Business Survey

COVID MEASURES & TOWN RESPONSE

SEPT. 28 – OCT. 3, 2021
COVID-19 Business Survey

• Rapid poll to businesses
• Help Council decisions relating to Sept. 27 Council meeting discussion on
  • Advocacy to federal government on extending business subsidy programs
  • Town bylaw to enable municipal enforcement of Restriction Exemption Program (REP)
COVID-19 Business Survey

• Banff Viewpoints survey tool
• Launched Tuesday, Sept. 28
• Promoted on BLLT member newsletter, BanffViewpoints.ca business members, banff.ca business notification list (NotifyMe)
• Summarized results noon Oct. 3
• 125 survey participants
Summary results

• A strong majority of respondents support the Town advocating to the federal government to extend the subsidy programs for businesses.

• More respondents do NOT want an additional Town Bylaw for the REP, than those that do support a Town Bylaw, but it is very close split

• Most respondents support a vaccine bus
Summary results
– conflict over proof of vaccine

• 4% of respondents said they often had conflict with customers over proof of vaccine requirements
• 53% said rarely or never
• 19% said sometimes
• 47% of respondents were not participating in REP
Summary results – bylaw

• Frequently provided comments against a Town bylaw included:
  • Desire to not have 2 “layers” of rules in Banff
  • Concern over extension of Town restrictions after Provincial order removed
  • Desire to not have REP imposed on retail
  • Concern with unfair and inconsistent REP program reinforced by Town bylaw
  • Gov’t enforcement of rules is preferred over relying on front-line staff, but additional rules not desired
Full Survey Results

Q1: Are you currently eligible to participate in the Government of Alberta's Restriction Exemption Program? (If you are unsure, see list of in-scope and out of scope operators at https://www.alberta.ca/covid-19-public-health-actions.aspx)

- 53 (42.4%) Yes - completely
- 42 (33.6%) Yes - for part(s) of our operations
- 20 (16.0%) No
- 10 (8.0%) I don't know
Q2: Are you currently requiring customers and clients to show proof of vaccination or exemption in order to enter your business?

<table>
<thead>
<tr>
<th>Question options</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Yes</td>
<td>44 (35.5%)</td>
</tr>
<tr>
<td>Yes – for part(s) of our operations</td>
<td>0 (0.0%)</td>
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<tr>
<td>No</td>
<td>17 (13.7%)</td>
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<tr>
<td>I don’t know</td>
<td>63 (50.8%)</td>
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Revised Agenda for the 2021 October 04 Virtual Regular Meeting of Council (Version 3)
Q3 Are your front-line staff currently experiencing conflicts with customers/clients due to mask requirements?

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<tr>
<th>Question options</th>
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<tbody>
<tr>
<td>Often</td>
</tr>
<tr>
<td>Sometimes</td>
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<tr>
<td>Rarely</td>
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<tr>
<td>Never</td>
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- Often: 0.8%
- Sometimes: 34.7%
- Rarely: 39.5%
- Never: 25.0%
Q4 Are your front-line staff currently experiencing conflicts with customers/clients due to the requirement to show proof of vaccination or exemption to enter?

<table>
<thead>
<tr>
<th>Question options</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Often</td>
<td>25</td>
<td>22.6%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>19</td>
<td>15.3%</td>
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<tr>
<td>Rarely</td>
<td>5</td>
<td>4.0%</td>
</tr>
<tr>
<td>Never</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not applicable</td>
<td>47</td>
<td>37.9%</td>
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Item #: 8.1
Received for the Corporate Record
Received from: Administration
Date: 2021 October 04

Revised Agenda for the 2021 October 04 Virtual Regular Meeting of Council (Version 3)
Q5 Would it be beneficial to your organization to be able to call municipal enforcement (in addition to RCMP or public health officials) to deal with COVID compliance issues or conflict with front-line staff?

- Yes: 49 (39.5%)
- No: 54 (43.5%)
- I don’t know: 21 (16.9%)
Q6: Do you think Banff Town Council should implement a bylaw requiring all eligible businesses to participate in the Restriction Exemption Program that requires proof of vaccine or exemption to enter? A bylaw would enable municipal enforcement of the requirement.

- **Yes**: 59 (47.2%)
- **No**: 61 (48.8%)
- **I don't know**: 5 (4.0%)
Q7 Has your business accessed the Canada Emergency Wage Subsidy Program?

- Yes: 81 (66.4%)
- No: 34 (27.9%)
- Don't know: 7 (5.7%)
Q8 | Has your business accessed the Canada Emergency Rent Subsidy Program?

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<th>Question options</th>
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<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>I don't know</td>
</tr>
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- Yes: 60 (48.4%)
- No: 55 (44.4%)
- I don't know: 9 (7.3%)
These programs are scheduled to end Oct. 23. Should Banff Town Council advocate to the federal government to extend these programs?

Question options:
- Yes (79, 63.2%)
- No (31, 24.8%)
- I don't know (15, 12.0%)
Q10

The Town of Banff has coordinated visits of a vaccine van and a vaccine bus to Banff. In the most recent visit, 144 people received a vaccination, representing 26% of all vaccinations administered in the 2-week period leading up to the mobile clinic day. Should the Town of Banff coordinate more visits of the vaccine bus to Banff, to supplement the vaccinations offered in local medical clinics, pharmacies, and the community health centre?

Question options

- Yes
- No
- I don't know

98 (78.4%)

8 (6.4%)

19 (15.2%)
COVID Business Survey October 4, 2021

Comments from respondents

(Consolidated from response provided between 4 pm on Sept. 28 and noon on Oct. 3, 2021)

Q11 Do you have any comments about this survey, COVID-19 restrictions, or Town of Banff measures?

65 comments provided out of 125 survey participants.
All comments are included verbatim. Comments have been reordered to be grouped into similar
categories. Each bullet represents a comment from a separate organization. In a few cases, one long
response from one participant was broken into two or more sections to align with categories. In a few
cases, the name of the organization or other information was replaced with XXX in order to protect the
identity of the organization.

Retail – REP requirement

- As a retail store, it really doesn't work for our business to have to ask for proof of vaccination as people enter the store - we often have only one staff on duty and having to ask for vaccination records would require a second staff and be financially untenable for us. We fear it would also mean many people would simply choose not to come in. Reducing our capacity to 1/3 of fire code and wearing masks at all times is much simpler and easier to enforce for our business. Please do not make this a requirement for retail shops!
- I worry for my staff’s safety and mental health if we as a retail store had to ask for proof of vaxx. I also worry about how we would implement this as we are short staffed and sometimes everyone working could be on cash and not able to stand at the door.
- Retail is exempt from the restrictions program. That said, if we are asked to limit numbers to 10% occupancy, we will not survive that restriction. Retail should be able to use the exemption program to avoid punishing restrictions to the number of people allowed in our stores. This allows us to keep staff employed, as we don't need 6 employee to deal with 5 customers in the store, which happened in May.
- Limiting retail makes us unable to maintain staff levels and business quotas, as many people won't wait in lines to shop. Last spring the 10% occupancy killed our retail business while it was in place. We would like the ability to implement the restriction exemption program for retail if there are more restrictive directives that limit our occupancy to less than 33%
- As a retailer - I appreciate that we have 2 options - reduce and distance or ask for the vaccines. We have chosen to reduce and distance in store and would like for that to continue. I do not want my team having to ask for vaccine proof - that will be stressful for them. We prefer to reduce our numbers in-store and allow everyone in with masking and distancing. Its not an easy time for front line workers so I would suggest anything that will lessen the stress level for them is the best way forward.

Oppose Town bylaw

- I understand that being yelled at for enforcing a rule you didn't make is a terrible place to be put in. However I don't think that adding more official enforcement is going to help with those people already frustrated or struggling with the fact that they are no longer allowed in certain businesses because of a personal choice. I think if someone was to have told us 5 years ago we would be here making these decisions, it would be hard to believe. I would like to ask for some consideration on both
sides, people who are vaccinated and people who aren’t, to try and understand the others point of view and be respectful.

• Where operations can participate in REP they are. Town of Banff does not need to add another layer onto the provincial health order, by implementing a new bylaw making it mandatory to participate in REP.

• The Town of Banff does not need to add any additional layers of covid-19 management, it is easiest for frontline workers to manage one set of rules, as set out by the AB gov’t.

• I believe our business is better served if our COVID protocols are aligned with the provincial guidelines.

• Any time a municipal COVID policy is misaligned with the province, there is more potential for conflict and confusion - this does not help Banff businesses. Health policy should be left to the province - full stop. If the municipality is concerned with Provincial policy, they should be advocating to the province to change the policy. Calgary businesses were supposedly asking for this bylaw, Banff businesses are not. It’s working great as is.

• I feel that all town bylaws should be in line with Provincial regulations.

• We have had zero need for support with enforcement to date, not sure if it was ever offered but it will be VERY difficult to leave the onus on enforcement of a vax mandate in the Town of Banff if the province pivots, you’re in the wrong place here.

• I would hope they don’t implement a vaccine passport to get a haircut, and if they do this is something I will fight for to be removed, if you don’t have freedom to get a haircut then we have a serious problem as hairstylists have a chapter in our trades of sterilization.

• Since Bylaw doesn’t seem to be available during evening hours, I don’t see how bylaw could help with any “Covid Compliance” issues, given the majority of compliance is for restaurants. Why would the Town of Banff implement a bylaw for restrictions when this is already covered through Provincial Restrictions? The biggest problem for Front Line Staff to deal with, is when there are different restrictions “only” for the town of Banff.

• At XXX we have found 99% of our guests are prepared to show their vaccine information and I.D prior to dining without any complications. Banff does not need to further complicate health policies set by the province.

• It is not in the best interest of the Town to implement our own Covid Policies- we should follow the province, and not be an exception.

• Please be conscious of the steps (restrictions/bylaws) you take as they impact many people negatively. Town Council has lost the trust of their voters by not listening to important issues before. The TOB would be wise to not enforce any Human Rights-violating bylaws. Lawyers are costly & vaccines/passports/restrictions are illegal & go against The Charter of Rights, therefore the TOB should remain neutral, as should Banff business owners & landlords. Our local hospitals are not & have not been “overwhelmed” due to covid, so why increase restrictions & enforcement? Stop this biased madness & please cease perpetuating division amongst residents by constantly flooding social media with pro-vaccine & pro-passport rhetoric.

• Hello, we have answered this survey on behalf of XXX with 700+ Banff employees. Re Q6: In principle, we would be supportive of a legally binding requirement which would allow for deflection of implementation away from our businesses and staff onto the municipality or province. That said, we are wholeheartedly against any provision which would outlast and be above and beyond any measures put in place by the Province of Alberta. Additionally, we advocate that any communications which are potentially visible to our destination visitors be crafted in collaboration with BLLT who are the correct organization for qualifying messaging which faces our volatile tourism audience.

• I would suggest decreasing the micromanaging and creating directives in excess of Alberta Health regulations. We aren’t a police state. The vast majority of people are following
regulations. The REP allows businesses to stay open responsibly and prevent an economic and mental health disaster.

**Support Bylaw for municipal enforcement**

- The By Law removes the issue of enforcement from the business and front line staff, while at the same time, making it a matter of civil authority and if need be - enforcement. Reducing troublesome interactions and maintaining civil stability.
- As we are a retail operation I am satisfied that reduced capacity and wearing masks is the safest option for both staff and customers. For businesses that can operate the exemption programme I think it would help front line workers if municipal bylaw can be called when disputes happen.
- The Fates lead those who will and drag those who won't. The sooner mandated vaccination and enforcement is enacted the sooner everyone will get on board and the sooner we will be 'through' the pandemic. Providing the bylaw will help the same as the pass program has helped in provinces across Canada.
- Thank you for your initiative. You have my support. I think it will be valuable to collaborate with Parks Canada Agency with this so that messaging can be consistent. We must be careful not to send a message that is interpreted to mean that >Banff is Closed<. Although I support the proposal please realize that such a programme increases costs and reduces revenues for business. See City of Calgary $5million business support fund that was implemented in conjunction with the comparable bylaw.

**Subsidy Programs**

- there are some places that do not qualify for the subsidies and it has been an extremely unfair disadvantage to them all places should now be included or none
- I think extending the Wage Subsidy (and rent sub) might be vital as we head into another Holiday season with reduced visitation.
- Our Business has still been unable to qualify for CERB or CEWS. Any influence the town might have in helping change some of the eligibility requirements for these programs would be helpful for our business
- Hello, we have answered this survey on behalf of XXX with 700+ Banff employees. Re Q7 & 8: Several of our businesses are not eligible for rent or wage subsidies. Several are. Re Q9: Yes (advocacy). This is where much energy should be spent. It is critical for our community who's single industry is tourism. Tourism has not recovered. Businesses have not recovered.
- For businesses such as cafes or small food and beverage establishments, adoption of the REP comes with the added cost of employing someone to stand at the point of entry and check the vaccine status of customers for the duration of their operating hours. I believe that the province should help in one of two ways: 1) amend the definition of 'point of entry' to allow vaccine status to be checked at food service counters, or 2) provided funding to cover the payroll costs associated with having a full time host at the door.
- Bear st business certainly can use support, despite subsidy's we did not enjoy the full summer competitive advantage that council provided banff ave. Prov/Fed support is necessary as TOB and BLLT offered nothing in light of our challenges.
- Thank you for the survey. I am not sure how Banff businesses are all fairing but what I can say is that we are at slightly under 60% of our annual gross sales. Landlords have offered zero relief and if the rent subsidy program goes away I am not sure how a business like ours will survive. You start to lose businesses like ours and you start to have a town of big business. I guess it is up to council and the town if they want to have a key stakeholders meeting and ask wealthy landlords to think of the town and the long-term versus immediate profits. I may be alone in this and if so then please disregard!
- For more than 18 months, Banff businesses have experienced huge losses in revenue due to world wide travel restrictions. In order to recover and survive the tail end of the pandemic more government assistance will be required at least until travel patterns return to
normal levels. The very existence of our community as we know it depends upon tourism. Restrictions on travel by governments must be offset by subsidies from those same governing bodies. Insolvencies and bankruptcies will be the logical consequence without more extensive assistance.

- You did not give an option of splitting the answer on question 9. So, wage subsidy should end so people would actually apply for jobs again and employers would have employees, but rent subsidy could exist another month or two, until people are earning again.
- As a tourist town we need more financial support for business special in off season ... with travel restrictions the tourism bureau should lobby that ... as for pricer non vaccinated party's and persons the fines should be much higher...
- My preference would be to have a business model that supports a recovery without the need to incur future debt. I also suggest that health policy be left for the Province to manage.

**Vaccine Bus / Vaccine promotion**

- With regards to the Vaccine BUS we also think the TOB should help the Doctor's office and pharmacies to get the word out that they also have vaccinations available. Thank you
- Thank you for offering an ongoing vaccination program and requiring it for TOB staff. We need to put this behind us so we can continue welcoming visitors which is the Parks Canada mandate for our town.

**Restrict Unvaccinated**

- Vaccinated people should be able to move about within government restrictions. Unvaccinated people should not be able to move about freely certainly not within non essential settings. It is important for us to know that our guests are vaccinated and that we are doing the best we can to accommodate a safe environment. This 'Alberta Passport' is essential to our tourism business. Our hope is that children can soon be vaccinated.
- Please, keep the restrictions on. We cannot have an other lock down, for businesses, workers and residents.
- Our tourism economy has been completely shut down in the first pandemic wave of 2020 and after the subsequent multiple rounds of restrictions imposed on businesses, we are now facing yet another looming lockdown which will yet again questionably penalize our economy, our businesses and well-being of our citizens and workforce. Keep in mind as well the newer businesses that do not qualify for subsidies and have been through the ringer already. Banff as of today has 10 active cases. We propose locking out any visitor without proof of vaccination coming into town with checks at the town entrances. As the CMA is calling for "extraordinary measures" needed to stop Covid surges in Alberta, we think this measure is entirely appropriate to keep the active cases in Banff low and avoid more undue hardships for our businesses.
- No one should be allowed inside any businesses without full vaccination.
- Employees and employers should be required to double vax and have proof,especially dealing with public. That should have been on the survey. Staffing shortage is a big issue. Should we just offer them to the virus?
- It is good, to all businesses in Banff to make the vaccine proof ti either staff or clients. And it makes more sense if the businesses impost mandatory vaccine as well to their staff or employees. As what is the used of wearing a mask without having you vaccinated.

**No proof of vaccination / oppose REP**

- I don't think anybody should be required to show private health information ever. I feel this is a very scary precedent we are setting and am ashamed Canadians are going along with this.
- Being in Lodging we are not part of the scope for the restrictions exemptions program except rentals of our conference space. For conference usage we chose to go with 1/3 fire capacity as it still allows for smaller groups to use the space. We want all our guests to feel
welcome and appreciated. The restrictions exemptions program discriminates based on health status which I want no part of.

- Please stop encouraging discrimination through the use of vaccine passports. The Restriction Exemption Program is a subtle and dangerous way to promote segregation and could in fact just as easily be called the Exclusion program. Please please please stop prioritizing COVID-19 above all else, the mental/emotional/social/financial distress it is putting our community through is significantly worse than the virus itself. Promote long term sustainable community health instead through preventative strategies like healthy diet, exercise, and encouraged social engagement.
- I think the Vaccine Passport is a horrible idea and it goes against the Canadian Charter Of Rights And Freedoms. Do you realize that businesses can be sued in the future for implementing this? The TOB should be ashamed of itself for implementing this requirement.
- Let’s open up like Florida did. The results are now showing there is no improvement by locking down. Watch the statistics coming out of Florida.
- No restrictions! No mandates!
- Take time out of your day to read and understand the Charter of Rights and Freedom, the Prov. Personal Information Protection Act and the Canadian Constitution of 1982.

Miscellaneous

- Tough for many to put staff at the door to request vacc. Paperwork. Perhaps the QR code will speed up things.
- Get Vaccinated!!
- I believe in vaccinations, I am happy to see the vaccine passport, that said I believe it would be crossing the line for the town of Banff not to admit people into the municipality without a vaccine passport.
- Thanks for taking action :)
- Given the new Alberta restrictions (permitting only outdoor dining) that aligned with the closure of outdoor seating on Banff Ave/Caribou .... it might have been helpful to offer continued closure of Banff Ave/Caribou.
- It would help the retail sector if Banff ave was reopened to vehicle traffic
- Vaccines have been administered and numbers continue to rise. It’s time we try a new approach to managing the spread and caring for the small 1% that will experience illness. Town efforts should spent to create better facilities for treatments and to support its residence and visitors by providing education/ tools promoting mask wearing, eating well, limiting the transfer of viruses, stress management strategies, immune supplements etc, etc. The last thing we need is more time and resources spent supporting big pharm.
- Retail is still severely impacted by the lack of international visitors and foreign workers in Banff. We have a serious staff shortage, so any initiatives to improve that situation would also be most welcome.
- Masks are not necessary. Health directives should not be determined by councillors.
- We run a guiding company which guests sign a declaration of health in regards to covid before they arrive. Our transportation division follows all regulation in regards to transport and covid/masking
- Please cut down the staff that you have hired to do walk arounds. It is very frustrating to see our tax money given to people just walking around town and not beneficial to us locals at all.
- We should have more support and leadership from our provincial government so that you would not be required to make these decisions about public health...so thank you!
- This response represents the XXXX Restaurant management. We have had one irate individual. They happened to have been vaccinated, they just didn't want to show proof, they did show it in the end.
- Advocate for the Federal/Provincial Government to recognize Natural Immunity through Antibody Testing as an alternative to Vaccination and added to complete Immunity Passport. Immunity Antibody Testing could be
valid for 90 days then re-tested to maintain Natural Immunity status.