



Online Tourism Operators Forum – Friday July 24, 2020 (12pm)

Meeting Minutes

Note: numbers in brackets correspond with when each person starts speaking in the recording

- Slido #20918
- 82 People on the call

12pm – Welcome and Overview

TIA Yukon Executive Director, Blake Rogers

12:03:28pm – Industry Update

TIA Yukon Chair, Neil Hartling

- Important that our political leaders understand our needs and that industry understands criteria and process

12:15:33pm – Government of Canada Update

Yukon MP and Parliamentary Secretary for CanNor, Hon. Larry Bagnell

- THE CEWS Bill was approved last Tuesday and still has to go to the Senate on Monday
- <https://www.canada.ca/en/department-finance/news/2020/07/adapting-the-canada-emergency-wage-subsidy-to-protect-jobs-and-promote-growth.html>
- Bill C-20: <https://parl.ca/DocumentViewer/en/43-1/bill/C-20/third-reading>
- C-14 that C-20 amends: <https://parl.ca/DocumentViewer/en/43-1/bill/C-14/royal-assent>
- For questions not answered by the above links, go to CRA the Business # 1-(866) 841-1876
- For the fixed costs extension by CanNor, contact Carly Carruthers at CanNor at carly.carruthers@canada.ca

12:15:00pm – Yukon Tourism & Culture Update

Deputy Minister Val Royle and Deputy Minister Valerie Royle

- People's behaviour matters and we see those results in BC.
- The decal system was announced this week.
- TCMF has seen about 200 applications and are being processed. Responses have gone to folks, but haven't been checked – please check to ensure you haven't missed it.
- 3,100 people coming through VIC's, 56% are from BC and remainder are Yukoners.
- 40% are from the Dawson VIC, Whitehorse VIC is not seeing a lot of traffic
- Saw higher numbers the first two weeks compared to the third week in July

12:24:29pm – Special Update from Yukon Health

Dr. Brendan Hanley, Yukon Chief Medical Officer of Health (CMOH)

- We need a few more weeks of monitoring – not comfortable with opening up to other areas of Canada
- Additional importation risk if we open up to Alberta at this time
- Working with Yukon public as well
- Predictability is important to the tourism industry, but hard to comment. Watchful waiting.
- Using BC experience to see how do people behave and maintain a safe environment.

12:32:05pm Blake question to Dr. Hanley

How do you feel about the current measures in place and if there is a cause for concern about Americans moving back and forth?

Dr. Hanley responded.

12:40pm – Q&A

1:15 – Adjourn

Min 12:35:00 **Question 1**

Joel Hibbard: Tourism requires marketing far in advance. How can communication between all parties (industry, YG, CMOH) be improved so we don't miss opportunities again?

Dr. Hanley and Neil Hartling responded

Min 12:44:21 **Question 2**

Sarah Stuecker: If industry adopted existing seals and programs such as safe stay, safe destination would you endorse it, so consumer confidence can be improve or maintained?

Dr. Hanley and Blake Rogers responded

Min 12:47:45

Louis Gangon: Has TIA thought of doing a program/seal that the hospitality and tourism sector could use? If we don't get one from the Government?

Blake Rogers responded. We are in talks about that right now.

Min 12:48:15 **Question 3**

Rahel: What are the 3 scenarios you deem most likely to happen with the pandemic evolving - and their impact on travel restrictions (domestic and international)?

Dr. Hanley responded

Min 12:52:59 **Question 4**

Viktoria: Is there a 'magic number' of COVID cases when we'd decide to go back to Phase 2? What is the 'acceptable' number of cases or how is this being determined?

Dr. Hanley responded

Min 12:56:26 **Question 5**

Carmen: What is the expectation for businesses to "monitor" visitors. Are we expected/ authorized to ask for proof of quarantine etc. if coming from outside travel bubble

Dr. Hanley and Valerie Royle responded

Min 12:58:33 **Question 5**

Sarah Steucker: Most (all) of us cannot afford another complete shutdown. What is your recommendation/scenario to control flare-ups in individual businesses in the future?

Dr. Hanley responded

Min 1:02:26 **Question 6**

Janet: When filing my Quarterly GST do I need to add the CANNOR and YG funding into line 101 (sales and other Revenue)?

Larry Bagnell responded with contact information for Carly Carruthers at CanNor at carly.carruthers@canada.ca

Min 1:04:10 Valerie Royle explains the decal system to address plate shaming

Min 1:09:35pm **Question 7**

Carmen: What is your timeline for the seal of approval?

Louis: You have the seal, but there is the enforcement, how do you deal with that?

Blake Rogers responded

Min 1:14:10 Teena Dickson provided an update on the CMOH approved plans for the outfitting industry

- No US clients
- No one on one
- Self isolate at the camps
- Camps not open to the public
- Crews self isolate and operate separate camps

Unanswered Questions from Slido

Sas (YSR): Will there be any set regulations/recommendations regarding larger events and festivals or will this be done in a case by case scenario?

Sylvain: Is the border likely to open to Albertan at the beginning of August? We have a few groups still booked in August from Alberta and it would be helpful to know.

Raven Inn (Sarah): The restaurant industry is subject to ordering time, scaling up/down staff etc. can you confirm that we get more lead time either way (shut down/more opening)?

Louis-R. Gagnon: DR Hanley: cities across Canada are beginning to mandate masks. Our hotels are about to mandate use at all our properties. With the "bubble" opening up,

Yukon Women in Trades and Technology: We are hoping to resume in person programming. What do you think might be the indoor distancing requirements by October?

Joost van der Putten: As Sarah wrote, few can afford to shut down, but with all summer & fall trips cancelled & barely interest from local/BC market, what else but market 2021. TCMF?

Daniel: What about travelers who've spent at least 2 weeks in BC? Can we please include them in the selfisolation exemption? Why focus on residence rather than risk?

Erin Deacon - YG Ec Dev: Regarding domestic/international travel - some destinations requesting proof of Covid testing prior to entering a destination. Is this offered?

Yukan Canoe: Dr. Hanley- I'm trying to run Swift Water Rescue classes- some drills we cannot guarantee social distancing while we are in the water- i think its very low risk

Zoom Sidebar Chat

Trevor Braun: anyone else overwhelmed by all the talked about help and not have time to understand it or access as too busy working on your business?

Tammy Beese: Yes Trevor I understand. I took my time and did one step at a time. Add in small pieces. I found once I focused on one program and filled it out I just needed an hour to focus.

Larry Bagnell: <https://www.canada.ca/en/department-finance/news/2020/07/adapting-the-canada-emergency-wage-subsidy-to-protect-jobs-and-promote-growth.html>

Trevor Braun: some of our business are running- I am working 18 hour days 5-6 days a week, so far the help has materialized so much

Larry Bagnell: C-20 <https://parl.ca/DocumentViewer/en/43-1/bill/C-20/third-reading>

Trevor Braun: tourism it would be good to know soon about TCMF- hard to have faith about spending money before getting approval

Viktoria Muhlbauer: They are working on TCMF, we have received our email earlier this week. They have such a big volume, but I know they are making progress. Got an email at 10pm, so they are putting their hours in. I have my fingers crossed Trevor!

Larry Bagnell: c-14 that C-20 amends: <https://parl.ca/DocumentViewer/en/43-1/bill/C-14/royal-assent>

Larry Bagnell: those are the 3 links you need. For questions not answered by these links, go to CRA the Business number I gave you before. 1 866 841-1876

Valerie Royle: <https://yukon.ca/en/health-and-wellness/covid-19-information/borders-and-travel-covid-19/get-visitor-decal-your-vehicle>

Larry Bagnell: For our fixed costs extension by CanNor , you can contact Carly Carruthers at CanNor at carly.carruthers@canada.ca

Trevor Braun: how do we get a specific operational procedure question answered when Slido questions are voted on?

Kendra Black: You can send specific questions to me, Trevor. We will answer as quickly as we can.

Valerie Royle: Tourism Yukon will send visitation numbers over the year to Dr. Hanley's office Raven Inn: Dr. Hanley, we feel we need government endorsement to be confident that what we're doing is enough.

Dylan Soo: Would government endorse a program like this for the accommodation sector Dr. Hanley? <https://www.hacsafestay.com/>

Valerie Royle: Further to my comments earlier: covid19enforcement@gov.yk.ca or phone toll free 1-877-374-0425

Teena Dickson: suggestion if we have Dr hanley in future on agenda lets give him the full hour...

TIA Yukon: Good idea Teena, he only had 30 minutes today though

Viktoria Muhlbauer: The decal system is great!

Heidi Hehn: Thanks Val and YG for that great idea of the decal system!

Teena Dickson: I heard the decals will only be available after July 27? pls confirm..

Kat Derusha (DCCC): How we get decals in Dawson? (Where)

Yukon Tours: If people fly in and don't have a vehicle would they receive a decal of some sort?

Valerie Royle: Good question. I haven't heard of anything. I'll check.

Yukon Tours: Thanks Val! We have a lot of walk ins that only flew in, it would be nice for them to have something to either prove they are 'bubble' residents, essential workers or have completed their mandatory quarantine