



Online Tourism Operators Forum – Friday September 4, 2020 (12pm)

Meeting Minutes

12pm – Welcome, Overview & Industry Update
TIA Yukon Executive Director, Blake Rogers
Slido 55420

12:04:19pm – Government of Canada Update
Yukon MP, Hon. Larry Bagnell

12:07:21pm – Yukon Tourism & Culture Update
Director Pierre Germain

12:12:41pm – Daniel Sokolov – Northwestel Update

12:18:37pm – Special Discussion: Mental Health Awareness in the Tourism Industry
Bonnie MacDonald, Canadian Mental Health Association (CMHA) - Yukon

12:52pm – Q&A

Min 12:53:01 **Question 1**

Joost van der Putten: Would it be possible to share more info on the 3 programs for self-employed? Probably touches many operators.

Larry Bagnell responded

Min 12:55:52 **Question 2**

Torsten Eder: It seems YGEcDev and CanNor programs cover the same business costs. Unless money is tight in those programs, it would be better to find ways to extend CEWS.

Larry Bagnell and Sierra van der Meer responded

Min 1:01:57 **Question 3 & 4**

Jesse Cooke: Internet & Cell service in Dawson is terrible - to the point of being prohibitive to business. When can we expect telecoms to catch up to the developed world?

Joost van der Putten: In addition to Jesse's question, the same (no cell coverage, slow internet) applies to some subdivisions of Whitehorse. When can we expect an upgrade?

Daniel Sokolov and Pierre Germain responded

Min 1:07:16 **Question 5**

Daniel Sokolov: The CanNor support is only for businesses suffering losses, correct?

Sierra van der Meer responded

Pierre Germain will look into the internet and cell issue.

Checking in on questions from past calls

1:10:37pm – Explorenet Update

- Pierre Germain will report next week

1:11:00pm How do Yukoners get Covid test results - Jonathan Parker – sent it over to CMOH – still no answer

- Will report back

1:11:39 Covid Alert app and if it is working in the Yukon?

Larry Bagnell responded: Works anywhere for people who sign up, but not all provinces have engaged their health care systems

Min 1:12:35 **Question 6**

Trevor Braun: How about changing TCMF for Trade shows to being able to have some funds for things like Webpage overhaul or hiring a marketing specialist?

Pierre Germain responded

1:15pm – Adjourn

Zoom sidebar chat

Larry Bagnell MP Yukon: CEBA (Canada Emergency Business account \$40,000 loan) new help line 1 866 324-4201 5am to 6pm Yukon time, larry.bagnell.P9@parl.gc.ca

Logan Freese: dana Naye Ventures is offering a loan program for any First Nation/Aboriginal business owners very similar to CEBA (loan for covering operating expenses; max \$40k loan; 25% forgivable; 0% interest; no repayment required for first 12 months; 36 month max repayment). If you want any further details or have any members that would be interested, you can reach me at 668-6925 ext 1004 or logan@dananaye.com for more info

Joost: Bonnie talked about last 6 months being hard. In my view the next 6-12 months will be much much harder. How to deal with that?

Viktoria Muhlbauer: Thank you so much!

This is so important and thank you TIA for bringing this up. Maybe we can consider organizing a workshop sometime in the next few months of some sort with TIA that will help businesses and their staff to work on skills and tools to get through this. I'd be more than happy to come up with ideas of what that could look like. (if there is interest)

Especially knowing that the next 6-12 months are going to be possibly harder than what we've already gone through. Creating awareness and opening up the discussion is so important!

Thank you again!

Jesse Cooke: When I first started in this industry in 2012 I was so pleasantly surprised at what a “small” territory the Yukon really is. Over the past 9 years I have gotten to know most people on this call personally, professionally, or both. It has been my experience that everyone on this call is open to communication, peer-to-peer support, generating new ideas, and are just generally cool people. Send me an email or give me a call anytime — it’s not easy, and maybe we can help each other.

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Alida Munro: Excellent topic & dialog today - thank you to everyone for your contributions.
Thank you Bonnie.

Kalin Pallett: Thanks for initiating this important discussion, Blake. And thank you for sharing with us, Bonnie!

Allison Camenzuli: Thanks everyone very valuable discussion. Hugs out to all the operators out there managing, adapting and suffering through this time.

Heidi Hehn: When Hougens owned and ran cable and internet they always deducted the cost to the consumer on every monthly invoice for every outage. Obviously that was fair to the consumers.