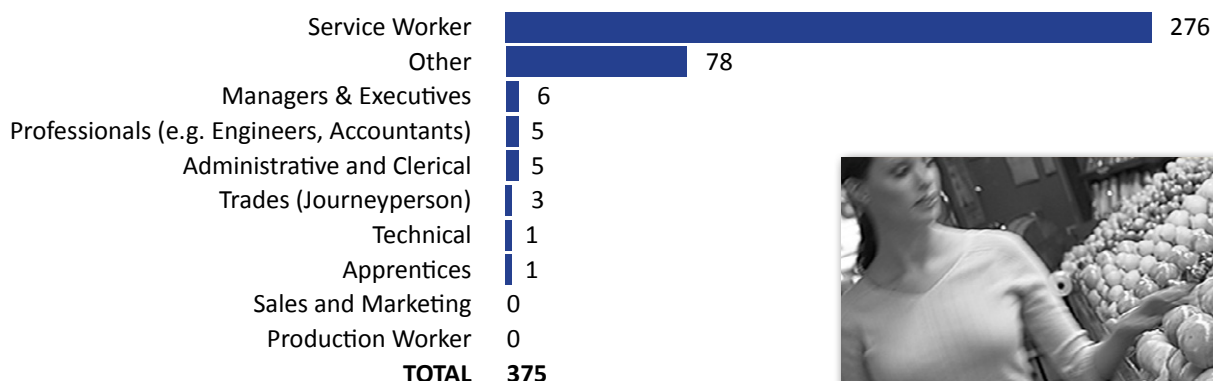


Q6

Of the total number of separations, how many were in the following categories over the previous 12 month period?

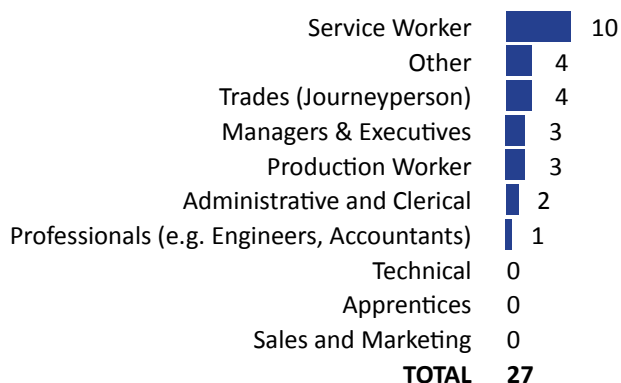
Resignations:

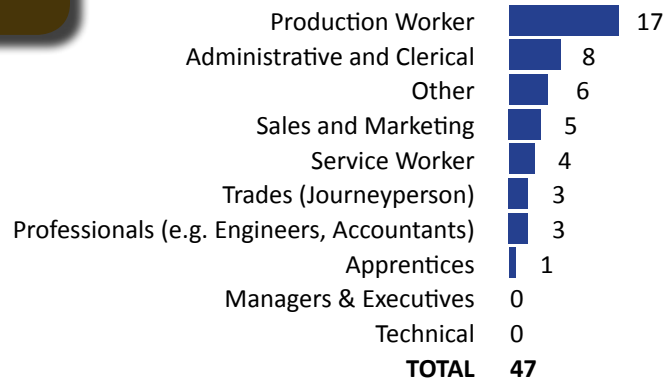
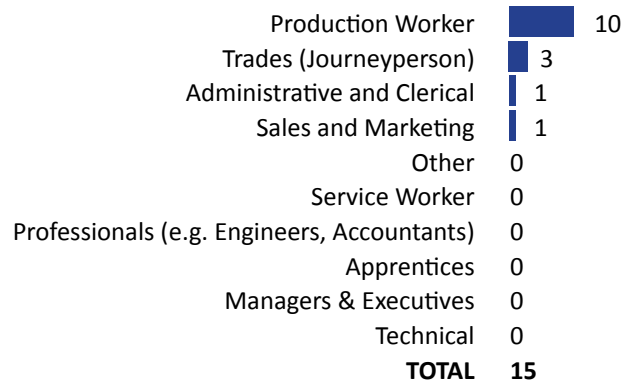
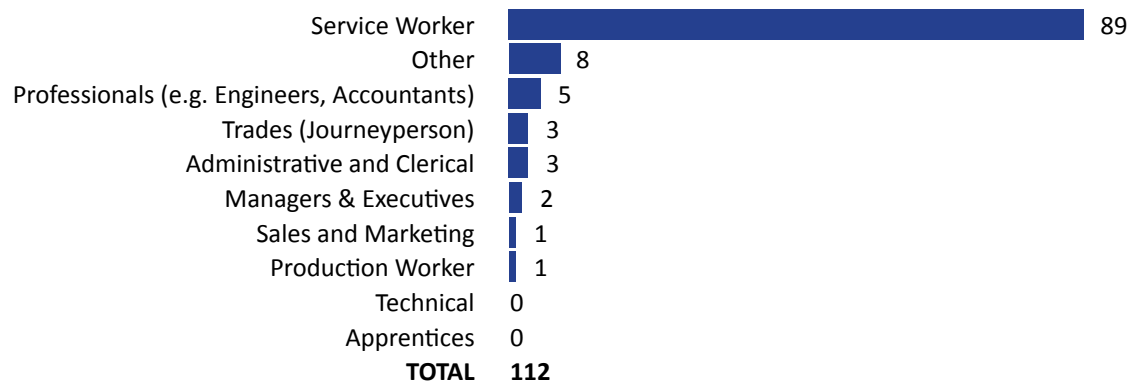
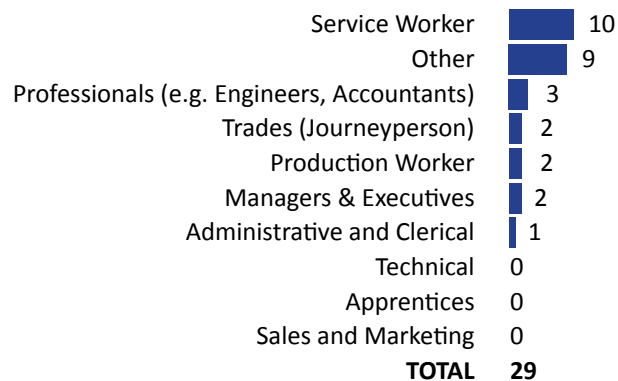
Response Count



Retirements:

Response Count

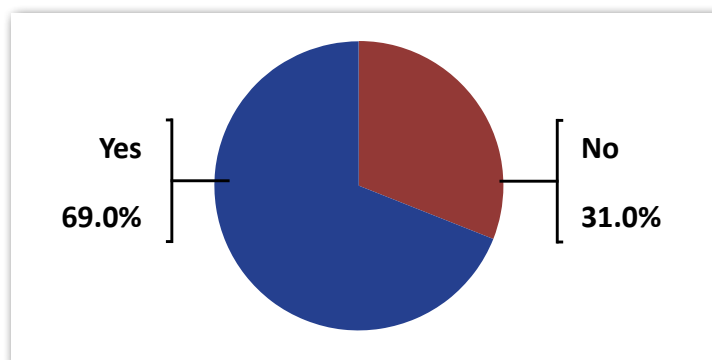


Temporary Layoffs:**Response Count****Permanent Layoffs:****Response Count****Dismissals:****Response Count****Other:****Response Count**

Of the total number of resigned employees, 73% were Service Workers and 20% were categorized as Other. The majority of retired employees were Service Workers, however Trades (Journey person), Production Workers, Managers and Executives also had a significant number of retirees. Both temporary and permanent layoffs were predominantly Production Workers, while dismissals were predominantly identified as Service Workers.

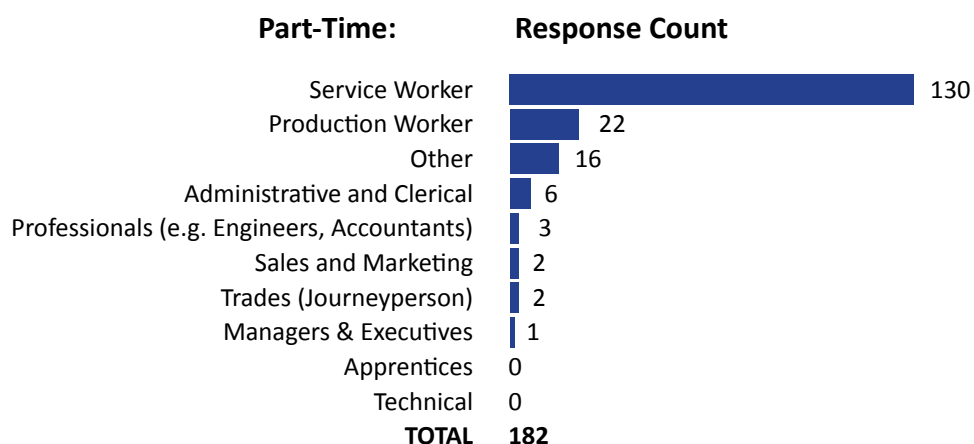
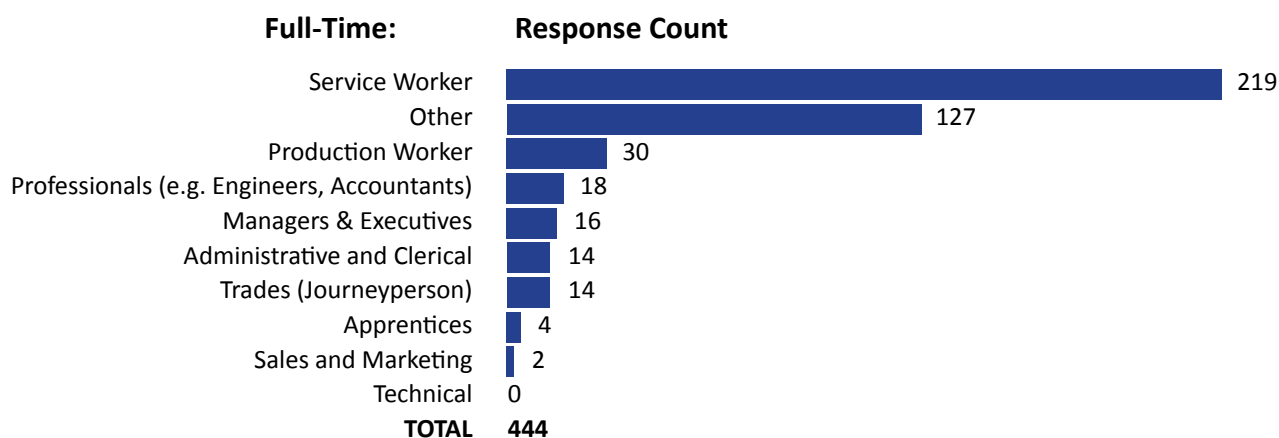
Q7

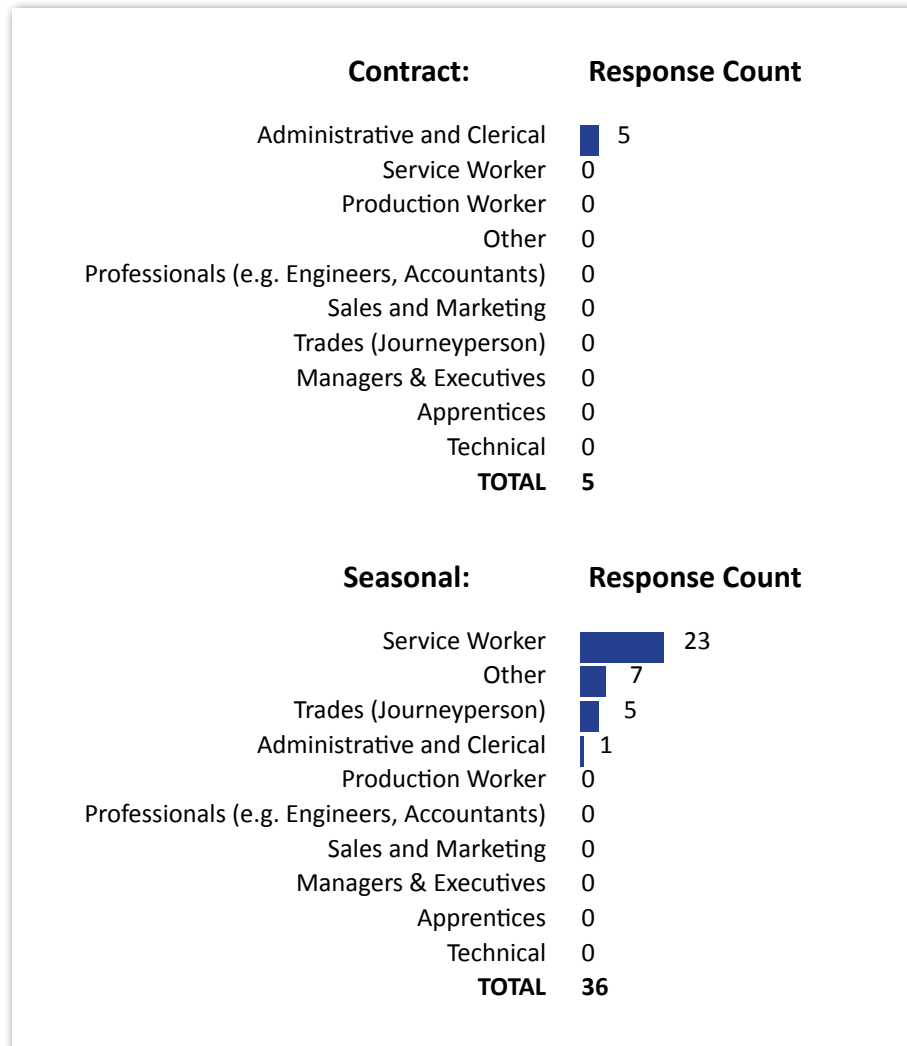
Did your organization hire anyone over the last 12 months?
A hire is simply defined as an open position filled.



Q8

Of the total number of hires, how many were in the following categories? Please leave corresponding box blank if the number is zero.



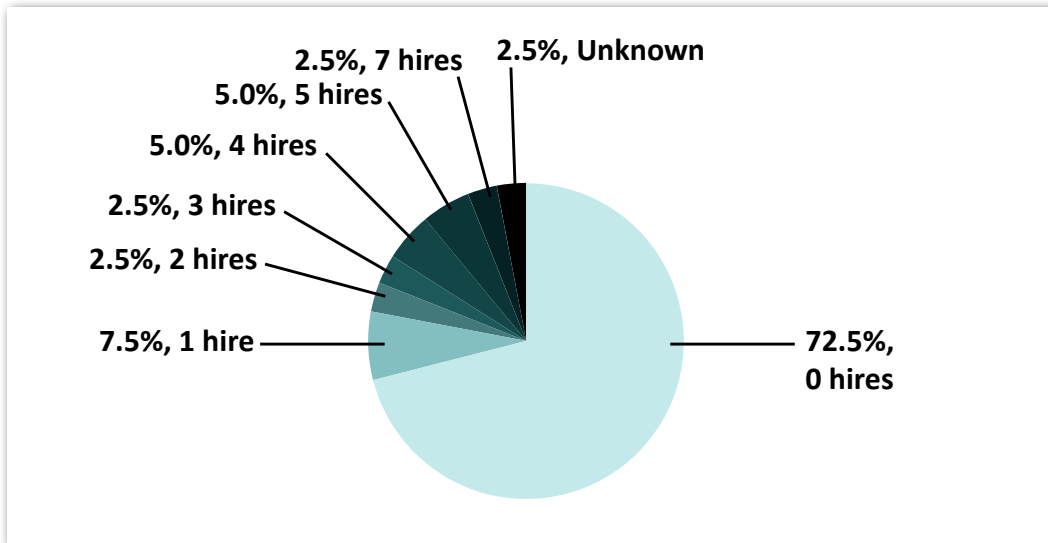


Of the total number of hires, the majority were full-time employees followed by part-time employees. Almost half of the full-time employees hired were Service Workers. For part-time employment, 59% were classified as Service Workers and 10% were Production Workers. All contract employees hired were in Administrative and Clerical positions while seasonal employment was mostly identified in Service Workers and Trades (Journeyman).



Q9

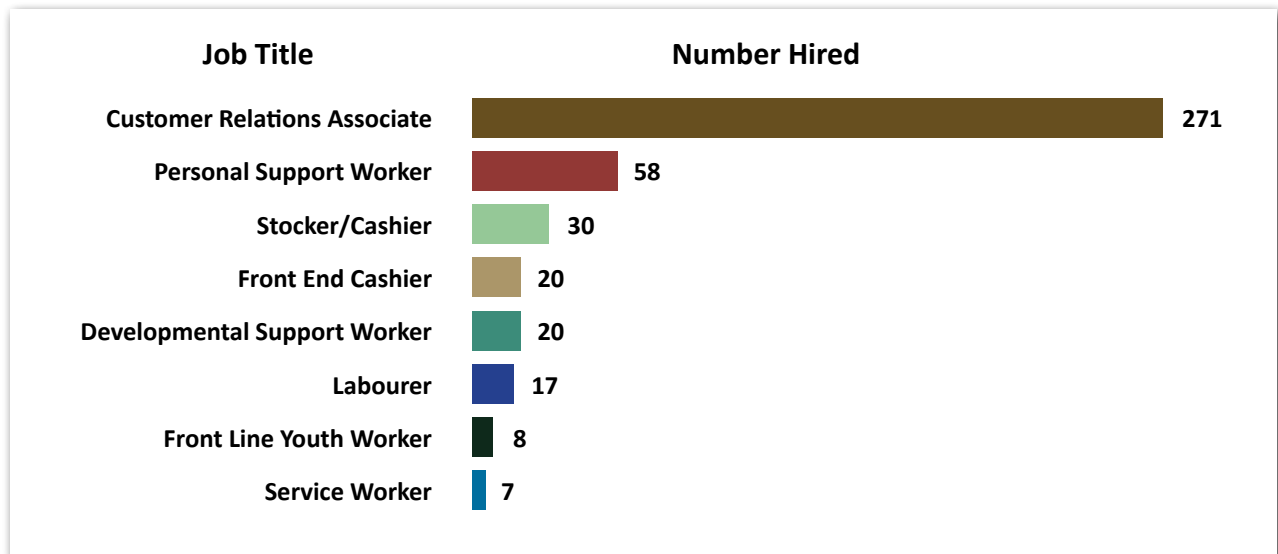
Of the total number of hires in the past 12 months, how many were previously laid off employees who were re-hired?



A total of 33 employees hired over the past 12 months were previously laid-off employees who were rehired.

Q10

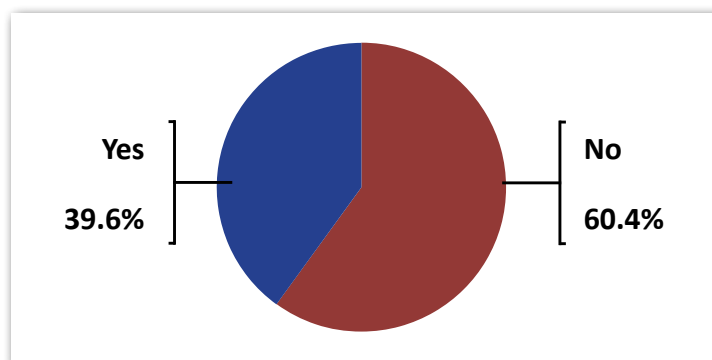
Please list the occupations (up to three) for which you hired the most employees over the last 12 months. Please provide job title, e.g. civil engineer, IT specialist, waiter/waitress, financial advisor, etc. and the total number of people hired for each occupation.



Of the number of hired occupations over the past 12 months, Customer Relations Associate leads with 271 hired employees. This is largely impacted by the ongoing demand within Renfrew County in the telemarketing and customer service industry and its high turnover rate. This graph depicts the top 8 responses.

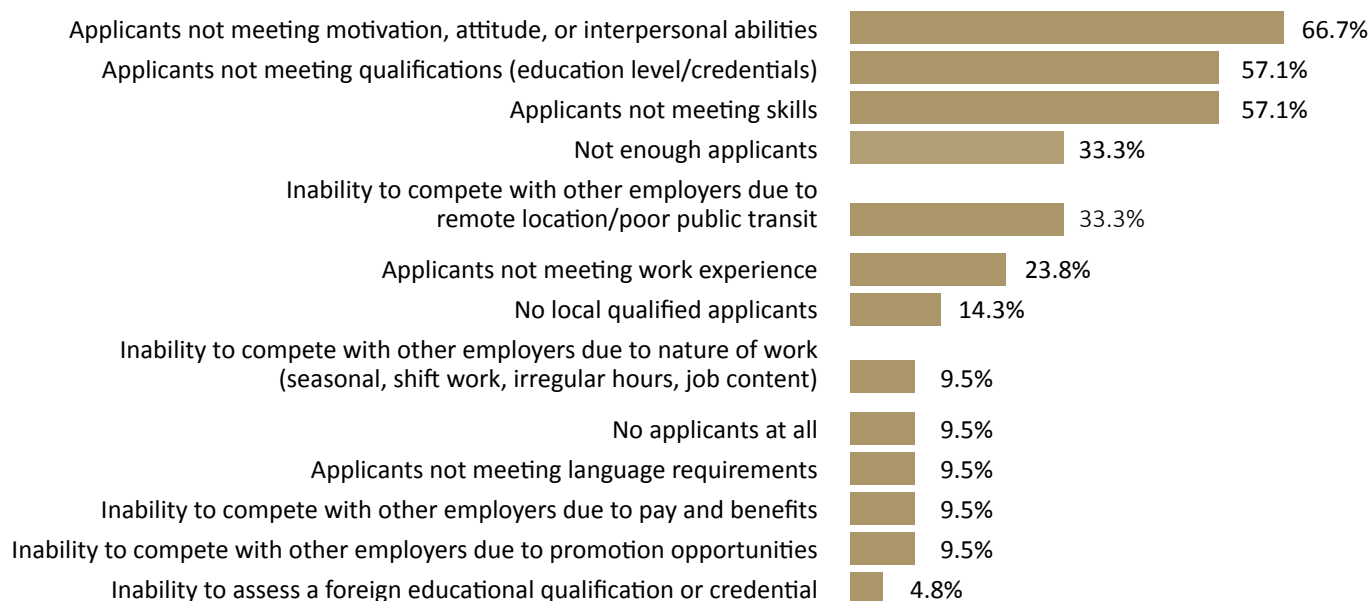
Q11

Were any of these positions hard-to-fill? Hard-to-fill positions are positions for which the search for workers takes longer than usual or takes longer than originally planned.

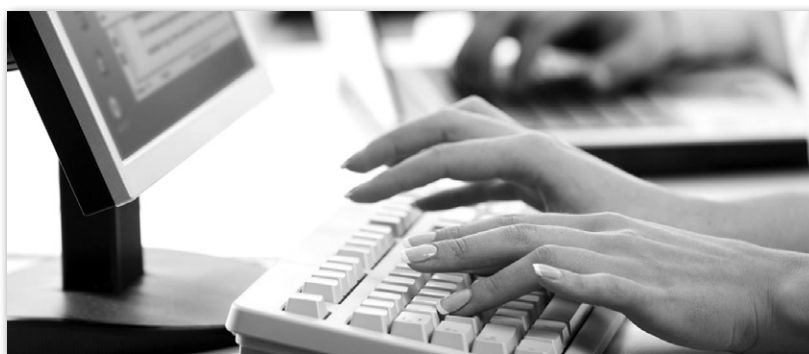


Q12

If yes, please select the reasons they were hard to fill.

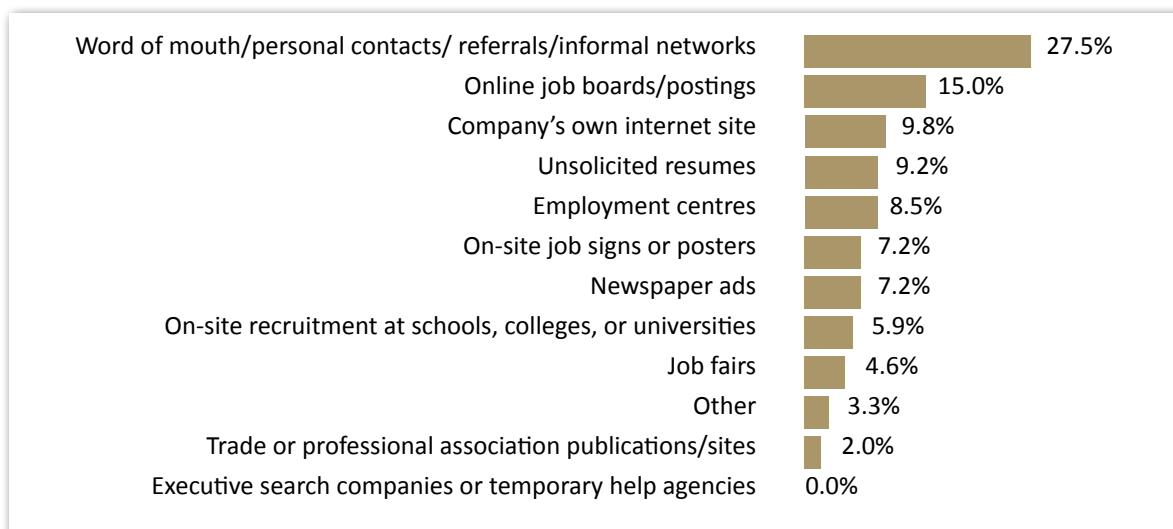


The leading reasons positions are hard to fill in Renfrew and Lanark County include; applicants not meeting motivation, attitude, or interpersonal abilities, applicants not meeting skills, and applicants not meeting qualifications (education level, credentials).



Q13

What recruitment methods were used to help fill these positions? Please use occupation 1 if response applies to more than one occupation.



The most common recruitment method used was word of mouth/personal contacts/referrals/information networks, followed by online job boards/postings.

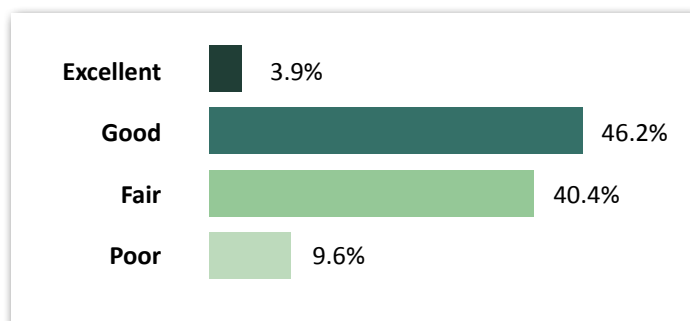
Q14

If other, please specify the job title and the recruitment method.

Recruitment methods indicated that were not included above are Kijiji, and Social Media Outlets.

Q15

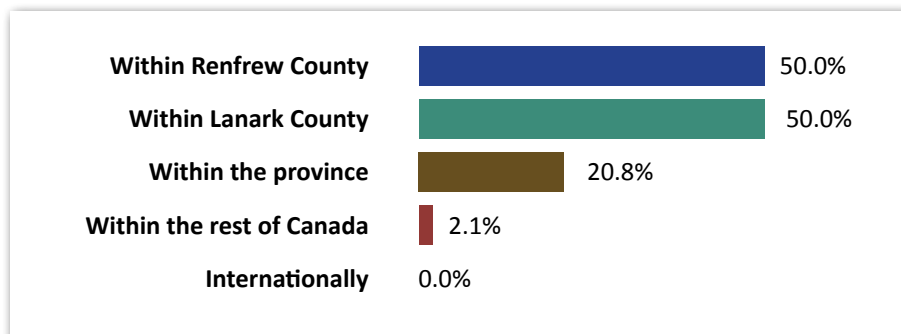
How do you rate the availability of qualified workers in the Renfrew/Lanark County?



Employers indicated that the availability of qualified workers in Renfrew and Lanark County is between Good (46.2%) and Fair (40.4%).

Q16

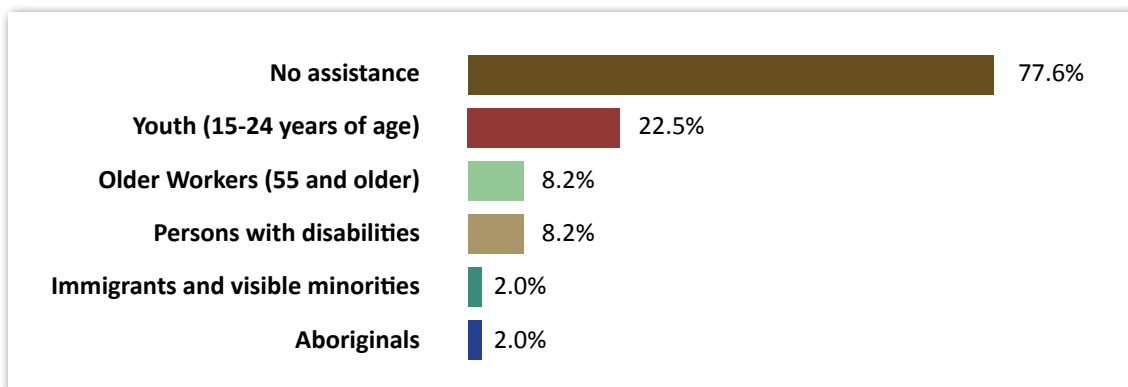
Which of the following geographic areas were targeted for recruitment? Please select all that apply.



All employees targeted their county, either Renfrew or Lanark, for recruitment purposes, 20.8% of the employers also targeted Ontario, 2.1% targeted all of Canada, and 0% recruited internationally.

Q17

Did you receive any assistance from a free employment service agency representing one of the following groups when recruiting for these occupations?

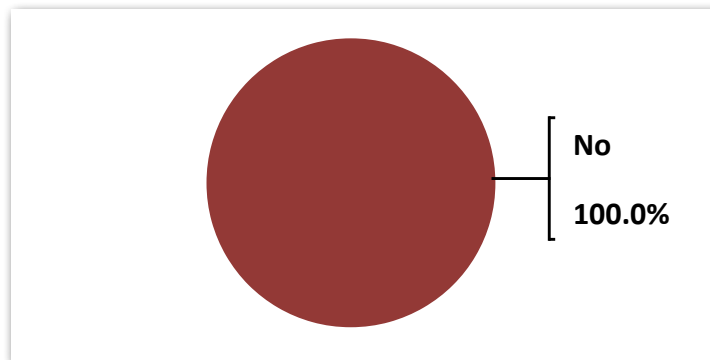


77.6% of employers used no assistance from a free employment service agency, 22.5% used youth targeted assistance (15-24 years of age), and 8.2% used persons with disabilities or older workers targeted assistance (55 and older).



Q18

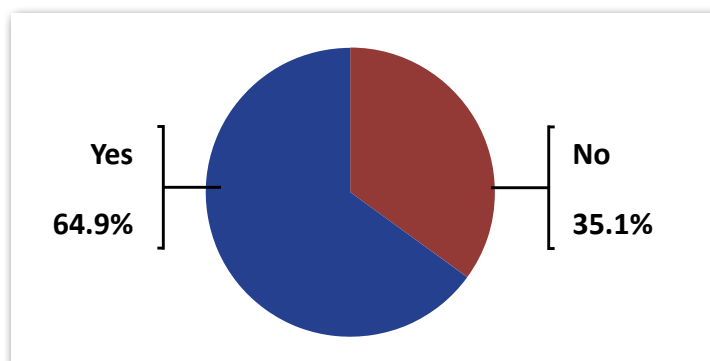
Did you use a paid recruitment agency (head hunter)?



Hiring Over the Next 12 Months

Q19

Do you plan on hiring anyone over the next 12 months?



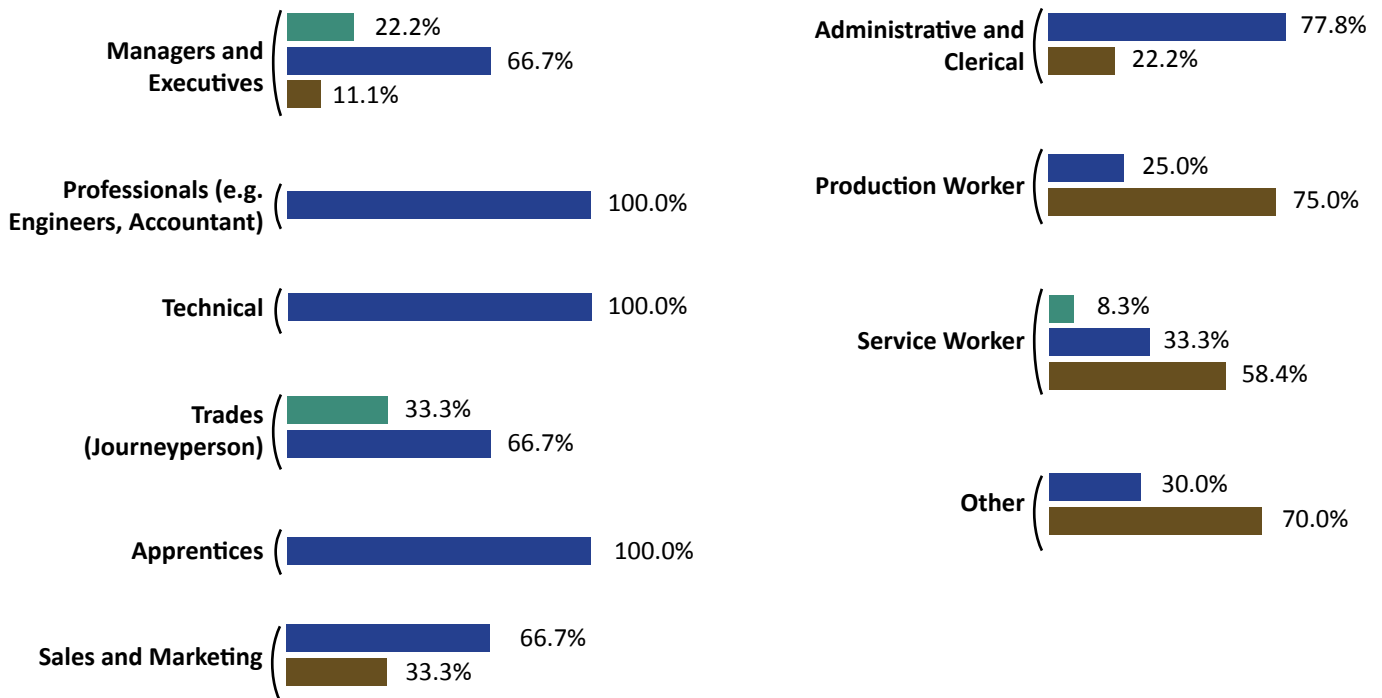
Q20

If you answered yes, of the total number of planned hires, how many do you expect will be in the following categories?

- For planned hires over the next 12 months, most employers expect to hire full-time employees, followed by part-time employees.
- Of the number of full-time employees, 44% are expected to be Service Workers and 42% are expected to be categorized as Other.
- Of the number of part-time employees, 81% are expected to be Service Workers
- 100% of contract employees are expected to be categorized as Production Workers
- Of the number is seasonal employees, 55% are expected to be Service Workers and 22% are expected to be Trades (Journeyman).

Q21

Please select the main reason you anticipate job openings in the following occupation groups over the next 12 months:



■ Retirements
 ■ Expansion or Restructuring
 ■ Other
 ■ Technological Change

The reasons for anticipated job openings over the next 12 months vary based on positions. In all positions, expansion and restructuring is a reason to anticipate job openings. Retirement is a reason for anticipated job openings for Managers and Executives, Trades (Journeyman), and Service Workers. Technological change is not identified as a reason to anticipate job openings in any employee positions.

Q22

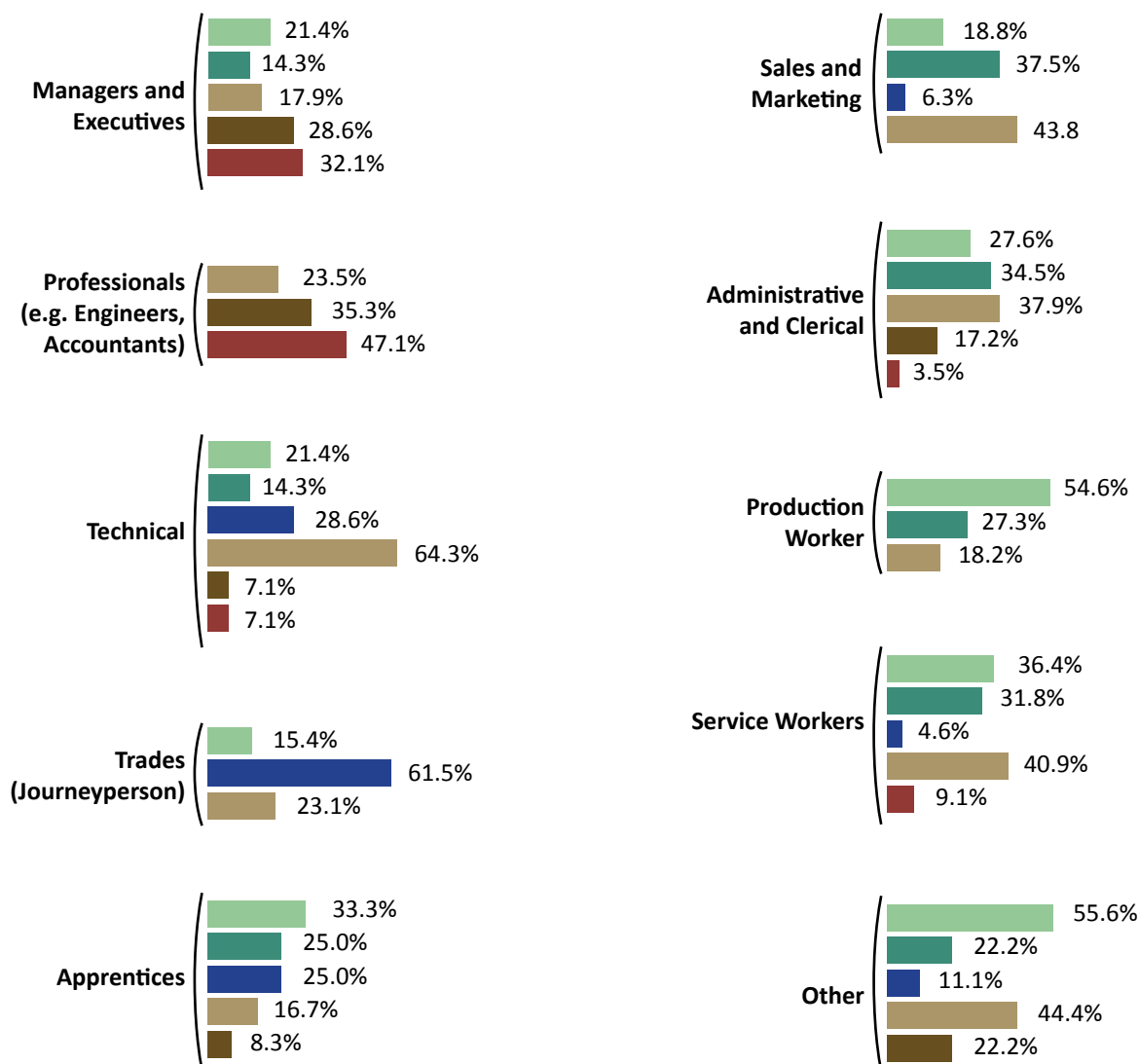
If other reason, please identify:

Employers have indicated other reasons for job openings which include; students not returning to work, increased funding, maternity leave, military postings, and high turnover.

Q23

Skill Shortages, Training and Education Needs

What is the minimum level of education required for new hires in the following occupation categories?

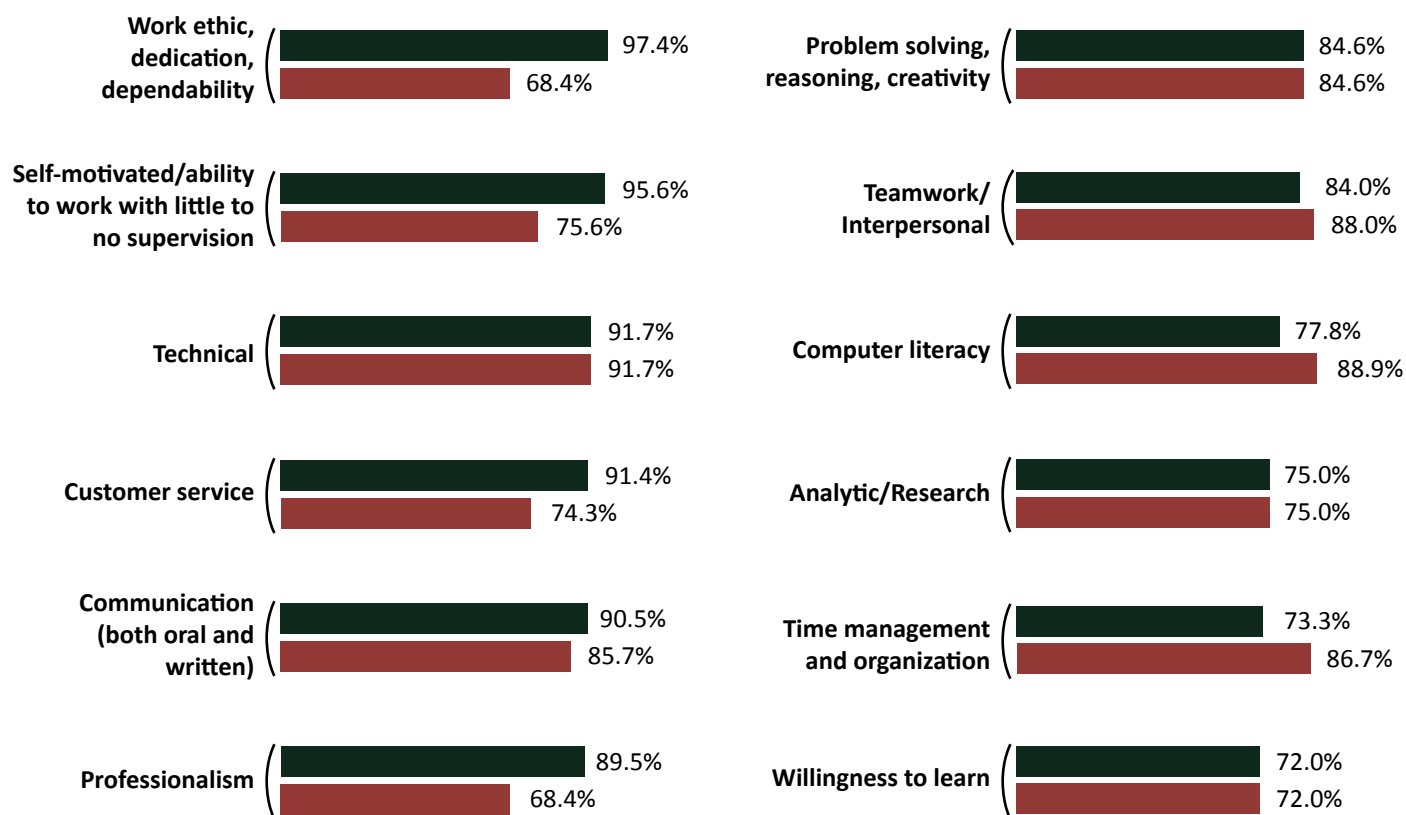


■ High school diploma or equivalent
 ■ Some postsecondary education
 ■ Trade certificate
 ■ College diploma
 ■ Undergraduate degree
 ■ Professional accreditation or graduate degree

Occupations predominantly requiring a minimum level of education of high school diploma or equivalent include Production Workers, and Other. Trade certificates are required for most occupations in Trades (Journey person). College diplomas are the minimum level of education for most Technical, Sales and Marketing, Administrative and Clerical, and Service Worker occupations. Occupations requiring a minimum level of education of undergraduate degree and professional accreditation or graduate degree include Managers and Executives, and Professionals (e.g. Engineers, Accountants).

Q24

Please select the top 3 competencies for most of your employees:



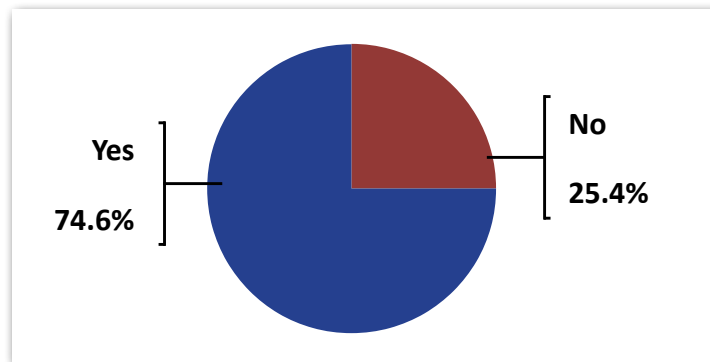
■ Current Employees ■ Future Employees

The top three competencies for current employees are; Work ethic, dedication, dependability, Self-motivated/ability to work with little to no supervision, and Technical. The top three competencies for future employees are; Technical, Computer literacy and Teamwork/Interpersonal.



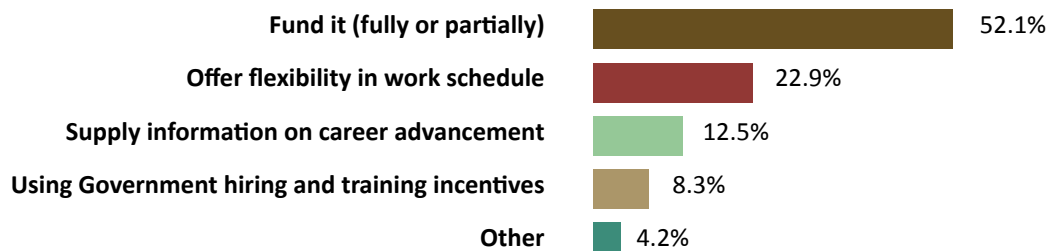
Q25

Was your organization able to provide or support ongoing training and education opportunities for your employees last year?
“Provide” means offering training/education directly; “support” can mean funding, allowing a flexible work schedule, and/or any other incentive for your employees to seek the skills and knowledge necessary to be more productive.



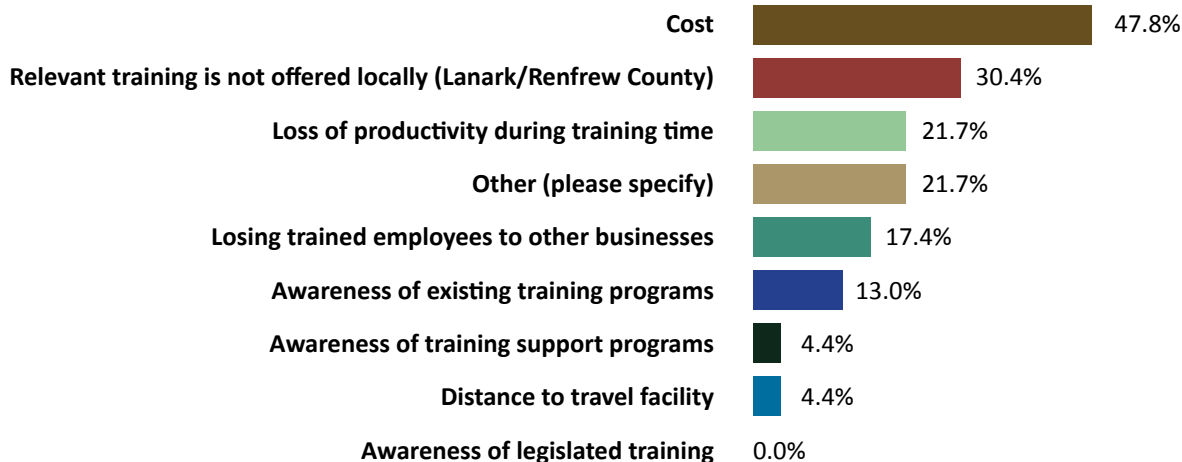
Q26

If answered yes to the previous question, please indicate how you most support training/education.



Q27

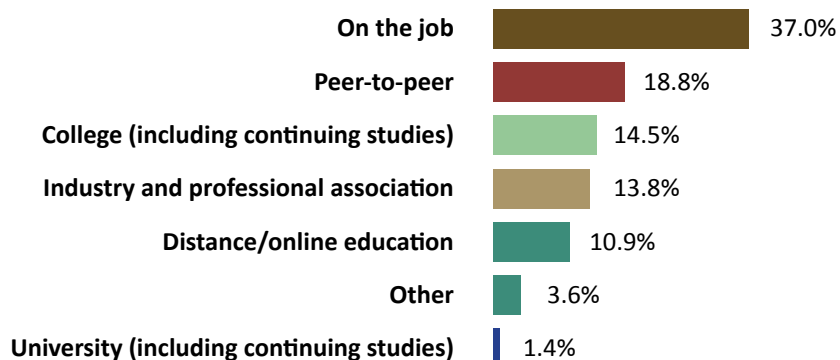
If answered no to the previous question, what are the greatest challenges/barriers to your employees receiving ongoing training and education? (Select all that apply)



The greatest barriers for employees to receive ongoing training and education are cost and relevant training is not offered locally (Lanark/Renfrew County).

Q28

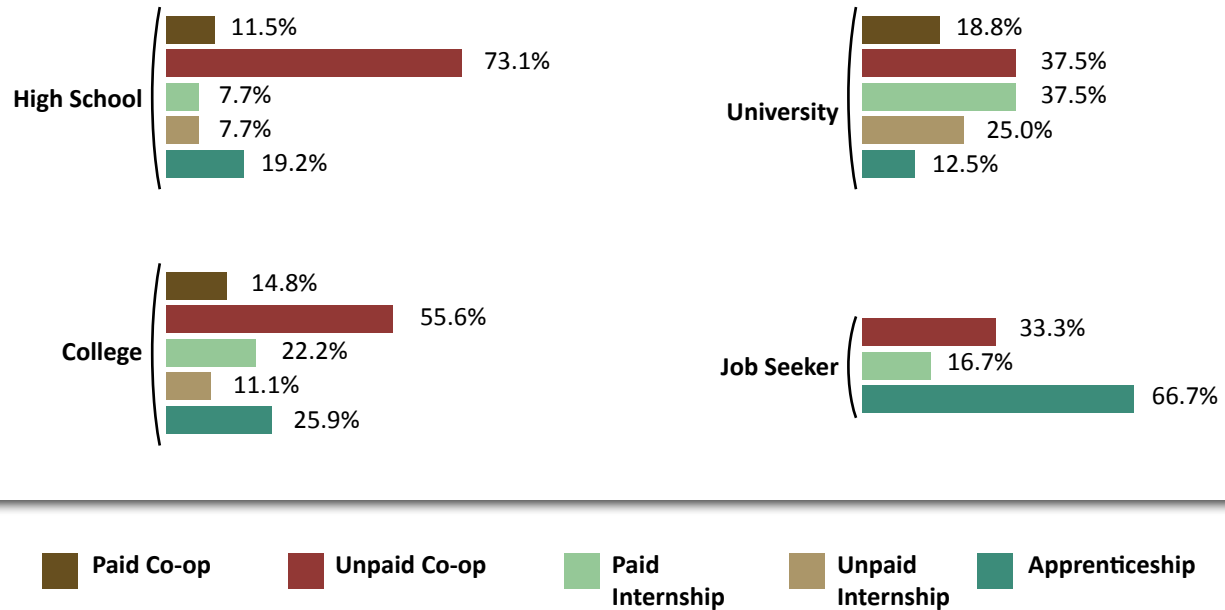
What are the most common sources of training/education for your employees? (Select all that apply)



In Renfrew and Lanark County, the most common source of training and education for employees is on the job training, while the least common source is University. Renfrew and Lanark Counties have historically had strong economic bases comprised of manufacturing, agriculture and forestry sectors. These occupations typically demand college or apprenticeship training. Also contributing to this trend, Renfrew and Lanark County lack the convenience of having a University located within their regions.

Q29

Do you provide any workplace-relevant training to students and future workers through any of the following opportunities?



Unpaid Co-op is the most common workplace-relevant training for students in Renfrew and Lanark Counties. These opportunities are primarily offered to high school and college students.

Comments

Q30

Please share any additional comments (up to 5000 characters):



- The challenges of running a small business are heavy overhead including the cost of running a store, mortgage and expensive hydro bills
- Hiring a full-time employee year round is therefore too expensive, even though the help is needed
- Difficulty finding employees willing to work weekends
- Sole proprietor, often works with other freelance contractors and businesses to complete larger projects

Q30



- Livestock farming is year round, as opposed to vegetable farming, and it is difficult to get workers to stay the full year or longer
- Many employees get trained and leave soon after
- Still, there are good career opportunities in agriculture and the colleges don't promote it like they do other industries

- Small family company with few employees
- Workers do not require previous experience, and high school students are often hired
- The employees are encouraged to stay with the company and work their way up
- All training is done on the job

- Manufacturer recently added 12 workers to the production line and is having success with those workers
- Increased the minimum requirement to 7-8 years of manufacturing experience or a post-secondary degree (not necessarily related to the industry)
- The strategy is to hire people who have demonstrated an ability to learn, then train internally
- This has been very effective

- Despite the stigmas of call centre work such as low base wage and shift work, there are many growth opportunities, including the total compensation package which is much more significant than the base wage
- Employees are able to opt into significant overtime and full-time hours are available year round
- The call centre industry allows stable staffing and growth potential

- Happy to see local college implementing bridging programs for Personal Support Worker to Registered Practical Nursing
- Wish bridging program for Registered Practical Nurse to Registered Nurse was more user friendly
- Unfortunately, many employees have not been eligible because college does not recognize older RPN program (RNA)

- It is easy to find students to work after school and weekends in the grocery store, but it is difficult to fill daytime positions and night shifts
- Normally there are stacks of resumes to choose from but lately that has changed and now there are no applicants
- Perhaps social assistance programs are too easy to get and people are not motivated to work

- Due to the size of the business and the requirement for workers to be available at peak vacation times, there is yet to be a match in the community
- As a consequence, international volunteers work for short terms in exchange for ESL instruction, room and board
- That is the best solution found for the serious shortage of committed employable persons

- There are a lot of opportunities for young people to learn basic working skills that they can take to other jobs at the office supply store
 - The clients are varied and the questions they ask are very technical
 - On the job mentoring is valuable for both the employee and the business
 - Small, local businesses have the opportunity to offer exceptional customer service as compared to online shopping
 - Nothing but praise for government programs
-
- Specialized, licensed trades person has difficulty getting hired
 - Discouraged by some local businesses seeming to pay cash to trades people on social assistance instead of legitimately hiring someone
-
- Young people coming out of high school do not have adequate trades skills
 - Basic trades training should be more emphasized in high school so young people entering that field are ready to work right from high school
 - Employers should not be expected to be teachers
 - They want employable young people with basic skills that can grow within the company and prosper as adults
 - Employers do not have time or money to offer extra training, as surviving as a business owner is difficult enough



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.

Developmental Service Worker: An individual working in a field that supports people who have a developmental disability.

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

Peer to Peer Training: A training process where employees train their colleagues in a specific deficiency or task.

Production Worker: Include employees who are generally engaged in fabrication, assembly and related activities, material handling, warehousing and shipping, maintenance and repair, janitorial and guard services, auxiliary production, and other services closely related to the above activities.

Separation: An employee/employer separation due to retirement, dismissal, permanent layoff, or temporary layoff.

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.

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.

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

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.

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.



Definitions continued...

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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The Labour Market Group of Renfrew & Lanark is funded by

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