

**From:** [Kevin Wallace](#)  
**To:** [corporate](#)  
**Subject:** Visitor Perceptions of our "Covid" Whistler  
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From:

Kevin Wallace  
9152 Emerald Drive, Whistler  
  
[kwallace@earls.ca](mailto:kwallace@earls.ca)

Dear Honourable Mayor and Council Members,

These last few weeks have seen numerous visitors arriving into the resort which is both a welcome and worrying sign for myself as a business owner and 20 year resident.

The concerns I share do not come from my business. I am confident that we are doing the best job possible to provide a safe environment for our Earls guests. My concerns come from three groups of my friends visiting from Vancouver and from what is happening in other communities in BC, example Kelowna.

I want to share three stories of friends that are very responsible families who visited Whistler over the past two weekends and shared their feelings on how Whistler occurred for them compared to their lives lived in a Covid Vancouver.

First family, the Bergstom's from East Vancouver. Two professionals and their 12 year old and 8 year old. Stopped into the village to grab a quick grab and go from Starbucks. They were overly concerned about the lack of social distancing on the Village stroll on Sunday, July 2nd at around 5pm. They said they had no room to avoid others as they walked their way through a short part of the stroll. Many people had no idea of flow or respect for space between themselves. people walking right up towards them when they could have been on the other side of the stroll. Bottom line, they didn't feel their space was being respected and they didn't feel safe on the stroll. Their suggestion was to have increased directional traffic flow on the stroll using a simple barrier down the centre with directional arrows and multiple break spots to allow for people to cross to the other side should they need. Also, activate RMOW staff to help people understand the process.

Second family, the Grants from Main and 35th in Vancouver and have a holiday place at Twin Lakes. The husband is a developer and the wife is an actor and active mom in her community. They shared an experience of shopping at Fresh Street Market where they were blown away that no one was wearing masks and social distancing didn't seem a concern. This was to the point that the wife said she would shop at her Vancouver grocery store as she didn't feel safe in the grocery stores up here. They too were concerned about the lack of pedestrian traffic flow in the Village.

The third was from a prominent Commercial Real Estate agent who lives in North Vancouver.

Her comment to me was Whistler feels very "Covidy". I asked her what she meant and she said it seems like there is a sense of confidence when walking around Whistler that Covid doesn't seem to exist and people don't have to worry up here which was very concerning to her.

I know how many local businesses are working so hard to protect our own personal, family, business and community's safety. I would like to suggest, at this stage of summer, that we raise our game and do so starting with creating directional flow on the Village stroll. This could be achieved by running a ski line-up fence down the middle and adding directional markers on the ground every 12 feet or so. We would need to leave gaps every 100 feet or so where people could get to the other side if they needed to exit the stroll or visit a shop on the other side. We need to invest in staff hours to help people understand the flow and how it works. Positioning a few staff throughout the Village, especially on weekends between 11am and 9pm would be very helpful.

Secondly, I feel we need to be progressive in creating a safe feeling on the stroll. We really should consider making the stroll a mask-zone and potentially handing out masks at key spots throughout the Village. What is showing from Kelowna these past two weeks could easily be a Whistler thing if we keep rolling the way we are.

Thanks for your continued hard work and your consideration of these ideas! We need to keep our resort open and safe and any precautions we can take to minimize the chances of a second wave need to be seriously looked at.

Kevin Wallace

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**Kevin Wallace**

GENERAL MANAGER

**T:** 604.935.3222

**E:** [kwallace@earls.ca](mailto:kwallace@earls.ca)

**EARLS WHISTLER**

#220/221 - 4295 Blackcomb Way, Whistler, BC V0N 1B4 Canada

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