



Centre for Workforce Development

The EmployerOne Survey was designed to collect information from local businesses and organizations on a range of workforce issues. This is the seventh year the survey has been conducted in the Hastings, Prince Edward, and Lennox & Addington Counties.

Overview of 2022 Results

104 employers completed the survey

Compared to **303** employers in **2021**

6,349 employees represented by the contributing businesses

Compared to **12,662** employees in **2021**

61% of employers reported at least one separation over the last 12 months

42% of employers hired over the last 12 months.

65% of employers anticipate hiring in the next 12 months.

Centre for Workforce Development

The Centre for Workforce Development (CFWD) is your expert on the local labour market in Hastings, Prince Edward and Lennox & Addington Counties. Initially incorporated as the East Central Ontario Training Board in 1997, it operates as one of 26 non-profit Boards across Ontario with a focus on local labour market research and workforce development.

CFWD is governed by a volunteer Board of Directors. They provide vital direction to the activities of the Board as well as important input to addressing local labour force issues.

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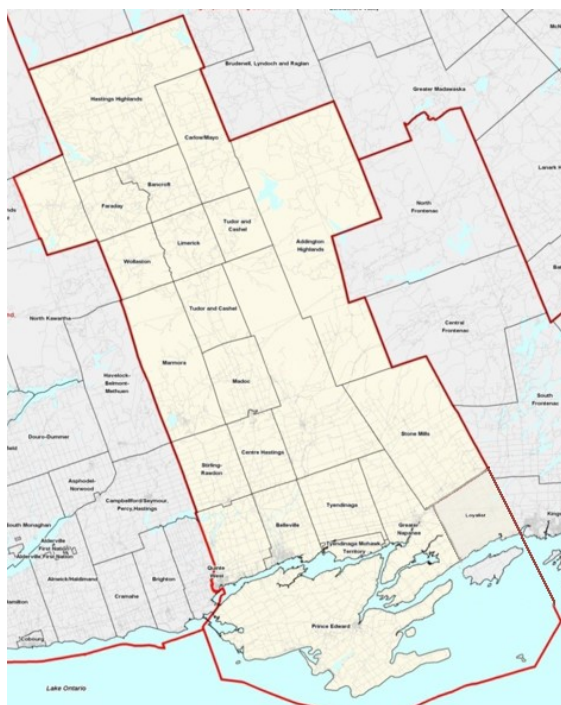
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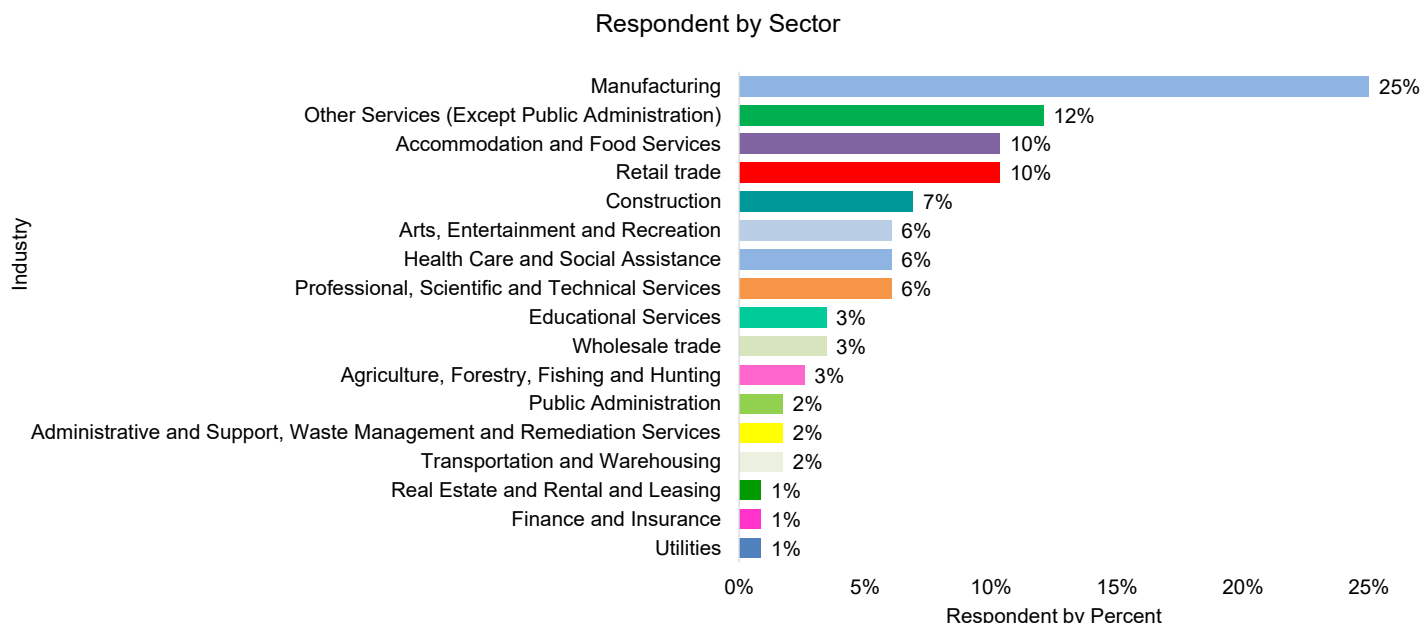
This Employment Ontario project is funded in part by the Government of Canada and the Government of Ontario.

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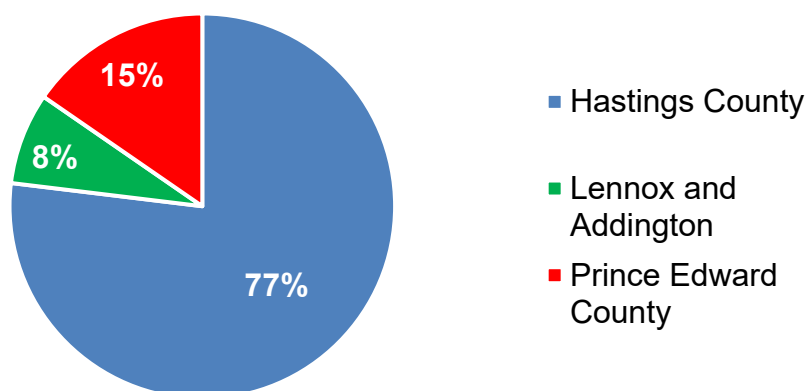
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Respondent Demographics

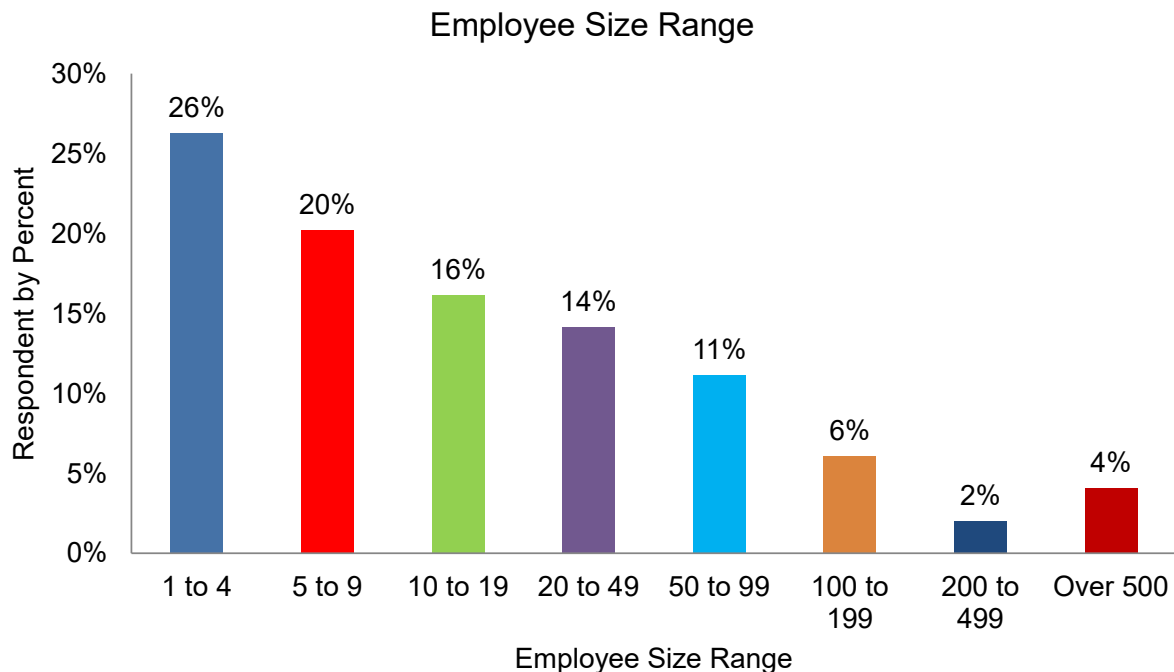


In the 2022 survey, Manufacturing continued as the top sector representing 25% of respondents, higher than the last two surveys. Mining, Quarrying, Oil and Gas Extraction, Information and Cultural Industries and Management of Companies and Enterprises did not have enough responses to reach 1% and have not been noted here. However, their responses to other questions will be taken into account if possible.

Respondent by Location



Workforce Composition



89% of employees were in regular full time positions.

Compared to 78% in 2021.

Seasonal full time accounted for 4%.

17%

of the respondent's workforce is under the age of 25.



6% of employees were in regular part time positions.

Compared to 11% in 2021.

Seasonal part time accounted for 1%.

36%

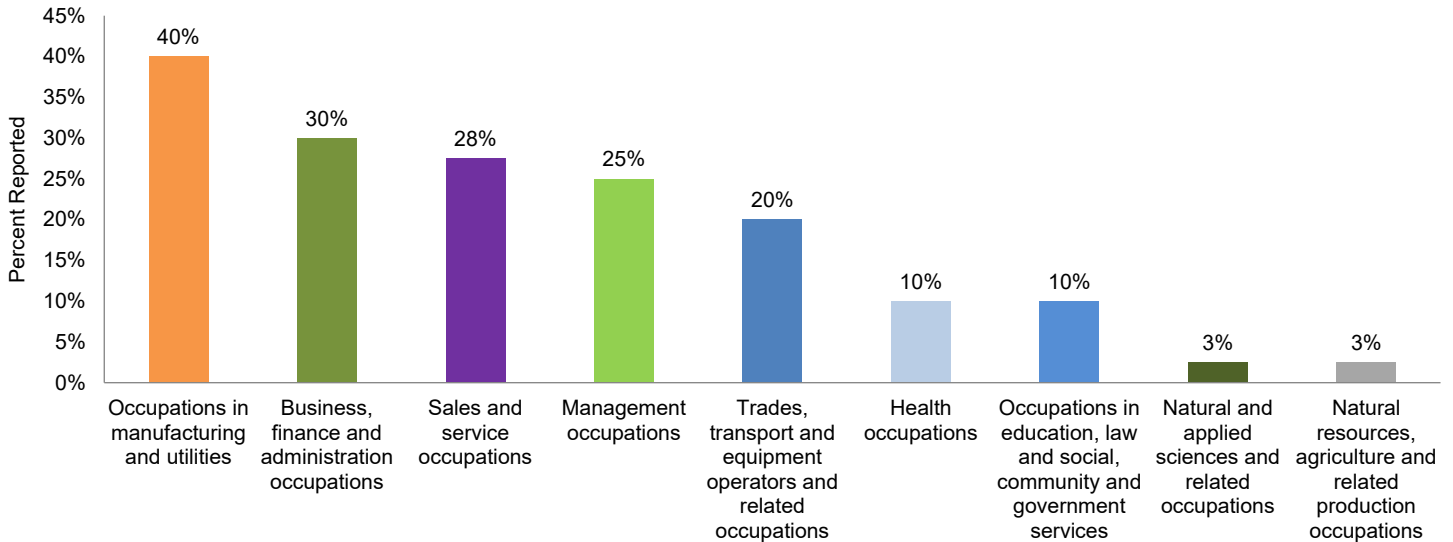
of the respondent's workforce is over the age of 55.

Workers under the age of 25 continue to represent a smaller portion of the workforce overall. With 36% of the workforce over 55, unless there is a significant increase in the younger workforce age range, the retirement bubble on the horizon for those over 55 will add to the recruitment issues most industries have been facing for the past few years.

Past Hiring

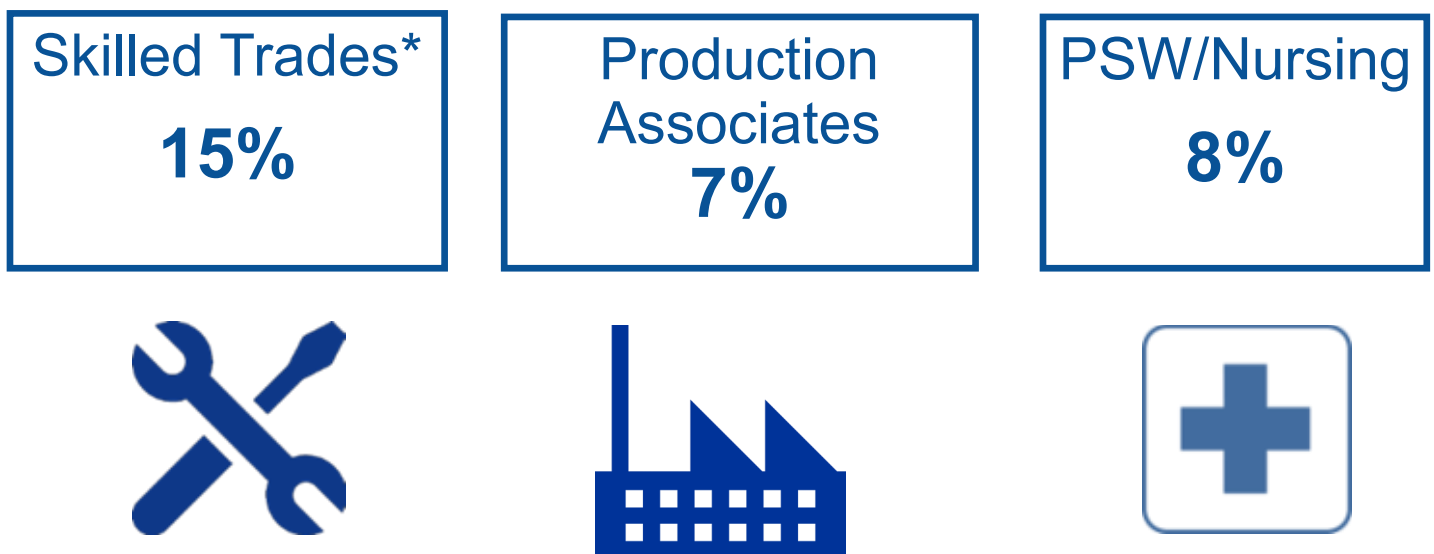
42% of employers indicated that they had hired over the last 12 months.

Occupations Hired



63% of employers indicated that they had hard to fill positions, up from **56%** in 2021.

Employers indicated that the top **3** Hard to Fill Occupations were:



*Skilled Trades included electricians, millwrights and carpenters.



The number of employers that are experiencing hard to fill occupations continues to trend high at 63%. In the 2017 Survey, only 39% of employers experienced this issue. That rose to 58% in 2018, 70% in 2020 and then dropped to 56% in 2021. This indicator reflects the tight labour force the area continues to face and supports the importance to the developing strong tactics to address this, such as those outlined in the Rural Immigration Strategy.

Image Source: vecteezy.com

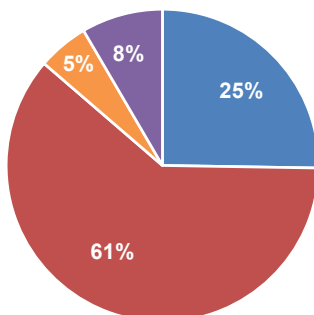
Why? Top 6 Reasons:

1. Lack of applicants
2. Applicants demonstrate poor job search skills (e.g. not appearing for interviews) and/or poor past work history (multiple short-term jobs or gaps in work history).
3. Applicants lack work experience
4. COVID-19 related factors
5. Applicants lack interpersonal/communication skills
6. Applicants lack educational qualifications

Hard to fill comments:

- We hired people, and they would work for 1 day. An overall waste of time.
- Some new hires just stopped coming to work
- Locally available pool of talent is low.
- Unreliable and not showing up for their shifts
- Unreliable, Couldn't access certification for CPR, Long waits for COVID testing, Long waits for CPIC results, Dr's not wanting to provide TB tests or charging health care professionals even though they shouldn't. Childcare restricting availability,
- Unpredictable School closings and isolation due to school issues,
- CERB allowed many to not have to work

Has your company hired an individual(s) who has moved to Canada in the last five years?



■ Yes ■ No ■ Not sure ■ My company has not hired anyone

New Canadians are an untapped labour force locally. 61% of local employers have not hired a New Canadian. With the vast number of vacancies going unfilled, employers should be reviewing their options to support Express Entry applicants.

They should also connect with Quinte Immigration Services to access their employment supports.

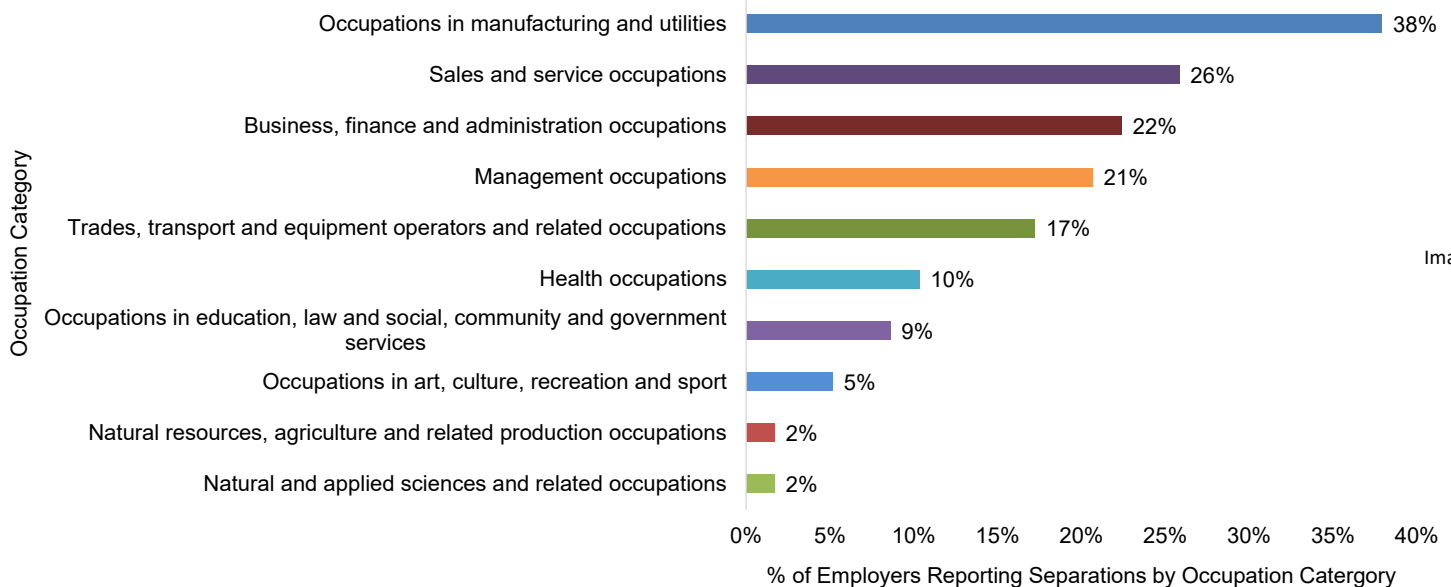
Separations

In 2022, employers were asked to report their separations by occupation category and reason for the separation. However, unlike previous years, they did not report on the separations by employment status.



Image Source: vecteezy.com

Separations by Occupation



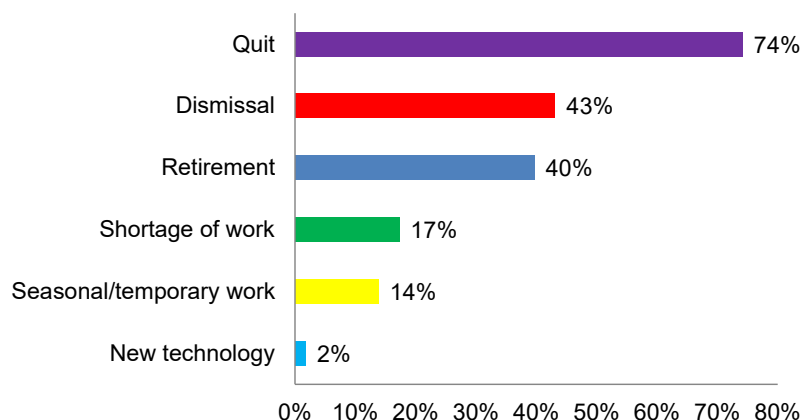
61% of employers experienced at least one separation.

This is up compared to 2021 where **54%** of employers had experienced at least one separation.



It is not surprising that Sales and service occupations was once again near the top but it is surprising to see the turnover occurring in Manufacturing. Job opportunities within Manufacturing are growing with a reported 2000 vacancies over the last year. There seems to be a significant churn occurring in that industry that warrants further research to understand what is driving this.

Separation by Category



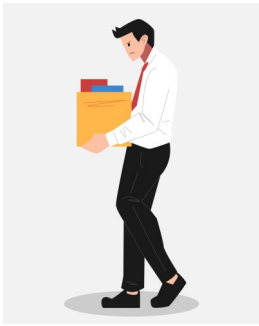
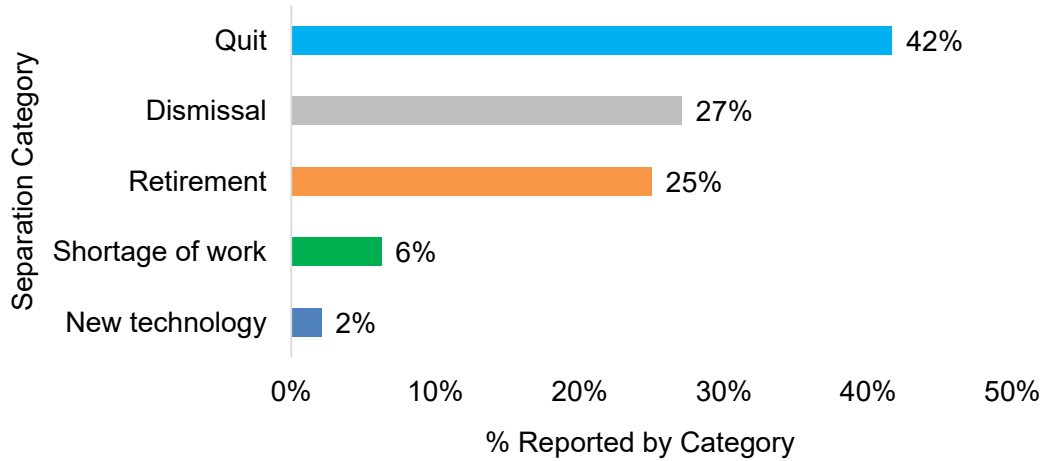


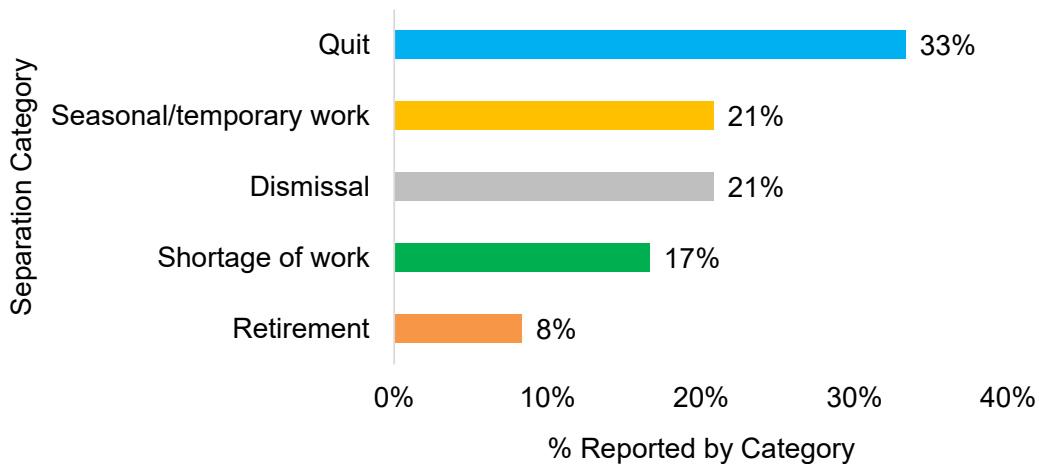
Image Source: vecteezy.com

The tables below share the breakdown of separations for the top three occupation categories.

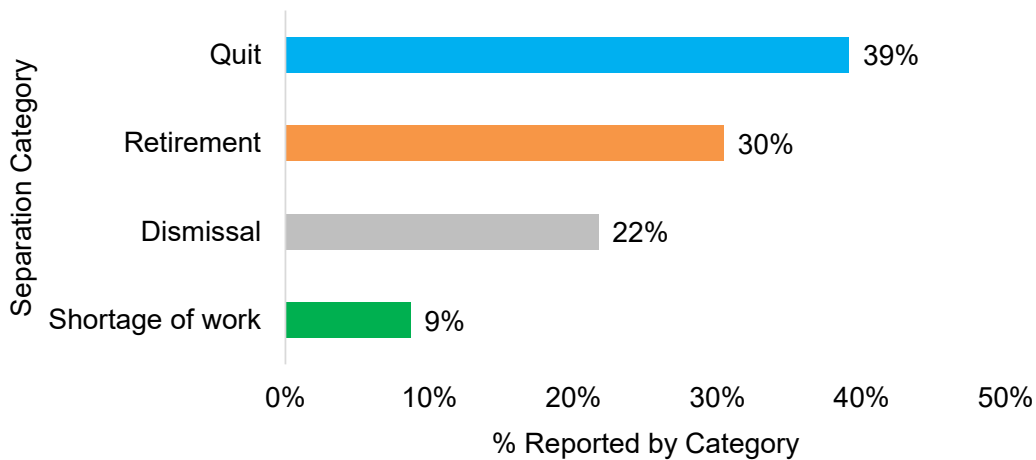
Occupations in manufacturing and utilities



Sales and service occupations



Business, finance and administration occupations



Recruitment

65% of employers indicated that they plan to hire in 2022, up from **56%** in 2021.

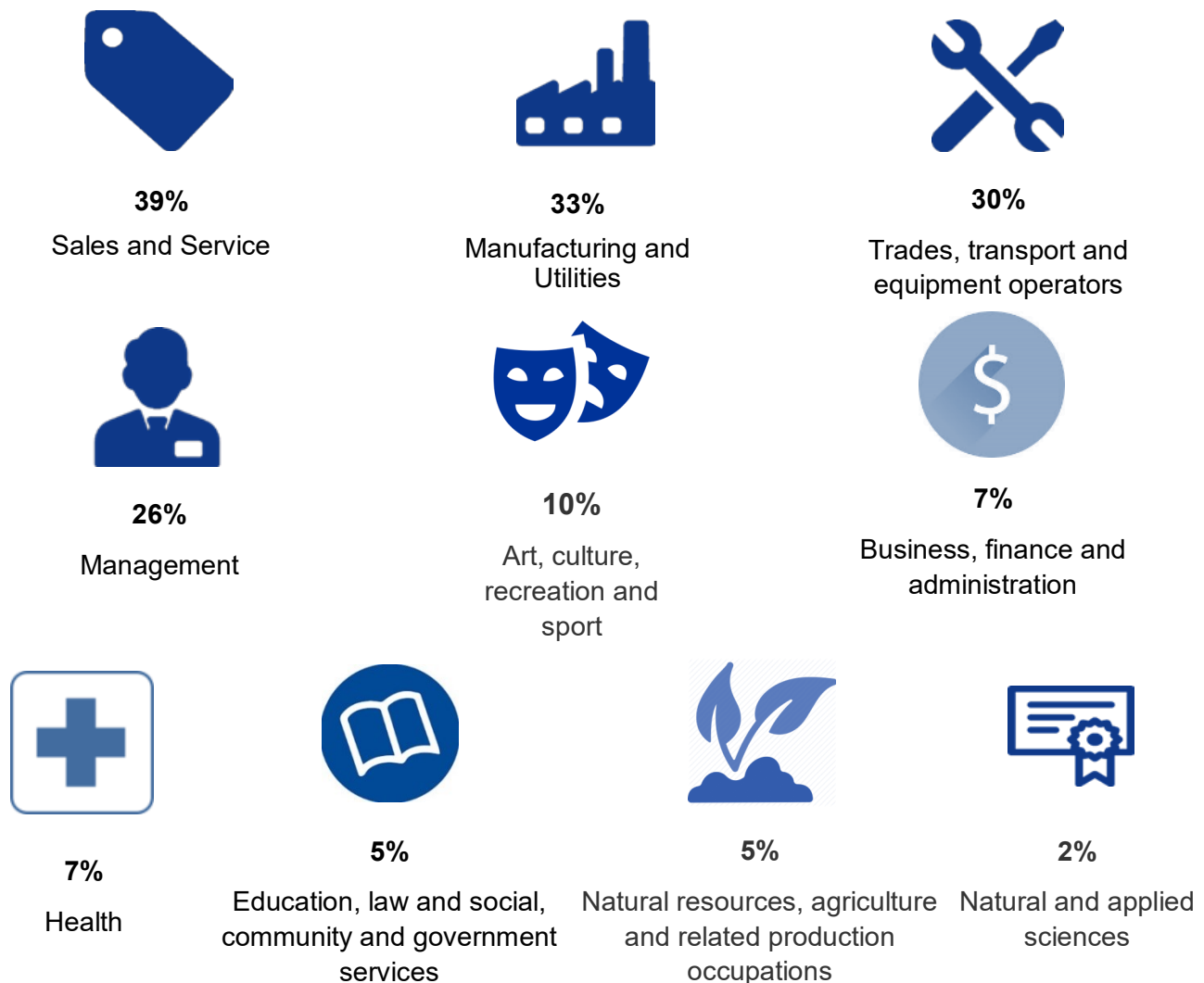
Top 3 reasons driving recruitment needs:

1. Increase in sales
2. Reorganization of our workforce.
3. Acquisition of new equipment

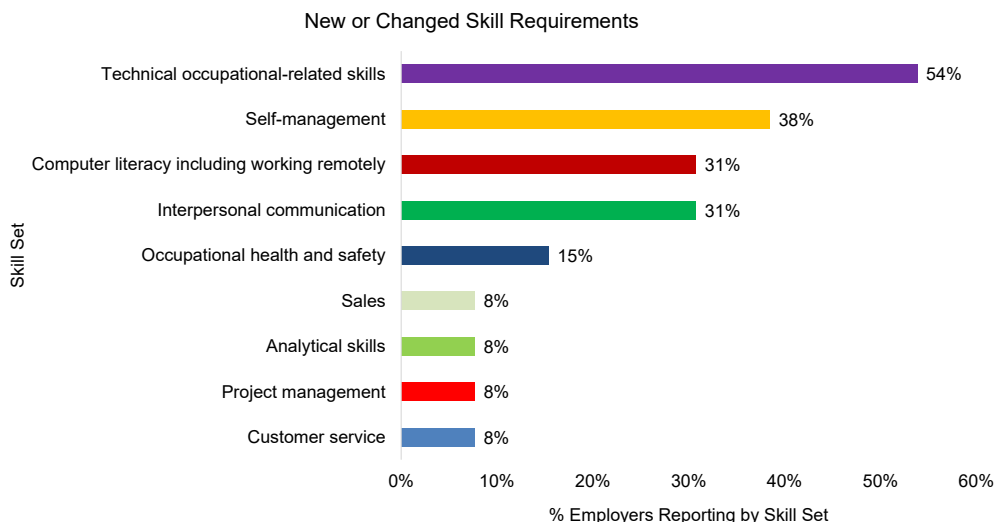
Other reasons identified for recruitment:

1. Retirements
2. Vacancy/Staff turnover
3. Seasonal positions

Anticipated occupation areas openings (by percent of employer response):

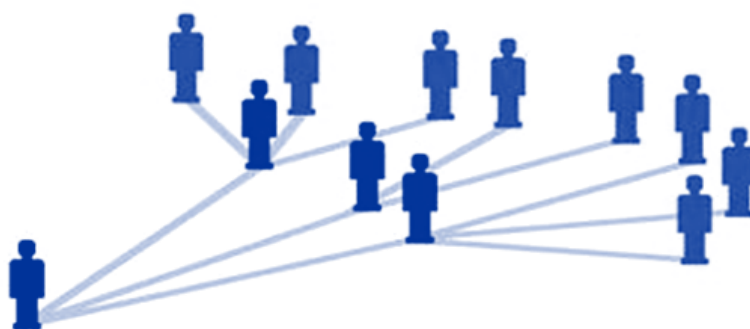


14% of businesses reported that employee skill sets had changed since January 2021. The table to the right indicates what those skill sets are.



What is the general minimum level of education that staff requires upon hire?	
Secondary school diploma	41%
Work experience only	23%
College diploma	15%
Job-specific microcredentials	11%
Professional accreditation or graduate degree	5%
Undergraduate degree	3%
Apprenticeship/Trade certificate	1%

#1 method of recruitment continues to be **Word of Mouth**



Although Word of mouth continues to top the ways that employers are conducting recruitment, there has been a significant increase in recruiting through on-line job boards and social media. This is a trend that needs to continue and increase if local employers want to be more successful in attracting new employees.



Image Source: vecteezy.com

100% of employers try to recruit from the local region.
59% of employers reported recruited provincially.
18% of employers reported recruiting nationally.
8% of employers reported recruiting internationally.

Availability of Qualified Workers:

Employers were asked to rank the availability of employees. The data below reflects how the majority responded in each category.



Excellent
0%



Good
29%



Fair
37%



Poor
34%

In the 2021 survey, for the first time, a small percentage of employers provided an excellent rating with regards to the available workforce. However, in the 2022 survey, no employers were able to provide that rating.

The top three industries that rated availability as **Fair** were:

- Manufacturing (26%)
- Retail trade (20%)
- Other Services (Except Public Administration) (20%)

The top three industries that rated availability as **Poor** were:

- Manufacturing (34%)
- Construction (14%)
- Professional, Scientific and Technical Services (14%)

46% of employers use free Employment Ontario services.

36% of employers use paid recruitment agencies.

Training Requirements

88% of employers indicated they are able to access the training their staff needed.

For those that could not, the leading reasons continue to be:

1. Training unavailable locally
2. Training too costly

What are the top workforce development programs employers are accessing?



Free co-operative education, internship or work placement
38%



Canada Emergency Wage Subsidy
37%



Training Subsidies
34%



Apprenticeships
18%

30% of employers do not access any kind of workforce development programs or training.

14% of employers accessed workforce development programs or training through paid co-operative education, internship or work placement.

The top training areas employers want to focus on in 2022:

Job-specific technical skills	66%
Health and safety	61%
Orientation of new employees	55%
Mental health and well-being	35%
Productivity improvement	33%
Sales, marketing and customer service	32%
Managerial and supervisory training	28%
Quality assurance	27%
Interpersonal skills	26%
Computer literacy and job-specific software	24%
Apprenticeship and specialty trades	17%
Diversity training	15%

Employers also indicated some other training areas of focus included recruitment training and Cyber Security.

Workplace Diversity



Image Source: vecteezy.com

58% of employers consider themselves as having a diverse workplace.

COVID-19 Pandemic Impact

2021 was another difficult year for many businesses. The COVID-19 Pandemic continued its labour force disruption. Employers were asked to provide information on how they had been affected by the COVID-19 Pandemic. The chart below indicates that 81% of reporting employers were impacted in a negative manner. The positive impact dropped to 6%. This data indicates that businesses were affected more in the second year of the pandemic than the first.

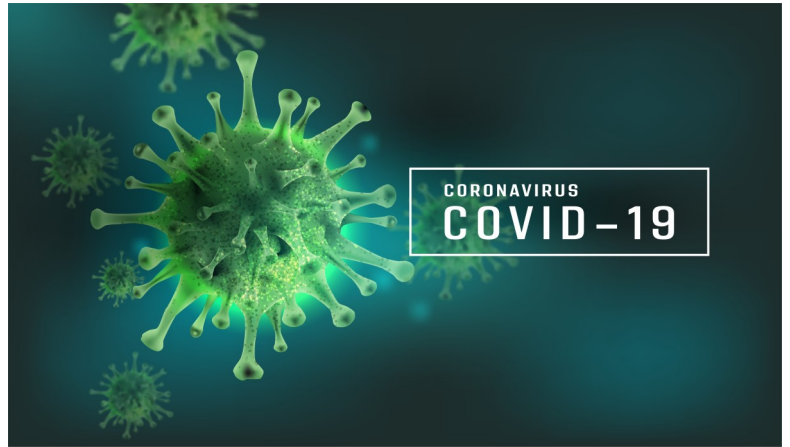
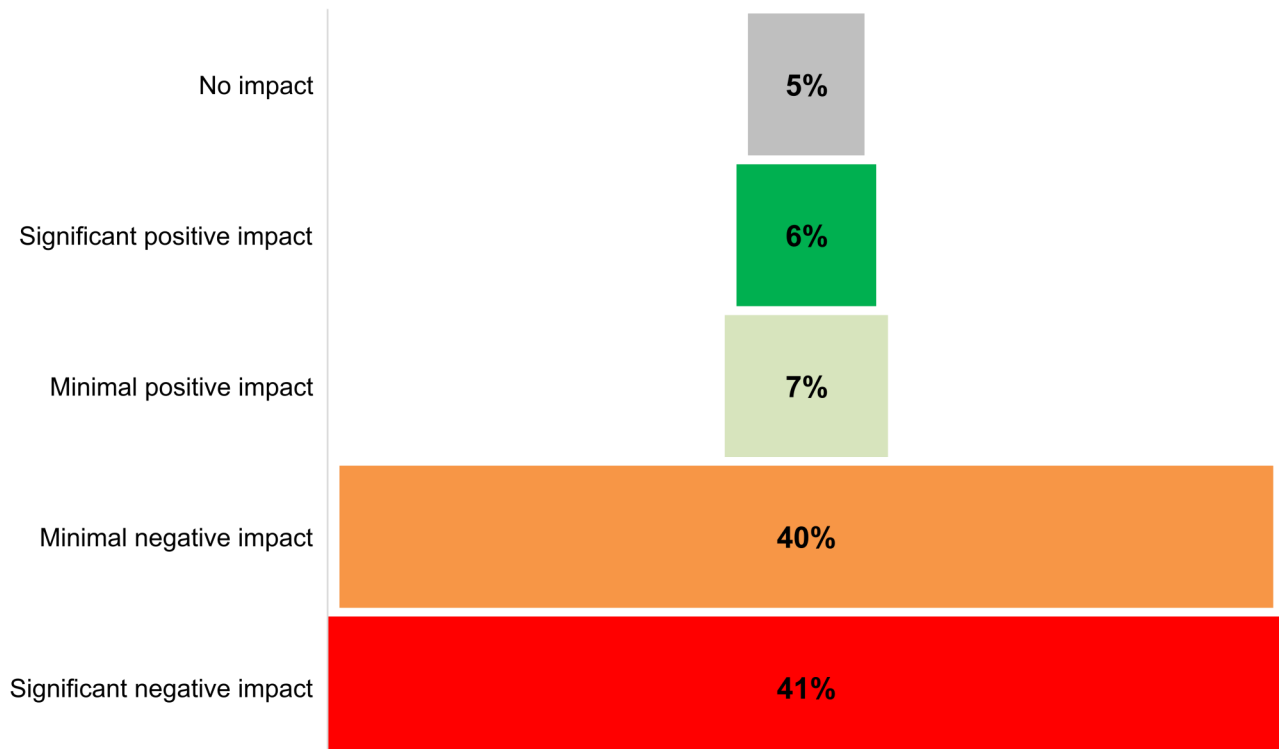
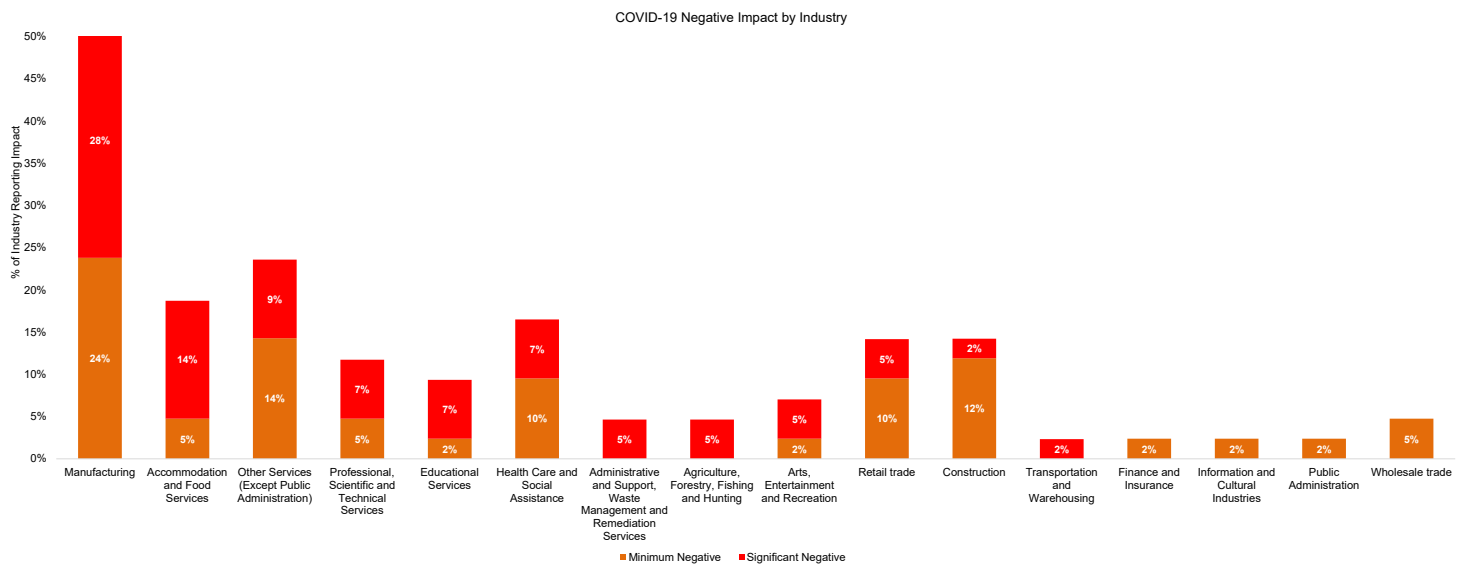


Image Source: vecteezy.com

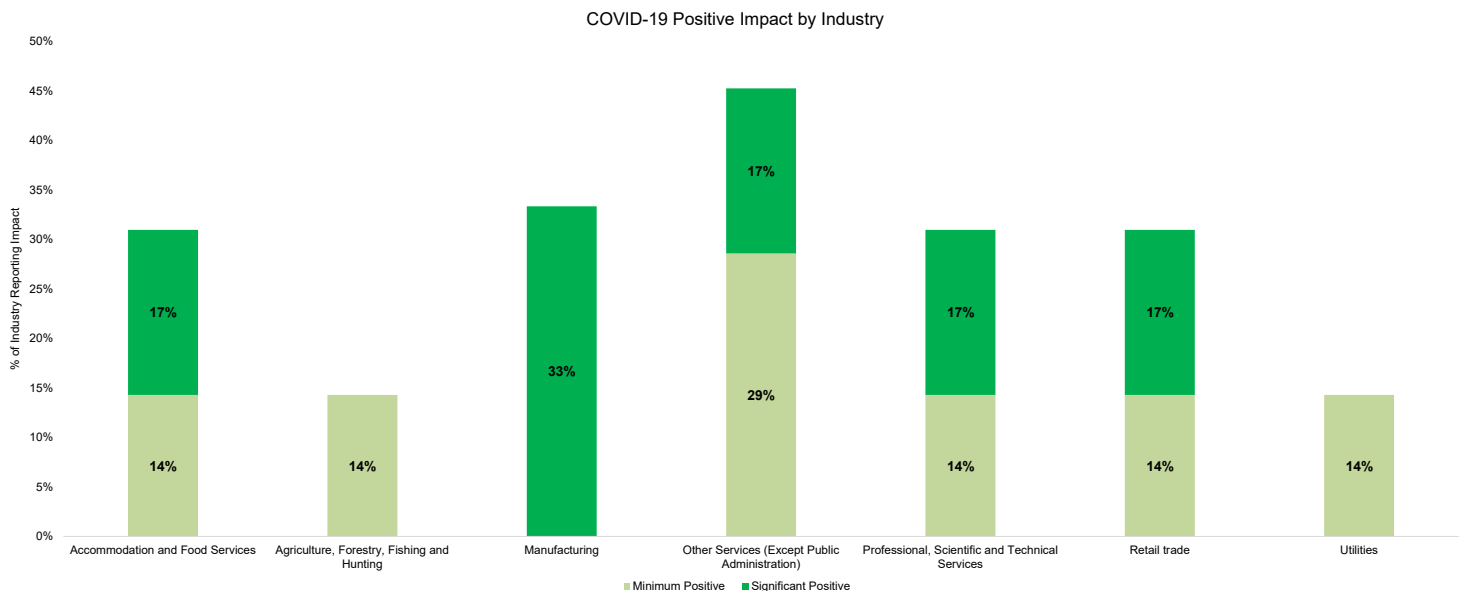
Overall Impact of COVID-19 Across All Industries



The following table identifies the breakdown by industry of Minimal Negative Impact and Significant Negative Impact.



The following table identifies the breakdown by industry of Minimal Positive Impact and Significant Positive Impact. In the 2021 survey, there were businesses from 13 industries that reported some kind of positive impact. The 2022 survey saw that number significantly reduced to 7 industries.



Employer responses to the negative impact levels are outlined below. These anecdotal comments provide significant insight to the impact that COVID-19 had across businesses in the area.

Minimal Negative Impact

- We've been fortunate to have very few work days lost to Covid isolation cases
- Business is expanding and growing
- Work from home, less car pooling
- A slight decrease in incoming contract jobs
- When we have tried to hire, it has been challenging for the first time ever in our history
- COVID has had both a negative and positive impact. Negative has been the impact to HHR, particularly the frontline staff being off to isolate or get tested due to close contact or symptoms
- Seeing most patients virtually instead of in-person
- Absenteeism and supply chain
- We have been very fortunate but with a smaller workforce the restrictions and recommendations regarding employee's that develop symptoms, whether they test positive for Covid or simply just have symptoms associated with the virus, can make it difficult for staffing purposes to ensure our customers receive their orders
- High needs for PPE in manufacturing environment and space requirements
- Experiencing year over year growth, but having difficulty with daily attendance due to COVID
- Absenteeism, increased costs, instability in business
- Occasional loss of staff for quarantine when we are already short personnel
- Uncertainty, stress
- Absenteeism and loss of productivity due to protocols
- Less clients as schools have gone virtual
- Transportation of material
- Simply very difficult to attract talent

Minimal Negative Impact

- Learn how to work from home and adapt to the change
- Has impacted travel to tradeshow and companies and visits from companies
- Staff anxiety
- Raw material shortages increasing lead times
- Child care, kids home from school

Significant Negative Impact

- We have had to close for several months due to government mandates
- Cancellation of festivals - no seasonal income except one small event
- No group business
- Unreliable staff due to daycares and schools sending kids home with a snotty nose or understaffing at day care due to COVID, cancellations of parties and get together, sudden shut downs and reopening spoiled product that can't be saved, having to train staff over and over again due to higher than normal turn overs, mental illness, substance abuse, unreliable income, cost increases in food and labour, rewriting menus and paying for printing as situation is constantly changing
- Moral, Mandates
- Loss of revenue due to plant closures
- Serious Staffing Shortages, Burn out, Many leave Health Care
- Closures, difficulty hiring, reduced revenue
- Loss of revenue, reluctance of participants
- Repeated lockdowns, mask requirements, proof of vaccination, reduced customers
- Shortage of skilled labour; escalating prices for labour and material
- Yoga studio had to be closed during lockdown, and is now having to operate at 50% capacity
- Bus drivers, Food service and Supply teachers in short supply
- Remote delivery is not suitable for all of our clients. Our client numbers are greatly reduced

Significant Negative Impact

- We have been delivering most of our programs and services virtually, by phone and email. People who do not have access to the internet have a more difficult time staying connected to support groups, even though they can call in-it isn't the same. Our fund raising has been negatively impacted through COVID
- Lack of clients and referrals
- Staff on quarantine, shortage of available labour to hire
- Daily absenteeism
- Restrictions limit our sales channels. Both wholesale (restaurant and bars) and our on-premise are significantly impacted depending on restrictions
- Lack of people/candidates wanting to work
- Moral, social distancing, staggered breaks
- Quite behind on our Projects due to missing manpower.
- Managing isolation period and attendance issues as a result
- Absenteeism, recruitment & retention
- Close Contacts - team members not coming to work. Team members unvaccinated, resulting in 10 days off. 3 day sick leave still in place, resulting in team members taking 3 days off minimum to make sure they capture the free vacation days.
- Supply chain issues
- Many hours lost to workers isolating, significant costs associated with buying masks, sanitizers and face shields
- Four lockdowns with loss of income and client base
- Illnesses which require individuals to be absent due to the locations protocols. Mental health impacts are impacting individuals attendance
- Difficult to recruit, train and retain new Guards during the pandemic
- We lost revenue of 1.5 full seasons and will continue to see affects of postponements through the 2022 season
- Difficulties with workflow, lack of ability to collaborate, isolation difficulties
- Our order volume has still not recovered from pre-pandemic volumes.

Significant Negative Impact

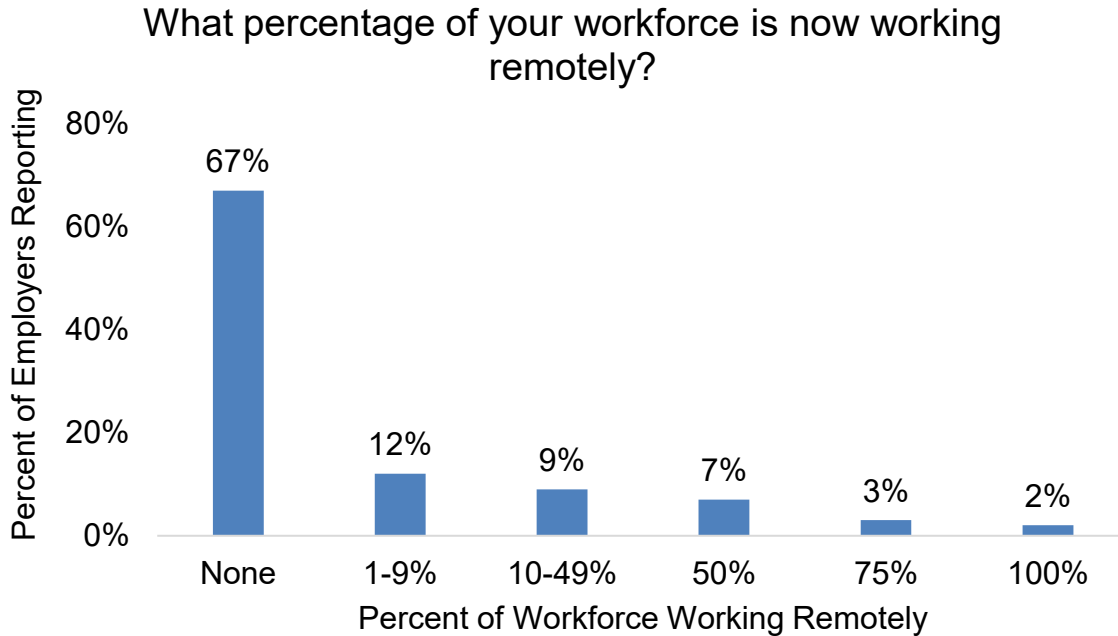
- Complete shutdown for two years, 99.97% YOY revenue loss.
- People are shopping online, no sales this winter
- Lack of prospective employees
- Working from home is not ideal for our business, we did go to a work from home during lockdowns for the health and safety of our staff

There were some positive impact statements which included:

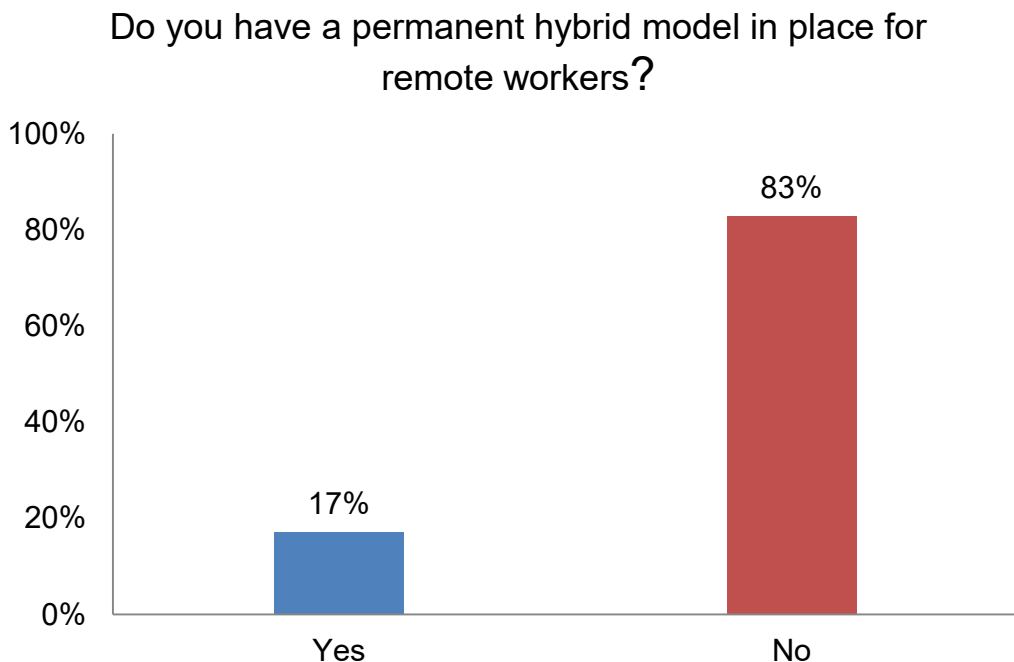
- We made minimum stay of 2 days and people are staying longer because they are not going outside of Canada.
- More willingness to apply as an essential business
- Additional funded workload so more staff needed
- Able to provide relief funding
- More work
- Home building and renovations significantly higher
- We have been very busy, benefitted from some grants and established a significant role as a business support organization
- More business, curbside service means no clients in building
- Sales up curb side difficult inventory problems
- COVID has had both a negative and positive impact. On the positive side, it has forced the organization to become more digital and less reliant on in person administration

Remote Workforce

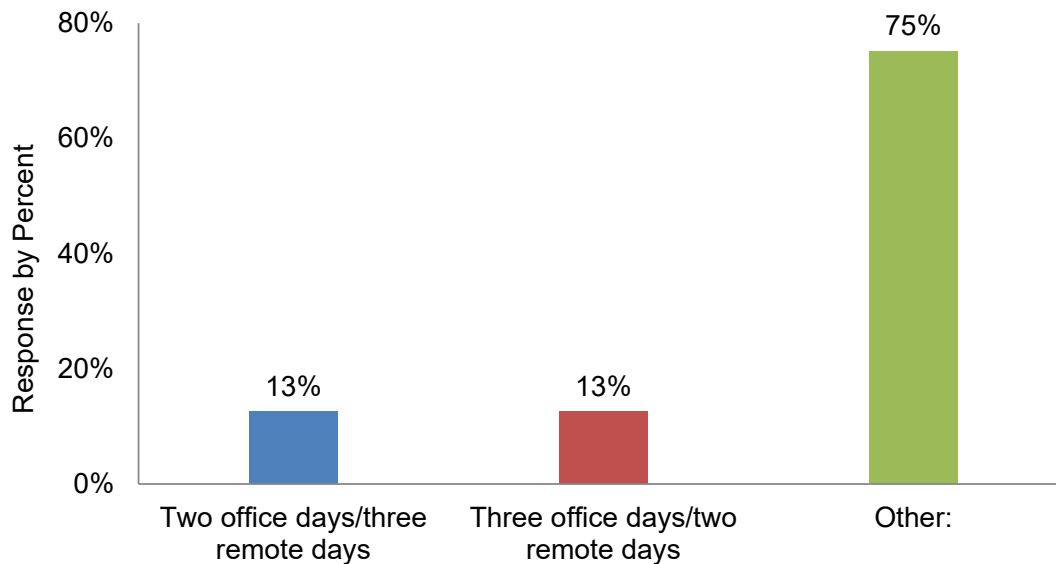
In the 2022 survey, there were new questions added that focused on understanding the shift to working remotely. The following tables identify the responses from businesses.



While not all industries could accommodate this option, 33% of businesses were able to shift some of their workforce in part or entirely to remote work. It is interesting to note that the ability to shift was not associated with any one particular industry. Industries ranged from Manufacturing to Health care and social services and Other services to Professional, scientific and technical.

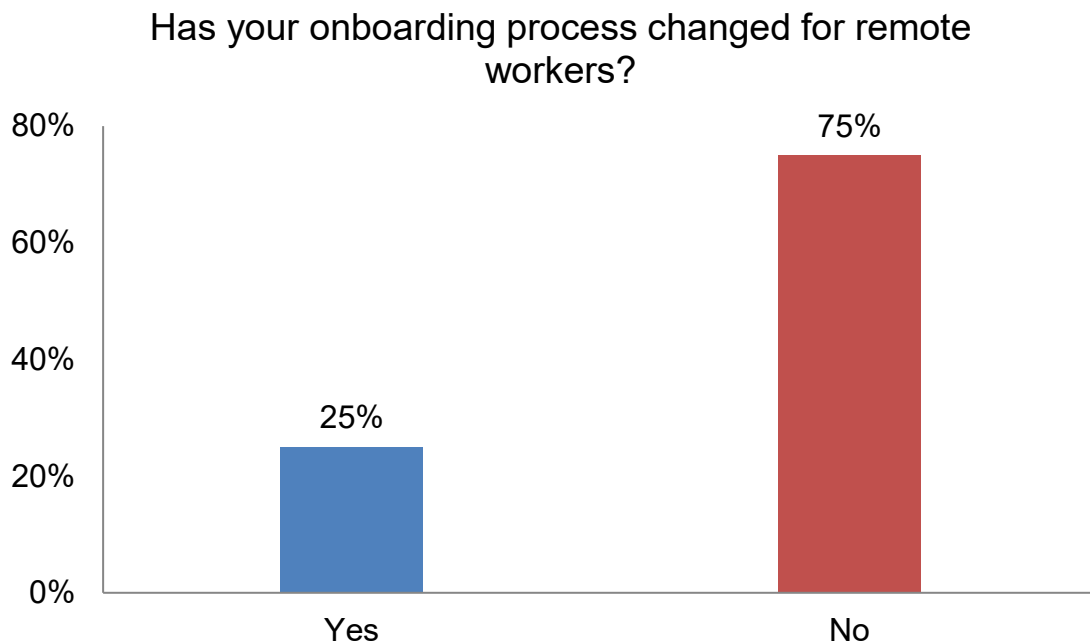
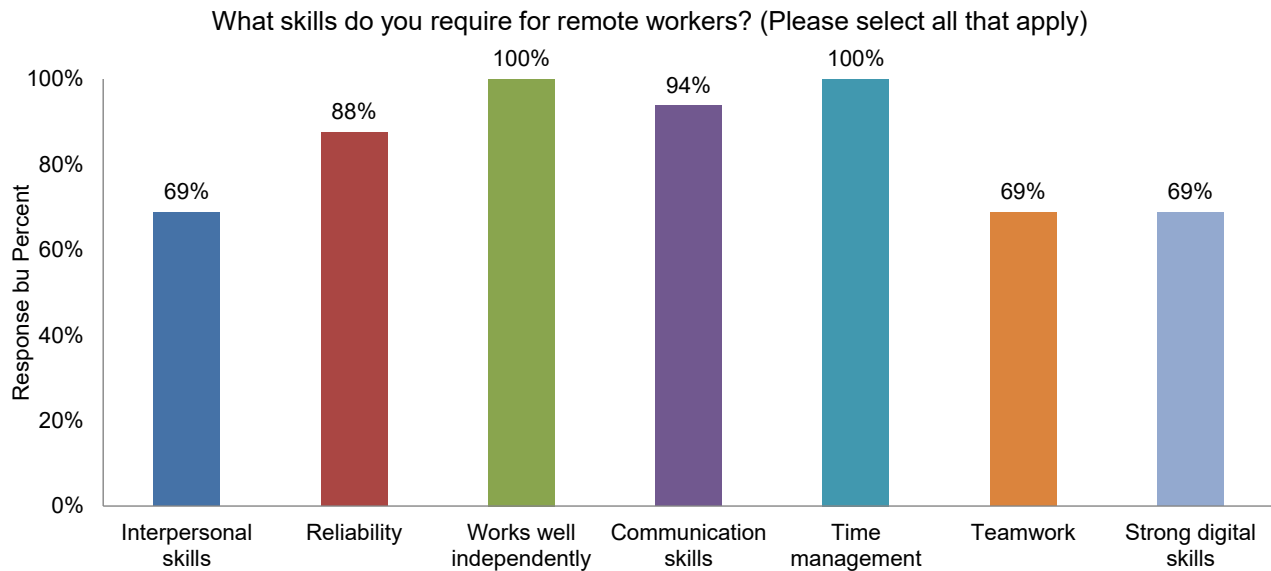


What is the breakdown of remote days and office days?



Employers shared the following details about the breakdown of remote days.

- 1 week (4 days) out of every 3 weeks
- No set days, the staff has the freedom of choice
- Varies by employee but at least one day per week in office
- We have more flex scheduling for Admin positions (approximately 12 positions)
- 1 remote/4 office
- Varies by position in the office. Financial resources are 2 in office 3 remote while other positions vary depending on what is going on that particular week. The intent of working remotely is to minimize interoffice contacts that are not required to complete work.
- 1 per month
- Remote and office days based on workflow and necessity
- One day per week in office
- Managers own the issue and manage at lowest possible level.
- Combination depending on job requirements (paper based) on average 2 to 3 in or out of the office
- Office only if needed or weekly meetings



Some businesses adjusted how they onboarded new staff. This included:

- Further training on digital platforms and increased strategic meetings
- In person for most of the work with the opportunity to work from home if sick or bad weather

As the province begins moving into reopening in 2022, the labour force challenges and opportunities that have been shared in this year's EmployerOne survey need to be reflected upon by business support organizations and government at all levels. Should new variants of COVID-19 result in further public health restrictions and lockdowns in 2022, it most likely will increase the negative impact that the business community is already trying to recuperate from.

Special Thanks

The Centre for Workforce Development (CFWD) would like to thank the employers that took the time to complete the 2022 EmployerOne Survey. Your input is valuable in helping the community understand your workforce issues and collaboratively work towards developing solutions to them.

The Board would also like to thank our community partners, listed below, who helped connect employers in the community to this important survey. Your continued effort to assist CFWD in linking to the business community has been key to identifying local workforce issues.

Thank you everyone!

Agilec

Bay of Quinte Regional Marketing Board

Belleville Chamber of Commerce

Belleville Economic Development

Career Edge

Community Learning Alternatives

Enrichment Centre

Greater Napanee Economic
Development

Hastings County Economic
Development

John Howard Society

Kingston Literacy & Skills

Lennox and Addington Economic
Development

Loyalist College

Loyalist Community Employment
Services

Madoc Chamber of Commerce

Manufacturing Resource Centre

META Employment Services

Military Family Resource Centre

Napanee Chamber of Commerce

Ontario Tourism Education
Corporation (OTEC)

Prince Edward County Chamber of
Commerce

Prince Edward County Community
Development

Prince Edward Learning Centre

Quinte Economic Development
Commission

Quinte West Chamber of Commerce

Quinte West Economic Development

Regional Marketing Board

Small Business Centre

Trenval



Centre for Workforce Development
11 Bay Bridge Rd., Belleville, ON K8P 3P6

Office 613-969-0720 Fax 613-969-0719

Email: info@cfwd.ca

Website: www.cfwd.ca

Twitter: [@CFWD_Workforce](https://twitter.com/CFWD_Workforce)

Instagram: [@cfwd.ca](https://www.instagram.com/cfwd.ca)

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