



May 22, 2020

Toni Metcalf, Acting General Manager of Resort Experience
Resort Municipality of Whistler
4356 Blackcomb Way, Whistler, BC
tmetcalf@whistler.ca

Re: Recommendations from the Restaurant Association of Whistler (RAW) for support from the Resort Municipality of Whistler (RMOW)

Dear Toni:

Firstly, we would like to thank the RMOW Mayor and Council, Sr. Leadership and staff for continuing to support our community through property tax deferrals, maintaining safe and monitored public spaces, and providing our community with timely and useful updates and information as we move through these unprecedented times of COVID-19.

On May 6, 2020, the Restaurant Association of Whistler (RAW) held an online Member Feedback Forum and fielded questions and concerns from our sector. With 80+ participants on the call, this meeting prompted ongoing discussions and input into planning and processes of the RMOW re-opening strategy.

Since then, the RAW Board of Directors has gathering feedback and information from our members and community stakeholders. On May 21, 2020, met to determine the RAW's direction and recommendations for the RMOW's re-opening strategy regarding **patios, temporary uses of outdoor public spaces, licencing and permit approval processes, and general resources and support needs.**

Therefore, on behalf of the F&B community of Whistler, including over 50 fine dining, casual, pub/lounge/clubs and quick service establishments, the RAW Board of Directors is recommending and requesting the following:

Permitting Temporary Patio Extensions

RAW recognizes that each business has unique challenges and needs when it comes to patio use and extensions and there is no "blanket approach" that would equitably meet the needs of our entire community – simply put, not all businesses have access, ability or the resources to extend patios, each situation is unique as well as the potential positive and negative impacts of each location. Secondly, we recognize the severity for fast and efficient decision-making to approve extension for venues currently waiting on approvals.

1. Advocate and request from the Provincial Government and applicable ministries to **allow local governments to modify and temporary allow liquor licence in a streamlined, one-stop licensing for temporary permits to be administrated by RMOW**
2. **Utilize the Liquor Licence Advisory Committee (LLAC) to review all new/temporary patio extensions and allow non-licenced food venues to participate in patio extension applications.**



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3. Develop a **FREE, simplified application process using a single online form** that can be completed and dispersed to the LLAC, applicable strata corporations, neighbouring businesses, and property owners. This form should only require applicants to provide/upload existing floorplans/patios, proposed floorplans/patios extensions, capacities and a calculated square footage of encroachment into public and strata spaces – all other considerations are already part of the Worksafe BC Safety Plan requirements.
4. **Develop an automatic or fast-tracked approval process for existing licenced patios** that meet the following requirements:
 - a. Patio extension application capacity must equal or less than the original patio permit;
 - b. Patio extension does not impede or negatively impact neighbouring businesses or public thoroughways OR have signed letters of support/consent from neighbouring businesses and stratas for the patio encroachment on private space/land; and
 - c. No additional amenities, amenities (fireplaces), potential hazards are added in the patio extension.
 - d. **If operator is looking to increase patio capacity beyond current licenced capacity, a formal structure application change with BCLCLB will be required.**
5. **Use and amend the existing Good Neighbour Agreements or issue new agreements** for all venues seeking patio extensions to ensure all follow a basic protocol and offer positive experience for all neighbouring properties and businesses.
6. **Provide all approved patio extensions applications a physical or printable permit**, that must be conspicuously displayed and available for inspection as part of their Worksafe BC Safety Plan.
7. **Maintain proactive and reactive compliance to by ensuring the temporary permit language aligns within existing municipal ticketing and notice bylaws.** This will allow bylaw enforcement through fines or permit revocation and prevents the need for a time-consuming bylaw amendment process at Council.

Public Liquor Consumption

To compliment and align with the temporary orders allowing take-out liquor from liquor and food primary establishments, customers need a near-by, clean, safe, open, physically distanced, designated spaces for safe liquor consumption.

1. **Temporarily designate and permit liquor consumption in publicly owned and operated spaces within Whistler.** Enhanced patrolling by bylaw services staff and peace officers is encouraged, to ensure locals and visitors are provided proactive education before, during and after their use of public spaces.
2. **Provide public signage, diagrams, and information on recommended physical distancing requirements at all outdoor public spaces.**



RESTAURANT ASSOCIATION OF WHISTLER

Resources and Support for Whistler F&B Businesses

1. **Provide free printed resources for each establishment** that can be used resort wide. These printed resources will reduce expenses on businesses needed for supplies, but will offer a consistent, clear message and clearly identifiable signage for patrons and visitors to the resort. Examples of the printed signage (as well as downloadable documents for printing) include but are not limited to:
 - a. Floor Discs to identify physical-distancing perimeters and preferred waiting locations of patrons.
 - b. Washroom, kitchen and all-sink basin signage for handwashing protocols and techniques.
 - c. Entryway advisory signs for COVID-19 compliance measures for patrons.
 - d. Emergency and urgent-support contact information for local and provincial authorities.
2. **Provide additional safety and security support, as well as enhance after-hours or late evening bylaw services.** As public spaces begin to have new uses, to enhance and ensure the safety of staff and all hospitality workers in the community, please provide all venues with a clear process to contact the RMOW, Bylaw Services and the RCMP for support with non-compliant guests and visitors should there be specific health and non-compliance needs.
3. **R.A.W.'s support on Public Washrooms initiatives to RMOW to alleviate washroom use from F&B operators.**

Thank you for your time and consideration in advance. We would be pleased to discuss our recommendations and feedback at your earliest convenience.

Please contact us by emailing our Administrator at admin@restauatantswhistler.com to set up a time for a group meeting, or smaller meeting with our President and key board members working on specific portfolios related to the recommendations detailed in this letter.

Sincerely,

Restaurant Association of Whistler Board of Directors

Eric Griffith
Jay Pare
Priyanka Lewis
Kevin Wallace

Kerren Bottay
Pepe Barajas
Sonia Kneihl
John Grills (ex officio)



May 7, 2020

VIA EMAIL

Your Worship and Council:

On behalf of the British Columbia's 14,500 hospitality businesses—including restaurants, bars, craft breweries, and winery tasting rooms—we are writing to request your urgent support to aid the survival of local hospitality businesses and thousands of livelihoods during this pandemic crisis. Specifically, we are requesting your assistance for flexible, innovative, and expedited patio permitting.

British Columbia's hospitality industry is facing collapse. While the global COVID-19 pandemic has reverberated throughout our economy, our industry's local small hospitality businesses were hit first, hit hardest, and will be among the last to recover. The majority of BC's restaurants, bars, and tasting lounges have closed, laid off staff, and are facing bankruptcy and financial collapse. Even those businesses remaining opening during this pandemic to offer limited takeout and delivery services and are experiencing dramatically reduced revenues and are struggling to survive.

The collective economic disruption in our sector has been staggering:

- Job losses within the restaurant sector alone are estimated at 121,500.
- At least 1 in 10 restaurants have already closed forever with associated permanent job losses.
- Over 50 per cent of smaller independent restaurants say they will be bankrupt within three months from the start of this crisis (i.e. by June of this year).
- 80 per cent of BC's hospitality businesses have been forced to temporarily lay off the vast majority of BC's 192,000 foodservice employees.
- 80 per cent of Liquor Primaries (i.e. pubs, bars, nightclubs) are closed.
- Liquor Primaries who remain open for take-out/deliver services have experienced 90-95 per cent decline in revenues.
- Over 70 per cent of BC's hotels are closed.
- BC's tourism sector has laid off 70 per cent of all employees totaling over 130,000 workers.
- All 197 craft brewery tasting rooms in BC are closed, reducing average brewery revenues by over 80 per cent.

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- All 366 licensed BC winery tasting rooms in BC are closed, reducing average revenues by over 50 per cent.
- 83 new breweries opened in BC since 2017, including 28 in the last 12 months. These new or recently opened businesses face the biggest threat of permanent closure for our industry.
- Over 250,000 hospitality and tourism workers have already been laid off in BC since the start of this COVID crisis.

While we are working with our provincial and federal governments partners on protocols for a gradual and phased reopening of our sector, BC's local communities have a key role to play in supporting economic recovery. We ask you to support our industry with fast, flexible, and nimble permitting and business services to help our industry get back up and running.

The first opportunity to offer concrete support is with regards to patios, as they offer a hospitality experience within the relative public trust of outdoor space. We ask that your municipality work creatively and collaboratively with operators to help expand current patio areas, add new patios quickly, and permit dining, liquor service and manufacturer's sampling in controllable public spaces.

Specifically, we request your support to:

1. Increase flexibility for patio types and sizes (including consideration for pre-detailed designs and formats), expedited permitting including applications and renewals, as well as the number of patios allowed;
2. Increase the space use of existing patios or picnic areas to allow chairs to be spread out to meet distancing requirements (i.e. many patios have more space than the current floor plans allow them to use);
3. Allow pop-up outdoor dining and manufacture sampling spaces;
4. Allow and increase the use of parklets and public space for dining;
5. Allow any increase in patio, picnic area or outdoor space be considered a continuation of an establishment's existing approved alcohol service area or manufacture's sampling area to provide samples and not require additional endorsements or authorizations.
6. Coordinate with any relevant bodies—such as the Liquor and Cannabis Regulation Branch, Fire Department, etc.—to reduce red tape and speed approval timelines wherever possible.

As a sample, we have attached a recent motion from Vancouver Councillor Sarah Kirby-Yung that is resoundingly supported by BC's hospitality businesses.

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It is our sincere hope that we can work with your council to find significant and meaningful measures to ensure our critical industry survives. We recognize that some of these measures may only be made possible for a limited time to help respond to the COVID-19 crisis. Short term assistance is as important as long term as our industry has never before faced a crisis of this magnitude. The very survival our industry's small businesses and the jobs they create now depend on urgent leadership and bold action from our government partners in communities such as the City of Cranbrook.

Thank you in advance for your support. We would also like to offer our sincere thanks and appreciation to Council and staff for your diligent work to keep British Columbians healthy and safe during this provincial state of emergency and global crisis.

We remain at your disposal to offer advice and perspective on these issues. Please do not hesitate to contact us at any time.

Sincerely,



Ian Tostenson, President & CEO
BC Restaurant and Foodservices Association



Jeff Guignard, Executive Director
Alliance of Beverage Licensees



Ken Beattie, Executive Director
BC Craft Brewers Guild



Miles Prodan, President & CEO
BC Wine Institute

Cc: Hon. Carole James, Minister of Finance
Hon. Harry Bains, Minister of Labour
Hon. Adrian Dix, Minister of Health
Hon. Lisa Beare, Minister of Tourism, Arts and Culture
Hon. David Eby, Attorney General
Trevor Hughes, Deputy Minister of Labour

COUNCIL MEMBER'S MOTION

Flexible, Innovative & Expedited Patio Permitting

Submitted by: Councillor Kirby-Yung

WHEREAS

1. The COVID-19 pandemic has inflicted significant negative economic impacts with many Vancouver businesses including restaurants, tourism businesses, hotels, and personal-care services such as hair stylists, nail salons and dentists, forced to close or severely limit operations due to health and physical distancing restrictions;
2. Restaurants have been one of the most immediate and hardest hit sectors, and small business operators are struggling to survive with many limited to takeout offerings and attempting to make it through the pandemic;
3. Small businesses like restaurants are vital to the fabric and character of Vancouver neighbourhoods and support complete communities;
4. Small businesses like restaurants are key contributors to Vancouver's economic health generating jobs and tax revenue;
5. The City has a key role to play in supporting economic recovery. Speed flexibility and nimbleness in permitting and business support services will be instrumental to helping businesses get back up and running and survive;
6. Patio season is a critical revenue generator for restaurants and upon us now. Expedited patio permitting must be turnkey when restaurants are able to reopen to table type service;
7. An outcome of Covid will likely be the need for some continued physical distancing processes in businesses. Customers will also be cautious about being in close quarters to others.
8. Patios provide the health benefit of fresh air and sunlight.
9. There is opportunity to be innovative and redefine patios such as pop-up standing patios for quick service type offerings, expanded size to enable physical distancing and more open-air dining, as well as utilization of street or laneway space for extensions where it doesn't impede transit, emergency or service vehicles or traffic.
10. Currently, patio permitting can require a combination of licensing, development permits and permits to enable operations.

THEREFORE

- A. BE IT RESOLVED THAT Council direct staff to prepare options and report back as soon as possible to support more flexible patio types and sizes (including consideration for pre-detailed designs and formats), expedited permitting including applications and renewals, as well as the number of patios allowed, in order to support the economic recovery of Vancouver's restaurant sector;
- B. THAT such options be considered for the duration of the COVID-19 response and recovery, recognizing that innovation will provide for valuable learning towards operations and adaptation in a new, post-Covid world.
- C. THAT this motion be shared with the Council Pandemic Response and Recovery Working Group for the purpose of enabling them to seek or share further information from the restaurant sector as may be beneficial to and aid this work.