



Online Tourism Operators Forum – Friday June 19, 2020 (12pm)

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

- 74 people on the call
- Slido #91194

Meeting Agenda

12pm – Welcome and Overview
TIA Yukon Executive Director, Blake Rogers

Min 12:03:48 – Industry Update
TIA Yukon Chair, Neil Hartling

- Relief funding – asking anyone with difficulties to let us know and doing our best to advocate at the Federal and Territorial level – if you are still falling between the cracks please let us know.
- TIA is advocating for relief support to carry to the next season and recovery beyond there
- TCMF – if under the new criteria, if you are not able to access the same funding as you did last year, please contact Sarah Marsh, sarah.marsh@gov.yk.ca or tcmf@gov.yk.ca, Pierre Germain, pierre.germain@gov.yk.ca or at 667-3087
- Opening bubble with BC – YG has hit some speed bumps
 - TIA's position – must be resolved immediately and can't be repeated in next opening bubble and can't be repeated again
- WTAY developed resources and Yukon-ized them to make them relevant for operators.
- Latest advice to those opening businesses – unless you are a bar or restaurant, you were not ordered to close. If you have questions that are not addressed on our site or WTAY's – you need to keep moving forward. You don't have to have your plans approved – have them available in case an inspector asks for them. If your plans meet the safe 6 of Covid safety then you are good. Move and get out there and run your business. Tweak as needed and communicate changes to staff and clients. Wednesday the CMOH told us that we will be living with Covid for a long time to come.
- If not operating or changing your operations, change this on your digital communications.

Min 12:13:00 – Government of Canada Update
Yukon MP and Parliamentary Secretary for CanNor, Hon. Larry Bagnell

- New CEBA (\$40k) rules will be in place
- Surplus Food Rescue Program announced to avoid food wastage
- Border extended to July 21
- CERB have been extended until August 29th

- PM announced 500 more green jobs
- Federal fiscal update on July 8th
- Parks Canada is in phase 2 of opening things commercially and – Kathleen Lake and overnight camping
 - Chilkoot Trail and VIC interpretation buildings all remain closed
- Free financial accounting advice is closing July 30th – possibility for extension
- \$25 million announced for national museums and \$53 million on the heritage portal (now open)

Min 12:19:05 Deputy Minister for Community Services – Layoffs and extensions

Louise Michaud

- Purpose of the temporary lay offs have two purposes: for employer and employee
- We did not feel it would be appropriate to make a blanket extension

Min 12:22:31 – Update from Yukon Tourism & Culture

Deputy Minister Val Royle and Director Pierre Germain

- What are we doing with all tourism dollars in budget that isn't being spent because of border restrictions? Taking the dollars we are not spending and re-profiling to support the relief and recovery efforts of the Yukon Government
- FAM Tour programs are on hold or postponed to next year as well has marketing initiatives and re-profiling it to TCMF and support in destination and BC campaign
- Our teams remain engaged and advance research work Destination Canada.
- Marketing team is very active.
- VIC's are closed but it is our intent and open them up in the communities starting July 1. Whitehorse and Dawson will for sure open.
- First Nation governments have all been working to develop a template, travel advisories and First Nation governments are populating and putting on CYFN.com about traditional within their communities and traditional territories
- TCMF has been very active, 134 applications, 2 staff going through and develop TPA's.
- TCMF have been translated into French – will be on the website next week.
- Relief and recovery with Covid is not yet done. Ec Dev, TIA, CanNor, Tourism & Culture are looking at additional supports.
- Waiting for how the border will legally work – waiting on that before launching campaign

Min 12:37:42 – Principles and Emerging Practices for Wilderness Operators

Wilderness Tourism Association of the Yukon (WTAY) Joel Hibbard

- BC and Yukon specific guidelines for Wilderness led activities
- Guidelines for school age outdoor led activities like school kid programs
- Outdoor council of Canada and Dr. Handley sign off – approved for use quickly (submitted today for formalized approval) send in comments and suggestions to the WTAY team

12:41pm – Q&A

Min 12:41:42 **Question 1**

Jesse Cooke: Question for Carly re: CanNor. Does the sale of assets count as income? For ex., I sell a bus worth \$50K in July -- do you interpret that as income for July?

Response by Carly Carruthers

Min 12:42:42 **Question 2**

Wolfgang Bublitz: Can we please get an update about the expected time frame until TCMF applications being approved?

Response by Sarah Marsh

Min 12:44:27 **Question 3**

John D: Why was a date advertised for the BC opening if the work wasn't done to make sure that date could be stuck to?

Response by Valerie Royle and Blake Rogers

Min 12:48:08 **Question 4**

Louis R. Gagnon: ONT, ALB, NWT, BC did not seem to have the same concerns about a blanket extension, why does the YG think it does? what is there reasoning?

Valerie Royle looking into and Blake responded

Min 12:49:37 **Question 5**

Daniel Sokolov: What is the legal situation about tours to Atlin? With or without an overnight stay? Are they allowed? Is there a requirement for self isolation on either end?

Valerie Royle responded

Min 12:50:40 **Question 6**

Timothy Bell: As the TCMF is being funded at 100% why is there only 50% being sent out if the projects are completed at this time?

Sarah Marsh and Pierre Germain responded

Min 12:53:17 **Question 7**

John D: Is this legal dance expected to happen again with every province we're opening to? Can it be avoided. Multiple businesses are invested in campaign, money spent.

Valerie Royle responded

12:55pm – Adjourn

Zoom sidebar chat

Robin Anderson: Just a friendly reminder to update your listings on TravelYukon.com if you haven't done so already.

Trevor Braun: I may have missed some parts Neil, it would be great if Small Business Relief Fund would look at the season and NOT by the individual month. My season will be down more than 50% where as my June is above last year so June does not qualify

Daniel Sokolov: It would be helpful if the government staff working on Yukon Business Relief Program applications would stop confusing "gross revenue" and "income".

Joost van der Putten: Hear, hear Trevor and Daniel!

Valerie Royle: Trevor and Daniel, I have sent your comments about the Business Relief Fund to the folks at Economic Development.

Trevor Braun: thanks Val I sent them some questions some time ago but no response CanNor was a big disappointment - I did all the paper work and then they told me after the fact there was a \$2500 threshold

Carly Carruthers: Cannon is currently working on a process to extend the business relief funding for fixed costs to March 31, 2021. We don't have the details as to how the process will work but as soon as we know we will distribute the info via TIAY.

Trevor Braun: Carly hopefully CanNor can take a realistic look at Seasonal Tourism business, so far its very flawed

Lianne Maitland: As a note regarding the funding for organizations with a heritage collection, in a meeting with Canadian Heritage today, they clarified that museums/cultural centres that have closed due to COVID-19 but would normally be open to the public, and intend to re-open at some point in the future, are eligible. The current criterion is written so that it seems like they have to be open currently to qualify. Canadian Heritage will be changing the wording to clarify this point.

Larry Bagnell MP: Trevor just email your request and background to larry.bagnell.p9@parl.gc.ca and I will ensure that suggestion gets input

Sarah Marsh: The link to CYFN's information on travel advisories:
<https://cyfn.ca/covid-19/>

Trevor Braun: My TCMF application would not submit, was very frustrating. I was able to print it and send to the TCMF staff who had to re input all the data

Teena Dickson: system was overloaded probably mine took 3 times to go

Trevor Braun: Teena, I lost all my data, you can't save and work on it when you have time

Sarah Marsh: Thanks, Trevor. We do apologize for that and have been working with the programmer to see how we can avoid having that happen again.

Larry Bagnell MP: Free COVID financial advice from accountants, set to expire July 3 1 866 989-1080 5 am to 5pm Yukon time

Valerie Royle: Louis, I saw all the questions you have been asked by Employment Standards that you posted on Sli.Do. I'll send them to Louise as she is on the phone.

Trevor Braun: We have been operating and been very busy,. we are seeing some of the realities of operating, how people are reacting and complying, its been interesting for sure. I am happy to share some of the things we have learned over the past 6 weeks. I will have limited access to email from June 24 to July 13

Sandy Legge: please send comments on best practices toolkit to Sandy at info@wtay.com

Sylvain Turcotte: If the tourism Yukon BC campaign is delayed, could we start the Yukon campaign earlier, before July 1st? That should have been started a long time ago already...

Louis-R. Gagnon: Valerie.. I get the need to question any extension in normal times, as I said I have 56 employees can you imagine the size and scope of work?

Trevor Braun: if anyone wants to brush up on their canoe skills or learn some sea kayak skills we have room in July courses but they are filling fast :)

Daniel Sokolov : Did she say BC is fair game all the way to Jade City? Did I get that right?

Neil Hartling: Yes

Valerie Royle: BC community info <https://yukon.ca/en/health-and-wellness/covid-19-information/borders-and-travel-covid-19/travel-within-yukon-communities>