

Last Updated: June 3, 2020

Member Update: COVID-19 (coronavirus)

Dear Members,

Tourism Whistler remains committed to keeping you informed as the situation with COVID-19 evolves. New information, updates and resources are detailed below.

Tourism Whistler Annual General Meeting

Tourism Whistler held its Annual General Meeting (AGM) on Thursday, May 28, 2020. Due to COVID-19, the meeting was held electronically. Four positions on the Tourism Whistler Board of Directors were up for election this year at the AGM; however, all four positions were filled by acclamation. A press release detailing the election results can be viewed [here](#).

More information about the AGM and the Tourism Whistler Board of Directors is available on the member website at members.whistler.com/agm.

Whistler Doors Open Directory & COVID-19 Member Information Form

The [Whistler Doors Open Directory](#) on whistler.com is now live. The directory serves as a centralized database of operational information and recovery promotions from all Member businesses and will be the foundation of Tourism Whistler's Recovery marketing efforts as we prepare to welcome visitors back to our community.

We are therefore requesting all Member businesses provide us with their operational details, COVID-19 safety protocols and any featured promotions as they become available by completing this form on the member website: <https://members.whistler.com/forms/covid/>.

*Please note: if your operations or promotions change, you can resubmit the form at any time to update the information on whistler.com.

Reminder: Keep Your Google My Business Listing Up To Date

Members are also encouraged to keep their [Google My Business](#) listing up to date at all times. Your Google business listing populates the [Whistler.com Business Directory](#) with key information, such as your hours of operation, which consumers will rely on now more than ever as the resort progressively reopens. Ensuring your information is accurate can help manage guest expectations as we move through this critical recovery phase.

Protocols for Returning to Safe Operation

The Resort Municipality of Whistler (RMOW) has taken the lead on collecting and communicating general COVID-19 guidance and best practices for all Whistler businesses to follow as they plan to resume operation. This includes information and restart plans created

by government officials and various sector associations. All Members are encouraged to review the COVID-19 business best practices resources available on the RMOW's website at whistler.ca/SafeRestart.

Whistler Health Care Centre – Virtual Walk-In Clinic

The Whistler Health Care Centre is now offering a [Virtual Walk-In Clinic](#) for Whistler residents and visitors that require non-emergent care while in resort. Appointments to see a physician can be made by calling the Whistler Health Care Centre at 604.932.4911. Residents and visitors are reminded to call 911 for an emergency and 811 for non-emergency advice.

COVID-19 Member Check-In Meetings

Tourism Whistler is continuing to host bi-weekly COVID-19 Member Check-In Meetings. The meetings provide a forum for Tourism Whistler's commercial members to discuss the impacts of COVID-19 in Whistler, including resort performance forecasts, research insights, and Tourism Whistler's response and recovery efforts. The next meeting is scheduled for June 11. Learn more and RSVP [here](#).

Recommended Key Messaging

At this time, Tourism Whistler recommends the following key messaging:

- Provincial health authorities continue to recommend against non-essential personal travel at this time, but we look forward to welcoming our guests back to Whistler soon.
- Please continue to follow the recommendations of health authorities to keep yourself and other safe – wash your hands regularly, practice social distancing, and stay home if you are feeling unwell.
- Information and resources for travellers is available at whistler.com/covid.
- Some businesses in Whistler are beginning to reopen, but many continue to have suspended or modified operations. Please refer to the [COVID-19 Whistler Business Impacts](#) document for details.
- Anyone with questions related to COVID-19 or public health in Whistler should consult [Vancouver Coastal Health](#), the health authority for Whistler and the Sea to Sky region.

Additional COVID-19 Information & Resources

- Vancouver Coastal Health - <http://www.vch.ca/about-us/news/vancouver-coastal-health-statement-on-coronavirus>
- BC Centre for Disease Control - [http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel))
- Public Health Agency of Canada (PHAC) - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
- BC Restart Plan – www.gov.bc.ca/restartbc
- Resort Municipality of Whistler - <https://www.whistler.ca/services/emergency/covid-19-coronavirus>
- Whistler Chamber of Commerce - <https://www.whistlerchamber.com/covid-19-guidance-and-resources-for-whistler-businesses/>
- Destination BC - <https://www.destinationbc.ca/news/coronavirus-update/>
- Canada’s COVID-19 Economic Response Plan - canada.ca/covid-19
- BC’s Response to COVID-19 - <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

Additional questions can be directed to membercommunications@tourismwhistler.com.