

Southern Gulf Islands Economic Recovery and Resiliency

Community Support Summary and Sector Consultation Report

We Are Stronger Together

July 2020



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Background

The CRD Southern Gulf Island Community Economic Sustainability Commission and the SGI Community Resource Center have developed an SGI Economic Recovery and Resiliency framework and are coordinating regional planning to support island communities.

The SGI Community Resource Centre is located on Pender Island with offices on Saturna, Galiano and Mayne Islands. The centre is building capacity to have strong reach in each community, and currently has local coordinators for each island. The CRC's offer a range of programs and services to assist individuals, non-profit organizations, and businesses. We are a non-profit organization that focuses on capacity and community building, cultural and social development, and edu-tourism enhancement.

The SGI Community Economic Sustainability Commission was appointed by our regional government, the Capital Regional District (CRD), to assist in preserving and strengthening existing business, attracting new business and coordinating local economic sustainability initiatives that contribute to the economic prosperity, social equity, and environmental quality of the Southern Gulf Islands. The CRD also has liaisons posted on each island to assist in navigating CRD-related programs and services. The CRD liaisons also participate actively in economic sustainability and CRC initiatives. CRC Coordinators and CRD Liaisons worked together with both organizations' leadership to deliver this meeting series, which will inform further work in this collaboration.

A first priority will be engaging the non-profit and business community in an organized effort for economic response and recovery in a way that is safe and responsible. This involves direct consultation with a cross section of sectors, including tourism, the service industry, service organizations and non-profits, trades & manufacturing/software/technology, food & agriculture, personal services, health & wellness, and emergency services. Each of these industries is being directed by the Public Health Office to follow guidelines and protocols for re-opening. The sector consultations that took place during the start of June 2020 were part of a larger recovery initiative of the Southern Gulf Islands (SGI) Community Resource Centre and the SGI Community Economic Sustainability Commission.

In addition to sector consultations, the SGI Economic Recovery and Resiliency framework includes action to address community needs in the areas of transportation, connectivity, and affordable housing-- with the recognition that the pandemic heightens the importance of these ongoing CESC initiatives.

Through this organized collaboration, community dialogue can be coordinated so service providers can support the community's safety, and the community can support the businesses and service providers it depends on. This initiative gives us an opportunity for collective planning and to develop a vision and strategies for long-term community resiliency-building.

About the Community Response during Covid-19

The CRD Southern Gulf Island Community Economic Sustainability Commission and the SGI Community Resource Center acted quickly to plan for community support across the SGI's in mid-March. Island Coordinators for each island were hired efficiently, trained, and started working in early April to assess the needs of their islands and provide much needed support. A full overview of the support provided on each island during this time can be seen on pages 12 to 17.

About the Sector Consultations

Although working on tight timelines, the consultations were successful and had a positive response from the community.

The goal of the consultations was to determine how to support economic recovery related to the COVID-19 pandemic on the gulf islands. Participants were asked to consider the question of “Are We Stronger Together” as an inter-island network. Due to the pandemic, the consultations were planned as meetings over Zoom. The format for the meetings were part information and part discussion forum. Each meeting lasted about one hour.

The consultations were organized by sector and took place on these dates.

Sector 1: Tourism/Service/Transportation (restaurants, retail, accommodations, arts, recreation, real estate, buses, charter boats, marinas, etc.) industry. Monday June 1 at 10:15am.

Sector 2: Non-Profits/Community service organizations (food banks, education, venues, libraries, trails, museums, daycares, recycling, social clubs, service non-profits, etc.) industry. Thursday June 4 at 10am.

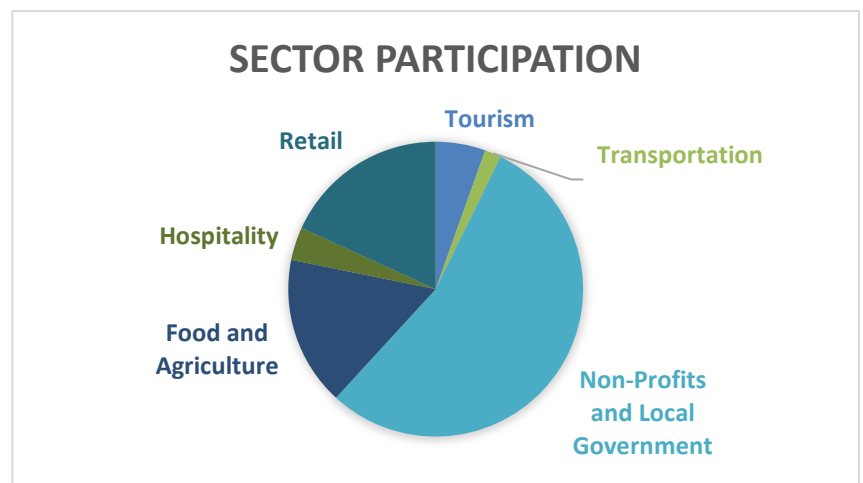
Sector 3: Food and Agriculture (food security groups, farms, etc.) industry. Monday June 1 at 5pm.

Sector 4: Trades/Software/Technology (Contractors, web developers, graphic artists, architects, engineers, etc.) and Personal Service/Health & Wellness/Emergency Services (Hair dressers, massage therapy, chiropractors, estheticians, etc.). Combined with other sector meetings.

Originally, the sectors for trades and personal services had their own individual meetings scheduled. Due to lack of attendance the meetings were combined.

The consultations were advertised on each island through word-of-mouth, social media, and through email invite using community directories. As the consultation was needed urgently the meetings were advertised about one week before the dates that they were scheduled for. Participants registered over constant contact, which is a program registration tool used by the SGI CRC.

Overall, 21 signed up for sector 1, 22 for sector 2, and 9 for sector 3.



The participants were given information before the meetings, including two surveys that were completed in the weeks prior. The business survey was a directive of the CESC¹. The non-profit survey² was a way to

¹ Appendix 1 Business Survey

² Appendix 2 Non-Profit Survey

connect with all island organizations, see what issues they were facing, and if the SGI CRC has capacity to assist. The SGI CRC Volunteer Program was also looking for volunteer opportunities to provide the many people who applied under the island kindness project on Pender Island.

The participants were told that the benefits of attending were that:

- Their feedback would be sent to the Community Economic Sustainability Commission; and
- Their voice is heard and will be considered in planning efforts.

Participants were asked to consider the following questions prior to the meetings:

- What are the challenges in your sector?
- What supports have you tapped into? What is working well?
- What are your plans for economic recovery? What challenges are you anticipating in the future as we move through phase II and beyond?
- For our umbrella organizations who strive to serve their entire communities (e.g. CRC and CESC): What do you think we can do for you? We have capacity to host and facilitate interactions. Would you take advantage of this?
- Do you see advantages to working together, as a Southern Gulf Islands Region, sharing information and resources? If yes, what is the best way to do so?
- Would you be willing to work cooperatively across the islands with your counterparts in your sector?

Overall, the response from the community was that they were interested to share their thoughts but also that they want to see actions made based on their feedback. A summary of each sector consultation follows with specific highlights, main findings and themes, documented responses to questions, and next steps and recommendations for each sector.

Sector Consultation Findings

Sector 1: Tourism, Service, and Transportation

Sector 1 included restaurants, retail, accommodations, arts, recreation, real estate, buses, charter boats, and marinas.

Participant Overview

List of organizations and businesses represented (not including facilitators)

Retail:

1.	Gail	Books on Mayne	Mayne Island
2.	Bill	Anthony Jamieson Design Studio	Mayne Island
3.	Heather	Mayne Lights	Mayne Island
4.	Terrill	Terrill Welch Gallery	Mayne Island
5.	Hans	Photography	Pender Island
6.	Josi	Video producer and Daystar Market	Galiano Island
7.	Tricia	Maynely Cards	Mayne Island
8.	Richard	Nomads Essentials	Mayne Island
9.	Jeanne	Jeanne Erikson Art	Galiano Island
10.	Dorset	Dorset Gallery and Studio	Pender Island

Hospitality:

11.	Libby	Bed and breakfast	Galiano Island
12.	Maureen	Accommodation	Saturna Island

Tourism:

13.	Andrea	Otter Bay Marina	Pender Island
14.	Ben	Gulf Islands Kayaking	Galiano Island
15.	Conny	Galiano Chamber of Commerce	Galiano Island

Transportation:

16.	David	Boot Cove Marine Services	Saturna Island
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Organizations/ Local Government:

17.	Melody	SGI CRC	Pender Island
18.	Logan	SGI CRC	Pender Island
19.	Andrea	SGI CRC	Pender Island
20.	Peter	SGI CRC	Pender Island
20.	Deborah	Community Economic Sustainability Commission	Mayne Island
		Mayne Island Housing Society	Mayne Island
21.	Jane	Islands Trust	Galiano Island

The full meeting minutes can be found in the Appendix³

Summary of Responses to Questions

1. What supports have you tapped into & what is working well for you?

- One participant shared the resource of Tourism Victoria, where an industry expert can provide custom marketing plans (<https://tourismresiliency.ca>).
- Another participant shared that they are using the rent subsidy and the commercial rent subsidy.
- The newly launched Rural Island Economic Partnership's "Island Comeback" campaign, which is free for island businesses to participate in, facilitates a gifts certificate for businesses and non-profits to participate in. <https://islandcomeback.ca/>

2. What are your plans for economic recovery? What challenges are you anticipating in the future as we move through phase II and beyond?

- Participants acknowledged the lack of clear consensus on the islands about welcoming visitors. There was discussion around clear messaging for and to visitors and part time residents to the islands, to encourage safe practices and responsible hosting.

³ Appendix 3 Sector 1 Tourism Meeting Notes

- Several participants discussed difficulty sourcing the equipment needed (such as plexi-glass barriers) to reopen. Others mentioned difficulty finding the PPE they need.
- Three participants talked about re-opening with physical distancing rules in place, or offering 'by appointment only' services.
- Some businesses also talked about the success of moving their stores online. On the other hand, some businesses talked about difficulty setting up online stores and how they need help with this. Most participants now understand the very real need to have island businesses as fully functional online as possible. Many are not equipped, nor have the desire to learn how to get themselves to that place.
- Some businesses and organizations are facing pushback when opening or talking of opening and welcoming customers/visitors. There is pushback on the islands towards visitors/ part time residents, with some of the comments and conflicts quite vicious. Some business owners feel like they have a responsibility to protect the community. There are mixed messages, and it is unclear what the islands are wanting. Tourists support local businesses, but also bring in the risks of possible infection.
- Markets and Festivals are very important to many artists and artisans. This is a large source of income and exposure for many.

5. Do you see advantages to working together, as a Southern Gulf Islands Region, sharing information & resources? If yes, what is the best way to do so?

- Working together as a region might be more easily accomplished in cohesive groupings. i.e. bookshops working together, and resorts sharing strategies.
- Many of the regions' businesses are sole proprietorships operating on narrow margins. Time is a crucial component to most, so any strategies to work together need to be streamlined, simple and very time conscious.
- Keeping each island's unique identity is crucial when working together.
- Some organizations starting to work collaboratively due to Covid-19 on their own.
- Some are interested in bulk buying.
- Questions came up around what kind of PPE is valuable in what context. This is an example of a question that could be tackled through inter-island collaboration.

6. Would you be willing to work cooperatively across the islands with your counterparts in your sector?

- Overall, there was a good willingness to work together, mostly expressed in the chat, as we requested, to collect names of those willing.

- There is interest for some businesses to connect with each other after the meeting and share ideas.

Next Steps and Recommendations for Sector 1 Tourism, Service, and Transportation

- These recommendations are from the facilitators of the Sector 1 meeting.
- Work together to create cohesive messaging to carry us through the next 12 – 18 months, the estimated time we expect Covid to be impacting our interactions and operations.
- Look at bulk buying as a tool that would lower business' overheads and make sure people have what they need. This is something that we could build now that would have a benefit long after Covid.
- Decide what organization (CRC in conjunction with SGITP? Chambers willing to include non member?) is the best to deliver a program to businesses and organizations functional online. There are two potential streams:
- Leading workshops/doing some one-on-one set up to empower those wishing to learn to manage the online aspect of their business.
- Accepting that many business operators have no interest in learning how to manage an online aspect to their business and linking them contractors to create and manage their social media marketing and web stores.
- Create regional collectives of businesses, and reach out directly to similar businesses across the region to see if they want to work together and in what capacity.

Sector 2: Non-Profits and Community Service Organizations

Sector 2 included food banks, education, venues, libraries, trails, museums, daycares, recycling, social clubs, and service non-profits.

Participant Overview

List of organizations and businesses represented (not including facilitators)

1.	Geoff	Galiano Books Literary Festival	Galiano Island
2.	Michael	Galiano Concert Society	Galiano Island
3.	Jane	Islands Trust	Galiano Island
4.	Jenelle	RestQ Animal Sanctuary	Galiano Island
5.	Mike	SGI CESC	Galiano Island
6.	Jody	Mayne Island Assisted Living Society	Mayne Island
7.	May	Mayne Island Assisted Living Society	Mayne island
8.	Tricia	MI Cribbage Club	Mayne island
		Volunteer Emergency Support Services	Mayne Island
9.	Lauren	Mayne Island Emergency Program	Mayne Island
10.	Barb	Pender Island Food Bank	Pender Island
11.	Irene	Mayne Island Farmers Market	Mayne Island
12.	Deb	Mayne Island Housing Society	Mayne Island
13.	Marilyn	Mayne Island Library	Mayne Island

14.	Alan	Mayne Island Lions	Mayne Island
15.	Veronica	MI Parks and Rec. Commission	Mayne Island
16.	Kristine	Southern Gulf Islands Arts Council	Mayne Island
17.	Derek	Hope Bay Bible Camp	Pender Island
18.	Andrea	Pender Island Health Care Society	Pender Island
19.	Melody	SGI CRC	Pender Island
20.	Ellie	SGI CRC	Pender Island
21.	Debbie	Better at Home	Saturna Island
22.	Casarina	Saturna Heritage Centre	Saturna Island

The full meeting minutes can be found in the Appendix⁴

Summary of Responses to Questions

1. What is your current situation?

- Six or more participants spoke about loss of revenue, cancelled fundraisers, and loss of donations needed to pay basic bills like hydro. One said that they cannot pay their operating costs.
- Several are in the process of creating re-opening plans, recovery plans, soft-openings, and being careful about re-opening if they are closed. Some would like guidance on creating recovery plans.
- Some organizations transitioned to an online service delivery format, or changed their service to accommodate social distancing.
- Many are creating and using signage (for social distancing, etc.) for their organizations.
- One was concerned about transportation being a challenge while following social distancing rules, particularly when taking vulnerable clients to appointments. WorkSafe protocols require a screen between front and back seat

2. What are the challenges in your sector (Presently and anticipated in the future/phase II and beyond)?

- One participant noted that many residents feel like visitors posing risk of transmission. We welcome visitors but need to stay safe.
- One participant discussed that drafting a safety plan is challenging and takes a lot of time.
- Many participants indicated frustration with applying for grants. Often grants are not available to all organizations who need them, and they are not often straightforward to understand. Follow up can be done in regard to grant support.

4. What supports have you tapped into? / What is working well?

- Representatives of the SGI Health Care Societies meet on a regular basis with VIHA (Island Health).

⁴ Appendix 4 Sector 2 Non-Profits Meeting Notes

5. Are there advantages to working together as the SGI region sharing information and resources?

- Many of the participants agreed that there is benefit to working together. At the end of the meeting 12 participants indicated they want to meet again to continue this conversation.
- Several advantages and ideas were shared by the CRD liaison including inter-island passenger ferries to support inter-island sharing and trade, and improving internet connection. Some participants were interested to know more about plans for better internet.
- One participant said that the various island trails societies have formed Gulf Islands Trails Society to make it easier and cheaper to get insurance coverage for our volunteers. So, there is benefit to the islands working together.
- The Southern Gulf Islands Art Councils is an umbrella organization for SGI where each island has a local Art Council that puts on island-specific events, and the SGI Arts Council puts on regional events such as the regional art show which was changed to an online show.
- The Rural Island Economic Partnership Island Comeback campaign was shared with participants.
- One participant indicated interest in having discussions around transportation for off-island medical needs like the Handi-dart program. If a need exists on other islands working together may help us develop a service plan.
- Many were concerned about fundraising, and how it has changed this year. The organizer of the Mayne Terry Fox run wondered if we would join together virtually to make an even bigger.
- One participant brought up marketing, and having a local BC tourism campaign to collectively share our events to encourage inter island connection, tourism, and each other's events and maybe even coordinate similar type of events or themes that can be hosted.

Sector 3: Food and Agriculture

Sector 3 included food security groups, farmers markets and farms.⁵

Participant Overview

List of organizations and businesses represented (not including facilitators)

1.	Emma	Galiano Food Program	Galiano Island
2.	Katie	CRD Liaison Saturna	Saturna Island
3.	Barbara	Pender Farmers Institute	Pender Island
4.	Roz	Gulf Islands Food Co-Op	Pender Island
5.	Andrea	SGI Volunteer Centre	Pender Island
6.	Roger	Galiano Sunshine Farms	Galiano Island
7.	Kristine	SGI Arts Council	Mayne Island
8.	Jane	Islands Trust	Galiano Island
9.	Nancy	Gulf Islands Food Co-Op	

⁵ Appendix 5 Sector 3 Food and Agriculture Meeting Notes

Summary of Responses to Questions

1. What are the challenges in your sector?

- Four participants indicated that the reduced ferry schedule is a major issue for getting supplies, and little can be done in one trip. Some have to pre-order supplies or travel to Vancouver instead. There are issues getting feed, and many products are limited and in short supply.
- Four participants also discussed their concerns around getting hay to the island, particularly this fall when it is needed most. Hay is a dangerous good on ferry and has always been difficult to source in the SGI's according to some farmers on the call.
- Three participants discussed that there is increased difficulty to get to the only meat processing facility on Saturna due to the decrease in ferry service.
- One mentioned that the ferry service reduction to Salt Spring cut off the link to the only large animal vet service in the SGI's.
- The major issues with food and agriculture in the SGI's have become worsened in some cases, such as labour supply and local housing. Access to WWOOFers (Willing Workers on Organic farms) is limited and there are not enough staff.

2. What supports have you tapped into? What is working well?

- On Pender, the Farmers Institute started arranging bulk buying to alleviate the stress level. They also helped create an operating to-do list if someone on farm got sick. Pender farmer's Institute has tapped into available services, such as BC Farmer's Market supports, that can provide funding to put vendors on-line. This helps vendors and public have a no contact transaction. The online stores will be advertised
- via post-card in the mail. Pender farmers market has 25 vendors, and they are slowing opening.
- On Mayne, the farmers market has been open for two weeks.
- On Galiano, the farmers market has not started yet and there was no indication of when or if it would start this year according to a local farmer.

3. What are your plans for economic recovery?

What challenges are you anticipating in the future as we move through phase II and beyond?

- Three participants thought that there might be an increase in SGI residents processing food in the fall. One thought that there might be more produce, and not enough buyers, which could increase the amount of produce available to be preserved. A hardware store is ordering canning products in anticipation of the harvest season.
- All islands could consider looking for resources to support food processing workshops. Mayne has a seed workshop planned. Some growers feel uncertain about what consumers will buy in the future.

- The SGI CRC has helped provide access to a Zoom account for the Pender Farmer’s Institute to host their meetings which has helped.
- One participant hoped that there could be increased support between farmers and vendors, such as spaces to drop off produce for sale.

5. Do you see advantages to working together, as a Southern Gulf Islands Region, sharing information and resources? If yes, what is the best way to do so?” Would you be willing to work cooperatively across the islands with your counterparts in your sector?

- Yes, all participants are willing to work collaboratively.
- There is desire to strategically work together, especially to work with ferries for food producers.

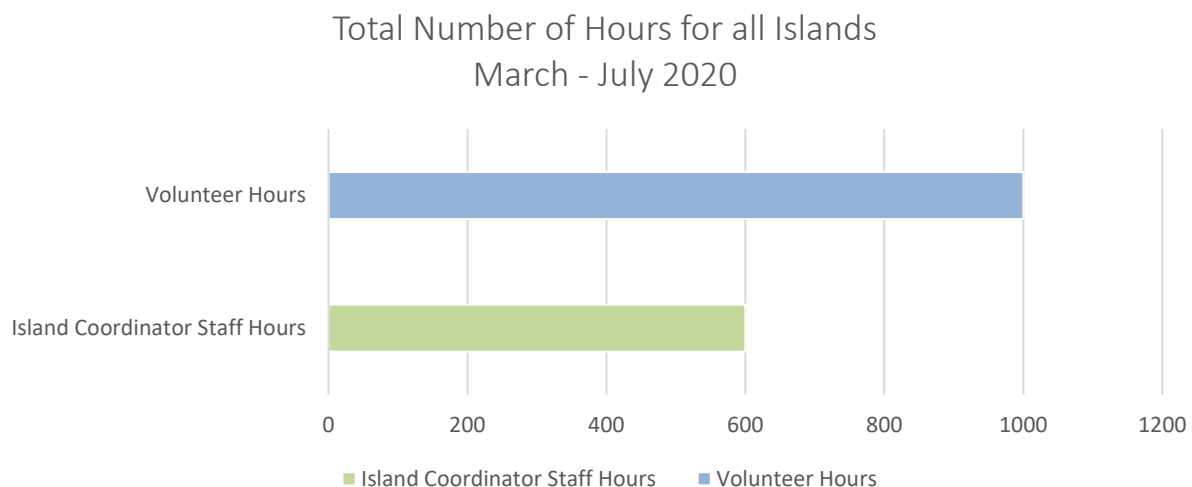
Next Steps After the Sector Consultations

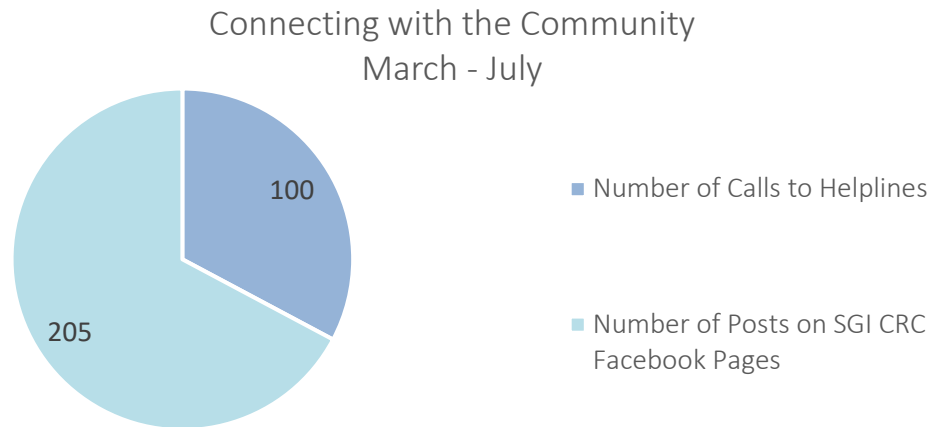
The CESC met on June 8 and determined what the focus would be based on each sector consultation. Focuses emerged around food security and resiliency, tourism messaging, and supporting non-profits through access to technology tools and grant research. Each focus incited a project in addition to ongoing support that was happening on each island.

Summaries of Community Support during Covid-19 Response

Details of the work completed on each island follows. Some highlights include:

- ✓ A Helpline was created on Pender and Saturna Island
- ✓ All Island Coordinators helped residents and businesses directly
- ✓ All Island Coordinators created Covid-19 Facebook pages to help streamline information to their communities





New Partnerships on all of the Islands

New partnerships were formed during the early covid response on all of the SGI's. These partnerships are a range of informal to formal, and continue to grow and are detailed in the island summaries below. On Pender, SGI CRC staff and volunteers worked in new ways with the Pender Island Health Centre, the Pender Island Community Hall, the Pender Island Food Bank, Better at Home, and Tru Value Foods. On Mayne, new relationships were built with Mayne Island Assisted Living Society, and the Mayne Island Food Bank.

Community Support on Galiano Island

The island coordinator on Galiano has a strong relationship with her community and many years of experience in helping advocate and assisting friends. She was a natural fit for the role and quickly became the contact that many people relied on. She was able to directly help both residents and businesses on Galiano.

Upon starting her role, the coordinator took over maintenance and oversight of the "Daily Sheet"⁶ which is a community compendium of Covid information including businesses that are open, services that are available, financial information, and links to Federal, Provincial, and Regional Covid-19 updates. From April until early July, while there were still very regular Covid announcements regarding Federal supports, border closures, changes to travel with BC Ferries etc., the sheet was updated seven days a week by the coordinator. The Daily Sheet was shared online and emailed to community members who assist in printing and posting it in various areas of the community for those who do not use the internet. Starting in early July, with fewer daily changes to the BC Covid situation, the sheet shifted to twice weekly updates and was re-named Galiano Info. The Galiano Info sheet is also emailed to a subscriber list of community members who do not use Facebook. The subscriber list is still growing; it was at 19 in early May and is now over 50. All island coordinators created Covid-19 Facebook pages for their islands, and regularly updated this information for the community. Ensuring social media was up to date was a daily task.

The island coordinator on Galiano took a strong role in directly assisting residents. She helped residents understand how to qualify and get emergency funding such as CERB, the BC Temporary Rental

⁶ Appendix 6 Example of Galiano Daily Sheet

Supplement, the BC Emergency Benefit for Workers and BC Hydro Covid Relief Fund She was open and helpful, and assisted people on the island through the processes to access these Covid funds. She also shared information from employment standards and WorkSafe BC, and directed community members to relevant information and contacts. Another role that she took was advising community members on how to manage cancelled travel plans and utilize their purchased travel insurance and/or credit card insurance. The Coordinator directly assisted one individual assemble all the documentation needed to file & filed a travel insurance claim due to a complicated repatriation situation earlier in the pandemic. Later in June, the island coordinator was preparing to re-open the SGI CRC office space. This would allow some public access to computers, and allow residents to register for WorkBC Services.

The island coordinator also directly helped island businesses. An important task from April to July was supporting businesses to register for the Island Comeback Program. There were many businesses that had questions and the coordinator was able to help with tricky registrations. She was also able to assist with signage preparation for local businesses that was needed for them to re-open, directed business owners to the relevant WorkSafe BC guides for their particular type of business and advised on where they might get some of the supplies they needed to re-open. The coordinator also helped businesses create simple social media advertising and keep their hours up to date online and also posted jobs for summer students for the Galiano Activity Centre, Galiano Library, and directed job seekers to local businesses.

Community Support on Mayne Island

On Mayne Island, two island coordinators were hired. One island coordinator had years of experience on the island but more limited time, and the other island coordinator was not yet a resident of the island but had years of visiting and could be mentored during this time. From June onward, there was one island coordinator on Mayne similar to the other islands.

The coordinators on Mayne Island developed a workplan after a needs assessment. The work plan focused on providing navigational support through information gathering and dissemination, assistance with partnership development and grant-writing, and content development for the CRC website.

The workplan prioritized several goals and objectives from the SGICRC's Strategic Plan, including:

Strategic Goal #1: Be a Credible One-Stop Shop on all the SGI's

Through networking, social and print media, email broadcasts, involvement in the CESC Recovery project, and navigational support, the profile and reputation of the CRC was positively increased. The familiarity and recognition of the work of the CRC is much more apparent in the community. It is hoped that the impact of this will be greater involvement in CRC initiatives, and greater ability for the CRC to respond to Mayne Island-specific needs.

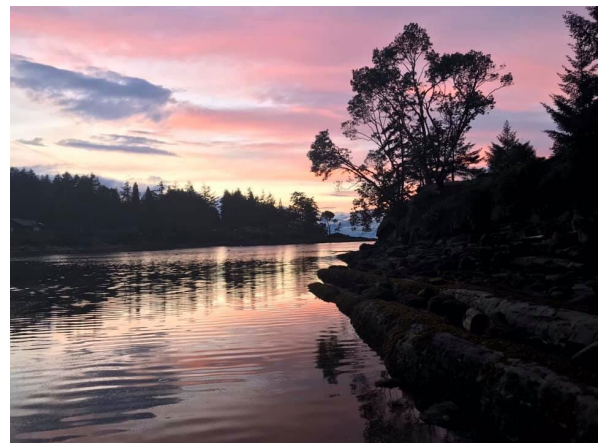
Strategic Goal #2: Identify gaps through community consultations and find or create programs to meet those gaps AND Strategic Goal #3: Create Collaborative Relationships/Partnerships with Organizations and Agencies. Many of the responses to pandemic-related needs are also able to be leveraged to address general needs in the community. There is a consensus that the pandemic, though serious and devastating, has catalyzed some organizing processes among and within groups, and this includes the CRC's capacity to support community development.

Much like Galiano, the island coordinators on Mayne provided direct support to residents and businesses. The focus on Mayne was directed to non-profits more than residents.

To connect the entire island the island coordinators updated the Covid-19 and SGI CRC Facebook pages regularly. They also planned a GoFundMe page, and liaised with the Assisted Living Society to deliver emergency fund to businesses and individuals in need. Content was also developed for the Mayne Island-specific page of the SGICRC website.

To help businesses, the island coordinator met with several non-profits including the Assisted Living Society and the Food Bank to see if there were any gaps that could be filled by the SGI CRC. Support was requested by three organizations to find and apply for COVID-19 relief grants and/or funding. One island coordinator assisted the Mayne Island Assisted Living Society (MIALS) to apply to the United Way for grant funding, and they were successful in securing a grant to assist seniors and other vulnerable citizens in their support needs related to COVID-19. The Mayne Island Health Centre Society requested some research re. grant funding for their hospital discharge kits. Several grant options were presented to them for consideration. We briefly explored a potential partnership for the CRC to offer administrative support to the foodbank, prior to that organization securing an administrative assistant. The island coordinators also helped register businesses for the Island Comeback program.

To help residents, one of the island coordinators launched and completed a photo contest to improve engagement on the SGI CRC social media accounts and to celebrate the community in early June. The purpose of the contest was to improve engagement on the SGI CRC Facebook page, promote the re-opening of one of the three restaurants on Island, and to create a historical document of Mayne Island during the Covid-19 pandemic. The result was very successful. The number of people following our Facebook page rose 60%, we received 12 submissions, and we got the island talking about Bennett Bay Bistro's burgers again.



The winning picture taken by Jonathan Sitka.

Community Support on Pender Island

Early on in the pandemic, the community support provided by the SGI CRC was strong. As there were already an existing island coordinator and managers on this island, the Island Kindness project was developed and launched quickly.

A community-wide call out was made for volunteers and an online tool was developed to sign up volunteers quickly. Over 80 volunteers signed up in the first few months. Volunteers served by answering inquiries through the hotline, taking grocery orders, overseeing some of the grocery program logistics, shopping for groceries, delivering groceries, and also delivering hampers to food bank clients. Part of the Island Kindness project was to open the Pender Island Helpline for residents to answer questions about available services on Pender Island and also to order groceries. The helpline continues to be open Monday – Friday from 10-4pm.⁷

⁷ Appendix 7 Helpline Poster Pender Island

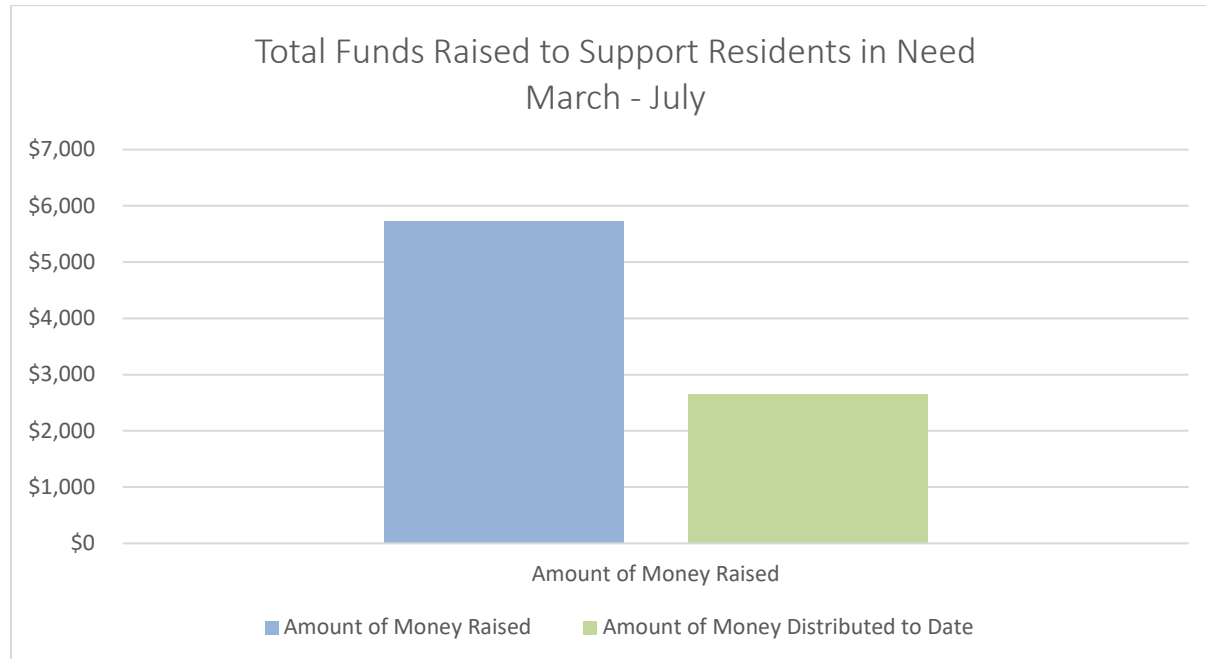
Another aspect of the Island Kindness project was the creation of a grocery delivery service for residents homebound due to Covid-19. The SGI CRC continues to work with the staff at Tru Value Foods on the grocery ordering/delivery system to benefit Pender Island residents. Volunteers grocery shop and deliver orders to residents' properties every Wednesday evening. At the peak of the Covid response, the grocery delivery service was available on Wednesday, Thursday, and Saturday with each day seeing up to 18 orders. Part of the Island Kindness project also allowed for volunteer drivers to deliver hampers to up to 60 food bank clients a week. At the peak of the Covid response, there were 9 volunteer drivers delivering hampers every Friday.



Driftwood Centre, Sign showing how to socially distance when shopping during Covid-19 response on Pender Island. Many residents were not able to shop for themselves during Covid-19.

In addition to the Island Kindness project, Pender Island Emergency Funds (COVID-19) was created.

The fund was created as our community is facing unprecedented challenges and economic hardship during this time of uncertainty. The impacts on our financial, social, emotional, and physical well-being are far-reaching and will undoubtedly be long-lasting. Although a number of government benefits are available, there are still many who are falling through the eligibility cracks, or who have needs that cannot wait until those funds are received. The program relies on the generous Pender spirit of compassion to contribute to the fund. To find the funding page, Google: GoFundMe Pender Island Emergency Funds. You can currently still apply for funding through the GoFundMe page or pick up a grant application⁸ from the Community Resource Centre folder in the community box at Dockside Realty in the Driftwood Centre.



⁸ Appendix 8 Pender Island Emergency Funds Application

Community Support on Saturna Island

The island coordinator on Saturna initially spent the first few weeks interviewing residents about their current needs, and a Covid-19 Helpline and Facebook page were established. The Saturna Covid-19 Helpline was open at the start of the pandemic on Monday and Wednesday from 1:00-3:00pm.

The island coordinator also created a list of operating hours for businesses and community services that was posted on Facebook, and distributed as a flyer in the mail.

In early June, a new island coordinator became part of the team and they were also able to support the community by liaising with other organizations. The island coordinator also holds in-person office hours twice per week.

Community Support Regional Approach

Food Security and Resiliency

Research is being done into the feasibility of hosting food preservation workshops later in the summer and into the fall for all of the SGI's. The SGI CRC is intending to partner with the Gulf Islands Food Co-op to deliver these programs. A preliminary program called "Let No Apple Be Wasted" is in the planning process, and a collaborate Memorandum of Understanding between the SGI CRC and the Gulf Islands Food Co-op is in the draft stages. The program is planned to be delivered on all of the islands in September 2020, and will focus on building community and resiliency, learning new food preservation techniques, and reducing food waste.

Supporting Non-Profit Organizations through Grant Research

The SGI CRC is in the process of creating a grant database that will be made available to all non-profits in the SGI's. The database is organized by topic including arts and culture, tourism, food security and agriculture, environment, demographic (i.e. youth, seniors), and transportation. The database will be available on the SGI CRC website later in July. Non-profits also have the option of being directly emailed by the SGI CRC with updates and a summer student is currently working on attaining waivers for this service.

Supporting Non-Profit Organizations through Access to Technology Tools

Communication was made with non-profits on each of the islands to invite them to use the benefits of the professional Zoom account of the SGI CRC.

A standard template was created as follows:

Greetings from the Southern Gulf Island Community Resource Centre. We are writing to offer you, and all the other Non-profits based out of the Southern Gulf Islands, access to the professional features offered as part of our paid Zoom account. We understand this is both a time of financial hardship, and a time where digital communication is more important than ever. We are offering this service to promote better collaboration among organizations that are working hard to continue offering community services during this time of isolation. We sincerely hope you take us up on this offer and we look forward to hearing from you soon.

The Island Coordinators are in the process of contacting non-profits on each island. If a non-profit is interested they would complete the Zoom meeting request form and schedule their meeting. Currently, the Pender Island Farmers Institute is the only non-profit using this service and greatly appreciates it being available.

Visitor Messaging

Our community consultation the first week of June confirmed what we were hearing within our communities: Gulf Islanders wanted clear messaging for visitors to the islands. Despite BC's health authorities discouraging non-essential travel the islands have been seeing many visitors throughout the pandemic. Gulf Islanders were not united in their response to visitors. Whether or not non-essential travel was recommended, the islands were seeing visitors and it seemed very important to address this fact rather than debate whether visitors should or should not be visiting the islands.

In the second week of June, with Phase 3 and non-essential travel soon to be in place, we decided that as a community organization we could create neutral messaging, not welcoming nor discouraging, to visitors to the Islands highlighting official BC health directives as well as Gulf Island residents' requests and expectations of visitors.⁹

We opted to work together to create simple cohesive messaging to carry us through the next 12 to 18 months, the estimated time we expect Covid to be impacting our interactions and operations. The messaging can of course be edited and redistributed as the Covid situation evolves in the coming months.

Messaging was delivered in flyer format to all Gulf Island mailboxes & coordinators are available to provide the messaging in format for islanders to print and share or email & other print formats

Next Steps Utilizing Future Grants

In early July, the SGI CRC received funding from the Canadian Red Cross to continue programs across the islands in response to Covid-19. The focus of these programs will be to continue supporting all SGI residents through Covid-19, particularly those who are seniors or vulnerable. The main programs that will continue under this grant are: a garden matching and mentoring program; grocery, hot meal, and food assistance programs; creation of volunteer programs on each island; wellness checks on vulnerable residents; and continuation of the pandemic helplines. The work will be completed in mid-October 2020.

⁹ SGI Visitor Messaging Flyer

Appendix

Appendix 1 - Business Survey Summary

Appendix 2 - Non-Profit Survey Summary

Appendix 3 - Sector 1 Tourism Meeting Notes

Appendix 4 - Sector 2 Non-Profits Meeting Notes

Appendix 5 - Sector 3 Food & Agriculture Meeting Notes

Appendix 6 - Example of Galiano Daily Sheet

Appendix 7 - Pender Island Helpline Poster

Appendix 8 - Pender Island Emergency Funds Application

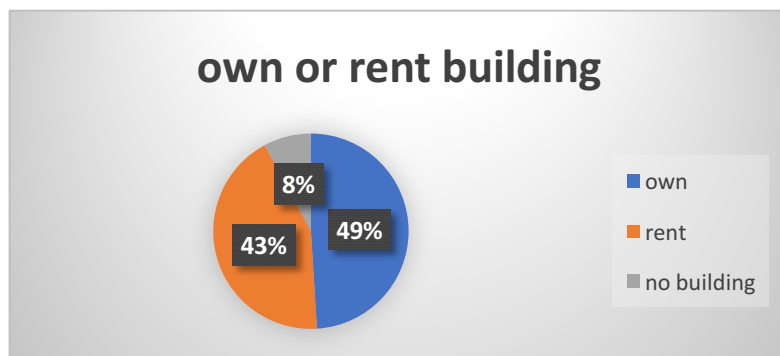
Appendix 9 - SGI Visitor Messaging Flyer

SGI Community Resource Centre

COVID-19 Survey Summary Results for Businesses– May 2020

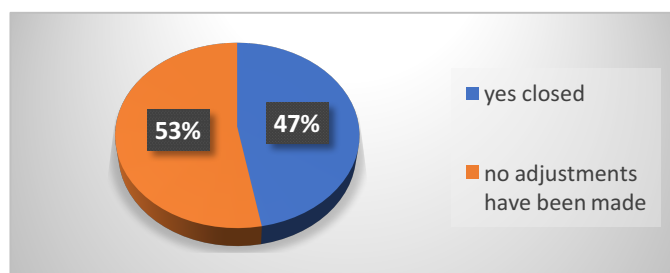
Do you own or rent your building?

own	25
rent	22
no building	4



Has your business closed because of pandemic?

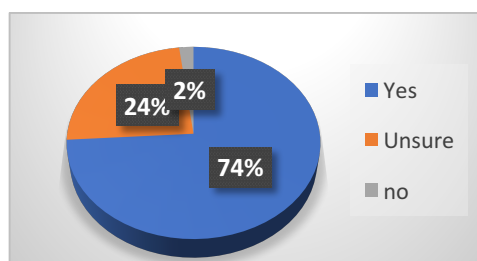
yes closed	24
No, adjustments have been made	27



Number of staff released because of pandemic: 69

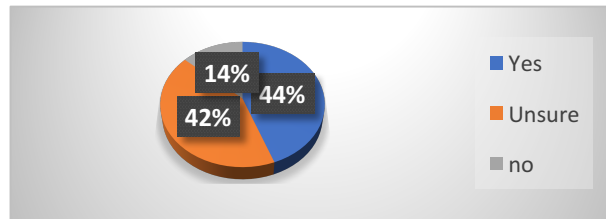
Will you be able to restart once the pandemic is over?

Yes	37
Unsure	12
no	1



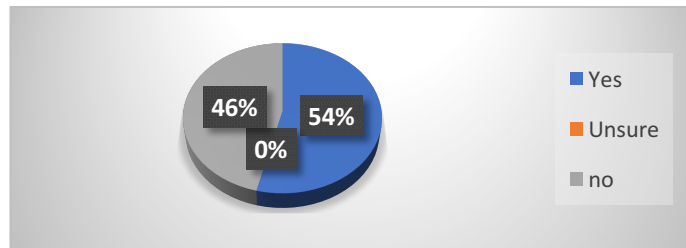
Would you be able to adapt to “physical distancing” if it becomes the new norm?

Yes	23
Unsure	22
no	7



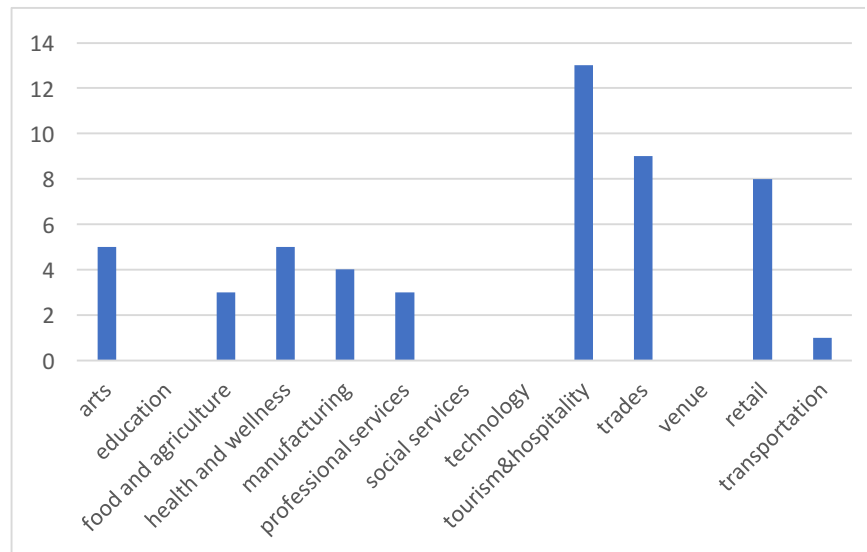
Have you been affected by internet connectivity issues?

Yes	28
Unsure	0
no	24



What industry best represents your business?

arts	5
education	0
food and agriculture	3
health and wellness	5
manufacturing	4
professional services	3
social services	0
technology	0
tourism&hospitality	13
trades	9
venue	0
retail	8
transportation	1

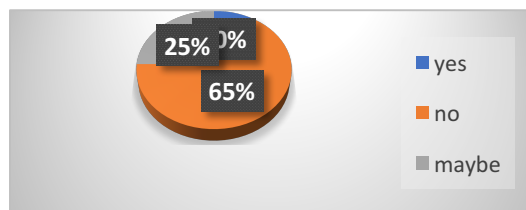


Would you be interested in having a local investor invest in your business to keep it operational and locally owned?

yes	3
no	33
maybe	15

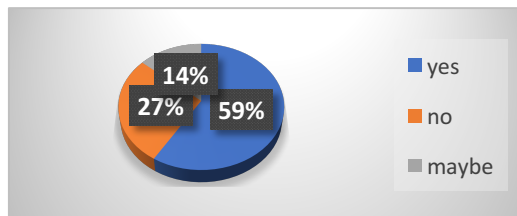
Would you be interested in having access to a low-interest/no-interest loan from a local community investment co-op to help you through the crisis?

yes	5
no	34
maybe	13



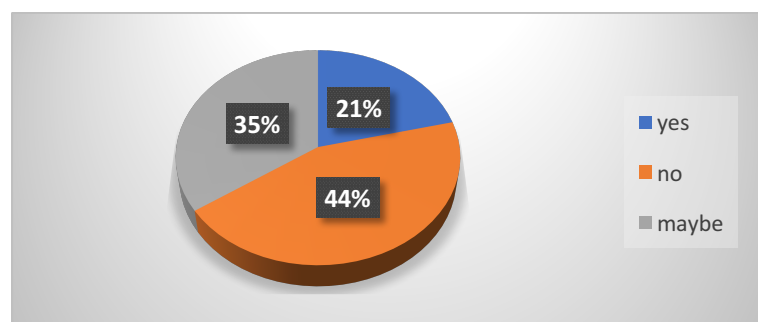
Would you be interested in applying for a grant to help you through this crisis

yes	30
no	14
maybe	7



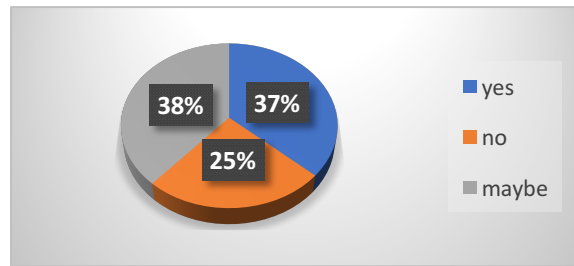
Would you be interested in receiving additional support, advice or mentor-ship to help your business?

yes	11
no	23
maybe	18



Would you be interested in participating in an inter island conversations about recovery?

yes	19
no	13
maybe	20



What skills or knowledge would assist in running your business?

Respondents indicated:

- Financial advice for the current climate
- Advice for technology and on-line advertising
- How best to re-start a small business

What adaptations have been made to your business?

Most responses were along the lines of reducing service, limiting contact with people, changing operations, or shutting down.

Government support or policy change would help your business most with Covid recovery?

Most responses were grants and other financial aid, such as interest free loans and wage subsidies. The others being providing free personal protective equipment

If you applied for a grant, what would you use the grant for?

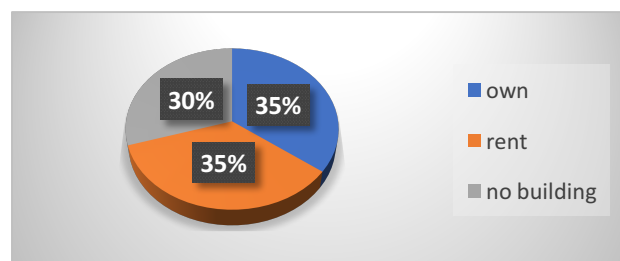
Paying down loans, payroll, updating infrastructure, and restructuring business.

SGI Community Resource Centre

COVID-19 Survey Summary Results for Non-Profits – May 2020

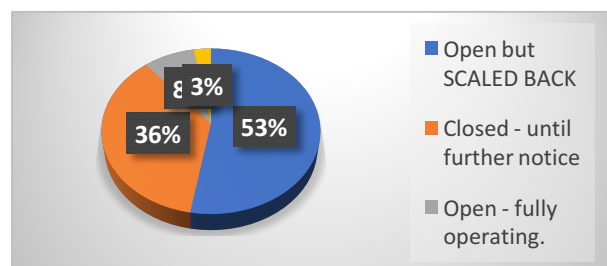
Do you own or rent your building?

own	13
rent	13
no building	11



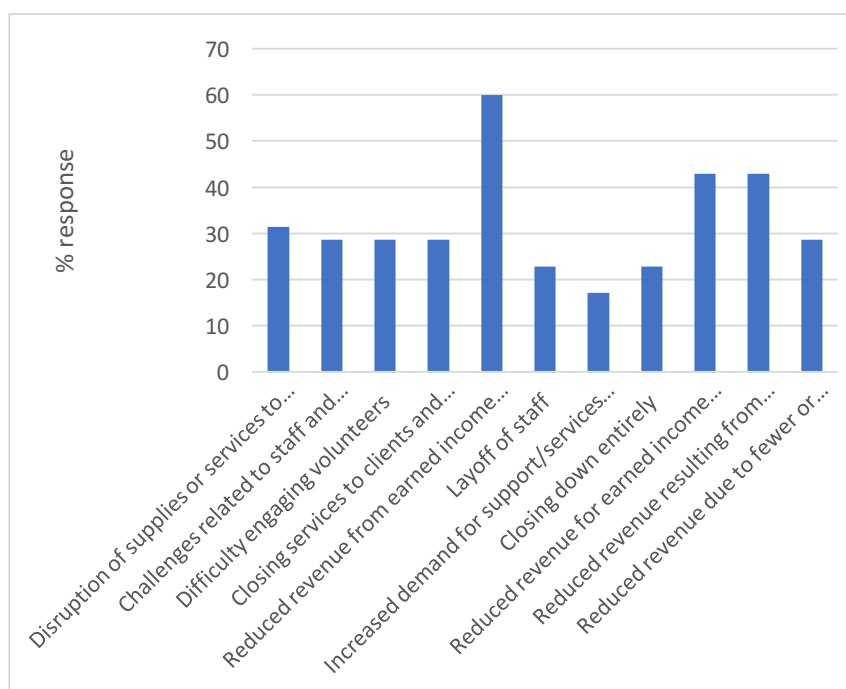
What is the current situation at your organization?

Open but SCALED BACK	19
Closed - until further notice	13
Open - fully operating.	3
Open but SCALED UP	1



What is your organization experiencing?

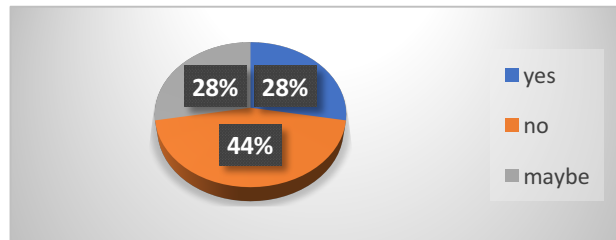
Disruption of supplies or services to client/communities	11
Challenges related to staff and volunteers needing to work remotely	10
Difficulty engaging volunteers	10
Closing services to clients and communities	10
Reduced revenue from earned income (sales and/or fees) or fundraising (events/donations)	21
Layoff of staff	8
Increased demand for support/services from clients/community	6
Closing down entirely	8
Reduced revenue for earned income (sales and/or fees)	15



Reduced revenue resulting from cancelled fundraising events	15
Reduced revenue due to fewer or smaller donations	10

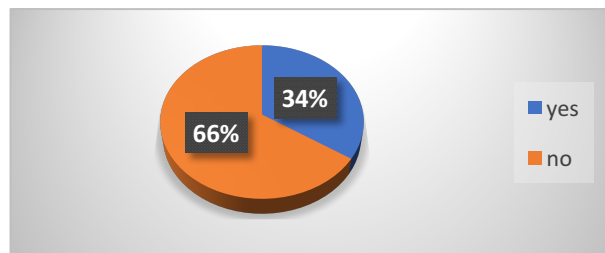
Would you be interested in receiving additional support, advice or mentor-ship to help your organization?

yes	10
no	16
maybe	10



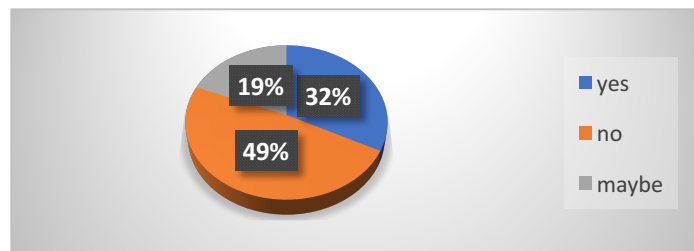
Is your organization affected by internet connectivity issues?

yes	12
no	23



Would you apply for a grant?

yes	12
no	18
maybe	7



What government support program or policy change would help your organization most with Covid recovery?

Respondents indicated:

- Relief for upkeep costs and supplementary funding.
- Clarity on safe travel for part time residents and visitors.

What are some challenges/concerns you're having with managing volunteers?

Respondents indicated:

- The main challenges are issues with recruiting, as people feel its currently unsafe, or those that want to assist are in a higher risk group. Some are also experiencing communication issues due to poor internet connection.

What support would be most beneficial for your organization?

Respondents indicated:

- Simplify application process for funding
- Share ideas for fundraising,
- Give collective access to zoom.

Would you be interested in inter-island conversations about recovery measures, organized for people working in the same sectors?

14 responded with yes, 3 are already in contact

If you might, or would, seek additional support, what would be helpful?

Respondents indicated:

- Assistance with technology
- Information about grants and subsidies
- Guidelines for keeping people safe while operating.

Appendix 3

Tourism Sector Meeting Notes

Main findings or themes summarized clearly:

- There is confusion as to whether the islands want guests or not. Clarifying that is important.

Toward the end of the meeting, there was discussion around clear messaging for & to visitors & part time residents to the islands, whether visitors/part time residents are wanted or not they are in the islands.

- Most participants now understand the very real need to have island businesses as fully functional online as possible. Many are not equipped, nor have the desire to learn how to get themselves to that place.

- Some businesses & organizations are facing pushback when opening/talking of opening and welcoming customers/visitors.

- Not all business owners are tech / social media savvy & are challenged to move operations online. Due to complete shutdown, most now realize the value of a greater online presence/operations.

- Markets and Festivals are very important to many artists and artisans. This is a large source of income and exposure for many.

- Working together as a region might be more easily accomplished in cohesive groupings. i.e. bookshops working together, resorts sharing strategies, restaurants sharing them.

- Many of the regions' businesses are sole proprietorships operating on narrow margins. Time is a crucial component to most, so any strategies to work together need to be streamlined, simple and very time conscious.

- Keeping each island's unique identity is crucial when working together.

Any highlights from the focus group:

Openness & willingness of participants.

Total agreement clear messaging to/for visitors/part time residents is necessary.

Recognized value of online aspect of business.

The total number of participants: 22

Retail:

Gail, Mayne, Books on Mayne

Bill, Mayne, Anthony Jamieson Design Studio

Heather, Mayne, Mayne Lights

Terrill, Mayne, Terrill Welch Gallery

Hans, Pender, photography

Josi, Galiano, video producer and Daystar Market

Tricia, Mayne, Maynely Cards

Richard, Mayne, Nomads Essentials

Jeanne, Galiano, Jeanne Erikson Art

Dorset, Dorset Gallery and Studio

Hospitality:

Libby, Galiano, bed and breakfast

Maureen, Saturna, accommodation

Tourism:

Andrea, Pender, Otter Bay Marina

Ben, Galiano, Gulf Islands Kayaking
Conny, Galiano, Galiano Chamber of Commerce

Transportation:

David, Saturna, Boot Cove Marine Services

Organizations/ Local Government:

Melody, Pender, Southern Gulf Islands Community Resource Centre
Logan, Pender, Southern Gulf Islands Community Resource Centre
Andrea, Pender, Southern Gulf Islands Community Resource Centre
Peter, Pender, Southern Gulf Islands Community Resource Centre
Deborah, Mayne, Community Economic Sustainability Commission, Community Resource Centre, Mayne Island Housing Society
Jane, Galiano, Galiano Local Trustee

Answers to the questions asked in point form (can summarize if redundant answers)

What are the current challenges in your sector?

Conny: president of Galiano Island Chamber. Notes that the **Chamber is struggling with the “welcome message”**. There is pushback on the islands towards visitors/ part time residents, with some of the comments and conflicts quite vicious. The Galiano Chamber of Commerce has created some messaging, but they are expecting some blowback. Wondering if other islands are feeling the same kind of challenges?

Heather: a part-time resident of Mayne Island, and agrees with Connie’s comments. She acknowledges that **the “unwelcoming attitude” is prevalent and it’ll be one of the biggest challenges the communities have to get over before meaningful economic recovery can occur**. Wants to hear other people’s comments about how we get past this.

Bill: a lieutenant on the Mayne Fire Department. Appreciates the complexities of people coming back to the island. Their health center does not have ability to respond to any outbreak. **He worries about the island’s high risk population, and that the people coming to Mayne don’t understand the challenges of these small communities**. Firefighters aren’t being called out to 911 calls now because of PPE shortages. The ambulance team has to treat every call as a Covid-19 call, and they are running through their PPE very quickly. The community needs to get this messaging across. Was pleased that the island was quiet over the long weekend, and most people were good about bringing their own supplies and understood that if they didn’t, they taxed the ability of islanders to look after themselves.

Andrea: Otter Bay Marina. We are in the process of **trying to determine what the message is**. They are unlikely to open this summer for transient moorage as they are a conduit for people being welcomed onto the island. It’s difficult to know what the best decision is. She understands the limited medical services, and the fact that there is no cure. She feels her business has a responsibility to protect the community. **There are mixed messages, and it’s unclear what the islands are wanting. Tourists support local businesses, but also bring in the prospect of having infection**.

Emma: The Galiano Community Food Program survey showed that people are having a difficult time acquiring the PPE they need to run their business.

Terrill: Gallery owner on Mayne Island. She’s had the gallery for 3 years, and been a fulltime artist for over 10. **She started with an online, international presence. When Covid hit and she had to close the physical gallery, her business was able to continue as normal because her business was already largely online**. Virtually no interruption to her business, which surprised her. She thinks it’s partly because of her global reach, having connections with clientele and art collectors online. She acknowledges that the fact that she has good internet at home and at her business made this possible, and that not all gulf island businesses have that connection. She thinks retailers need to be able to seamlessly reach their customers, and be able to do a lot of that outreach online.

Bill: Creates custom architectural glass panels. **Generally promotes work through art festivals and garden shows. All those art festivals are cancelled, and they are struggling to try and figure out how to move forward**. They’ve taken to using

newsletter and Instagram more to get the word out. He thinks where **we could do more would be inter-island promotion of each other's island businesses to both residents and visitors alike**. Thinks we could do a better job of coordinating that message across the islands.

Deb and Mike: **remind participants about the newly launched Rural Island Economic Partnership's "Island Comeback" campaign**, which is free for island businesses to participate in. It's for businesses and non-profits to receive gift certificate purchases and donations. <https://islandcomeback.ca/>

1. What supports have you tapped into & what is working well for you?

Jeanne: her **business came to a grinding halt**. She was meant to have a show in April. Her other venue is the Saturday market, and she's heartened to hear the Saturday Markets will allow art vendors. She's **finding social media challenging**. **She has spoken with Tourism VI to meet with an industry expert to receive a custom marketing plan**. <https://tourismresiliency.ca/>

Gail (in chat): **the rent subsidy and the commercial rent subsidy**.

2. What are your plans for economic recovery? What challenges are you anticipating in the future as we move through phase II and beyond?

Emma: Even if businesses open face-to-face, some of the **marketing options folks are used to tapping into are shut**, and I'm hearing that will present challenges moving forward.

Plexi discussion:

Katie (in chat): anyone having issues with sourcing plexi-glass for barriers?

Bill: Plexiglass may be a problem, but I work in glass, and tempered glass panels are a good alternative, readily available, not that expensive and gives a good model of security. Trying to figure out how to maintain social distancing from clients. He is looking to work with Steffich Fine Art to produce a video of his work as a marketing tool to put his work out to a broader audience.

Conny (in chat): So far I have heard that businesses have found it very efficient to order plexiglass screens from Eddies Hang-ups (retail store wholesale provider). <https://www.eddies.com/>

SGI CRC (in chat): <https://capshield.ca/> is a source for personal plexi shields that clip directly onto the bill of a ball cap style hat. They were designed for fast food outlets and have been hugely successful. They are manufactured in Surrey, BC, and are reasonably priced. Businesses could work together to purchase the larger package to make it more financially viable.

Katie (in chat): There is also a group on SSI manufacturing face shields for VIHA, and local emergency groups.

Terrill (in chat): a plan is in place for her **art gallery. Slow open 1 or 2 people same household in physical space plus video conferencing meetings**.

Terrill: This is for the gallery. I did a renovation to add a second room to the gallery (that decision pre-dated Covid-19) and new room is big enough to physically distance in. Can be "by appointment". Asking customers to review her work online, so that by the time they come to the appointment they've basically come to a decision about what they want to purchase. She is doing video-conferencing with clients, and showing them the pieces electronically. Creates more of an experience than just online viewing.

Emma: Notes that **Canada Goose brand is shipping all products to people's homes; you do not leave the store with product in hand**.

Richard (in chat): the Mayne Island **Farmers' Market** has been open for three weeks and we are slowly adding vendors to allow us an understanding of flow and spacing and customer interaction. It's going well so far.

4. For our umbrella organizations who strive to serve their entire communities: Do you have any questions to pose to the other participants today?

Emma: asks members of the chambers, community resource center and local trustees to ask any questions they have of local businesses.

Jane: It's been heartening to see how businesses on Galiano have managed to shift and deal with Dr. Bonnie Henry's requirements. They've done this quite successfully. A new business has also sprung up online called Oxeye. She is concerned with overall health of the community. **The community that normally comes together for so many events**, and that piece is now missing and may not return for 6-12 months in the way that it was. **How can a community continue that sense of cohesion while maintaining physical distances?** They too are dealing with the pressures of visitors being on Galiano.

Emma (in chat): Oxeye on Galiano is a CSA-style food box offering a weekly box of local food, a combination of produce, pastries, and prepared sauces.

Gail: Has the same concerns. On board of Campbell Bay Music festival, which had to be cancelled. Also owns bookstore. **Maybe something the communities can try is hosting smaller, socially spaced events** perhaps setting up musicians on the deck outside the bookstore as a stage. Other smaller venues, where we might still be able to have small, outside events taking place. To add on, she took same attitude with her bookstore. She moved part of the store outside, and allowing only one or two people in the store at a time. There are marks on the floors to show people how close they can be together. The hardest part is the till, making sure people know to stay behind the green line, and it's most difficult to maintain physical distancing there.

Katie (in chat): Something the **Saturna community is doing is creating weekly musical/ performance art compilations, and streaming them online every Friday**. People aren't physically together, but it creates a sense of together-ness.

Melody: **Tour des Iles will be online this year with musical performances**.

Jane (in chat): **We have had 8 community members die in the past 3 months with no services being held yet**.

5. Do you see advantages to working together, as a Southern Gulf Islands Region, sharing information & resources? If yes, what is the best way to do so?

Emma: she is on the **Galiano Daycare** board, and **before Covid-19 they developed a relationship with ECEs on Pender and Mayne, and it's been hugely beneficial**. It's interesting to her that some sectors in the SGIs are well connected, and others aren't. Some don't have umbrella organizations to reach to for resources.

Andrea (in chat): **bulk buys of hand sanitizer**.

Gail and Jeanne (in chat): **are also interested in potential of bulk buys**

Emma: Mayne's Nomad Essentials and Galiano's Soap works have pivoted to manufacturing hand sanitizer.

6. Would you be willing to work cooperatively across the islands with your counterparts in your sector?

Overall there was a good willingness to work together, mostly expressed in the chat, as we requested, to collect names of those willing.

Conny (in chat): **The Southern Gulf Islands Tourism group is working together** and although most accommodations have been or will be shuttered temporarily or permanently due to Covid or bylaw regulation, but there is some great work in progress.

Richard (in chat): **The regional concept has always been the best way to promote.** As a past tour operator I never advertised a single island it was always a selling feature to promote the Southern Gulf Island

Heather (in chat): **We've been able to display our work on the ferries,** hopefully that will resume at some point. It was a nice point of visibility.

Emma: The art display was always a nice regional representation.

Jeanne (in chat): **The Southern Gulf Islands Artists Association is available** and will launch an online show and catalogue in June. sgiartscouncil@gmail.com

Andrea (in chat): It would be handy to have entry **guidelines that are the same in all places.**

Conny (in chat): It is difficult to get businesses on one single island to come together as a sector. For a variety of reasons (competitiveness or time or single individual owners) How to do it cross-island is challenging to figure out.

Tricia (in chat): how do we get all businesses to use gloves and masks at all stores?

Gail (in chat): I am willing to use a mask but not gloves and I don't stress that in the bookstore. I encourage people to wash their hands after handling the books.

Terrill: **let's share ideas that are working; they will spark other ideas that are working.** I don't think that the rules around each business need to be the same. Each business is different and has its own needs for keeping their families and employees safe. **But we can connect with ideas that we've tried, or heard, that might work for others? How do we welcome people when the time comes?** Dr. Bonnie Henry hasn't opened up non-essential travel yet. **Finding those messages and ideas will help us strengthen our position as the Gulf Islands. We need to reach beyond our islands to the Province, across Canada, and internationally. Moving as much as we possibly can to being online, as well as seeing what we can do physically.**

Heather (in chat): interested in connecting with retail

Gail (in chat): interested in working with book stores.

Tricia (in chat): interested in working with other studio owners.

Richard (in chat): Yes and the bus people have been working on a get together already.

Conny: The challenge with connecting sectors is that often there are only a few people per sector, and there are capacity issues. But if you start with one business person per island connecting with other islands, that might work well.

Emma: One question that keeps coming up in the chat is about what kind of PPE is valuable in what contexts. This is an example of a question that could be tackled through inter-island collaboration.

Next steps and recommendations from you and the CRD liaison based on the findings from the meeting:

- **Work together to create cohesive messaging** to carry us through the next 12 – 18 months, the estimated time we expect Covid to be impacting our interactions & operations.

- Look at bulk buying as a tool that would lower peoples' overheads and make sure people have what they need. I think this is something that we could build now that would have a benefit long after Covid.
- **Decide what organization (CRC in conjunction with SGITP? Chambers willing to include nonmember?) is the best to deliver a program to help get our businesses & organizations functional online.** 2 potential streams:
 1. leading workshops/doing some one on one set up to empower those wishing to learn to manage the online aspect of their business
 2. Accepting that many business operators have no interest in learning how to manage an online aspect to their business & linking them contractors to create & manage their social media marketing and web stores
- **Create regional collectives of businesses.** Reach out directly to similar businesses across the region to see if they want to work together & in what capacity.

Appendix 4

Sector 2: Non-Profit Sector Meeting

Thursday, June 4th, 2020

Attendees

Facilitators

- Deborah, Community Economic Sustainability Commission
- Meaghan, Coordinator, Mayne Island Community Resource Centre
- Max, Coordinator, Mayne Island Community Resource Centre
- Jean-Daniel, CRD Liaison for Mayne Island

Minutes:

- Jean-Daniel, CRD Liaison for Mayne Island

Participants:

- Geoff, Galiano Books Literary Festival, Galiano Island
- Carol, Galiano Community Resource Centre, Galiano Island
- Michael, Galiano Concert Society, Galiano Island
- Jane, Islands Trust, Galiano Island
- Jenelle, RestQ Animal Sanctuary, Galiano Island
- Mike, SGI Community Economic Sustainability Commission, Galiano Island
- Jody, Mayne Island Assisted Living Society, Mayne Island
- May, Mayne Island Assisted Living Society, Mayne Island
- Tricia, Mayne Island Cribbage Club & Director for the volunteer MI Emergency support Services Program, Mayne Island
- Lauren, Mayne Island Emergency Program, Mayne Island
- Irene, Mayne Island Farmer's Market, Mayne Island
- Deb, Mayne Island Housing Society, Mayne Island
- Marilyn, Mayne Island Library, Mayne Island
- Alan, Mayne Island Lions, Mayne Island
- Veronica, Mayne Island Parks and Recreation Commission, Mayne Island
- Kristine, Southern Gulf Islands Arts Council, Mayne Island
- Derek, Hope Bay Bible Camp, Pender Island
- Andrea, Pender Island Health Care Society, Pender Island
- Melody, SGI CRC, Pender Island
- Ellie, Southern Gulf Islands Community Resource Centre, Pender Island
- Barb, Pender Island Food Bank, Pender Island
- Debbie, Better at Home, Saturna Island
- Casarina, Saturna Heritage Centre, Saturna Island

PART 1: Welcome and introductions

- Deborah

- Welcomes everyone and introduces the CESC, the CRD, her role as Chair of the CESC and as Director of the CRC. Introduces Meaghan and Max as CRC Coordinators for Mayne Island, and Jean-Daniel as the CRD Liaison for Mayne Island.
 - Explains the service contract between the CESC and the CRC to support the community organizations, non-profits and business organizations through this pandemic and the recovery phase.
 - Notes that fundraising has been stopped as well as the touristic season, and that's part of the challenges we will be talking about today. We'll cover the survey results and explore how what has impacted you, what has been helpful, and how can we leverage our activities and our interests in working together to create a new reality going forward, some ways we can support each other on an inter-island basis.
- Jean-Daniel summarily reviews the survey results – see the Non-Profits presentation slides pages 4 to 7.

PART 2: Facilitated Discussion

Meaghan and Max facilitate the discussion.

What is your current situation?

- Jane: The Galiano Hall and the Lions Hall have no revenue and cannot find sources of funding to pay for hydro, internet, and related operating costs.
- Veronica: She is a Director of the Mayne Island Parks and Recreation Commission, the shutdown was well coordinated by the CRD across the islands, taking a unified approach. We have asked the CRD for assistance for the reopening as we do not know what the risks are. Should we authorize fitness classes, for example, that are currently shut down from inside facilities and where people want to hold them in parks. So, we are in a holding pattern; we would like to move carefully.
- Kristine: (via the chat box): AGM postponement
- Irene (via the chat box) The Thrift Shop, the Agricultural Society and the Lions have all experienced significant loss of revenue.
- Kristine (via the chat box: The Southern Gulf Island Arts Council has pivoted from an in-person regional art show to an online format.
- Marilyne: The Mayne Island Library has been closed since the beginning March, we are moving to curb side service, still figuring it out (technology issues). Starting that in a week or so. Also looking at a limited user entry system that ensures both users and volunteers stay safe. We need help in coming up with a layout design to make the area safe. We also need help for good, bright signs. Well connected with the SGI Libraries Commission – all the other SGI libraries going through the same situation. Some are doing curbside; some are doing limited entry. It is all uncharted territory for us.
- Jody, Mayne Island Assisted Living Society provides several services to help people stay in their homes on island, such as meal deliveries, home visits and taking people to medical appointments mainly on Vancouver Island. Challenge is to resume transportation of beneficiaries to medical appointments while maintaining social distancing. Some of the clients have mobility issues and need assistance, which poses a risk to the volunteer drivers. WorkSafe protocols require a screen between front and back seat, etc.
- Irene – About signage, on WorkSafe BC and Island Health website there are several sign templates people can download and print. The Mayne Island Agricultural Society is preparing a plan for a soft reopening that limits the number of people in the hall. We are allowing meetings

but not for physical activities such as dance groups, yoga, or fitness. We are working on how to make it safe to enter and leave, including sanitation between uses.

- Lauren: The Mayne Island Emergency Program has a variety signs along beaches to remind people for social distancing. These signs can be made available for specific events.
- Deborah: Speaking for the Mayne Island Housing Society – we cancelled a fund raiser planned for April so we instead we are promoting our membership will have a table at the Farmers Garden now that non-food vendors will be allowed. Looking into other grants as well.
- In the chat:
 - Geoff: The Galiano Literary Festival is undergoing major changes with a brand-new board and the possibility of forming a new Society to start with a new financial model. I hope that the Galiano non-profit societies can move forward together with fundraising programs. We are lucky in that we can access funding from Publishers, the Canada Council and that our event will not take place for 11 months, so we must plan.
 - Jenelle: The general financial insecurity for residents related to job losses etc. has negatively impacted the donations to Rest.Q Animal Sanctuary - we rely 100% on donations and fundraising.
 - Michael: The Galiano Health Care Society operates the Galiano Health Care Centre, and has had to cancel its major fundraising events this spring and summer, and has lost about \$30,000 in revenue to fund programs, with no alternative fund raising methods to raise a comparable amount.
 - Kristine Webber- Southern Gulf Island Arts Council: We are a non-profit but not a charity— so access to grants not as simple

What are the challenges in your sector (Presently and anticipated in the future/phase II and beyond)?

- Irene: Many societies are concerned about visitors posing potential risks of transmission. We welcome visitors but we need to stay safe.
- Meaghan: Speaking for the Early Childhood Society, we are drafting a safety plan and it is a very challenging process. It is a complicated thing to do if you want to do it right. Also grant writing can be a challenge for societies with a small volunteering capacity. As a day care organization our challenge has also been to balance the need for safety & health and hygiene with emotional and psychological safety for our kids. How do we open with kids, so they do not feel there is something wrong in the world? We are happy to share this safety plan with other organizations that may need it.
- Max: Offers that the CRC can help organizations come up with safety plans.
- Max: It could be a good idea to set up a work shop to help non-profits do fund raising.
- Irene: is there a comprehensive list of resources that non-profits can use to help navigate through these needs?
- SGI Community Resource Ctr (in the chat): the number of hoops to apply for funding and reporting has also made it a challenge. Some funders have made it easy, but most have made it very difficult
- Jean-Daniel posts in the chat: COVID-19 - federal initiatives to support non-profits:
https://docs.google.com/document/d/e/2PACX-1vQbkT4Zr5isIGl6EAluwm0-eO8-Y7xP8KNVMXasavT4Dloll8QldcrxPKMt_4p_LApkYCpdcSvriJps/pub
- Casarina (in the chat): I recently have taken on this role and right away started looking into grants and it is not always super clear. I am worried I may miss funding opportunities because I have not understood, etc. Thank you for the link!

- Meaghan: The Community Resource Center can play a key role to help organizations access granting opportunities and provide associated administrative assistance.
- Kristine (in the chat): We are a non-profit but not a charity— so access to grants not as simple
- Andrea: There are three opportunities right now. One is for non-profits that do not have charitable status, under the Red Cross program. Those with charitable status can apply to the Victoria Foundation (Federal money) and the United Way.
- Jody (in the chat): Federal funding for covid 19 has been put in the hands of local grant providers and is not easily accessed and have limitations that are not always articulated. We have found calling funding groups for further details to be helpful with this frustration.
- Deborah: Let us make a list of these and circulate these opportunities.
 - a.

What are your plans for economic recovery? /

What supports have you tapped into? /What is working well?

- Mike (in the chat): Representatives of the SGI Health Care Societies meet on a regular basis with VIHA (Island Health)
- Debbie (In the chat): At Saturna Better at Home - we closed in home services due to Covid; established connection to Pender Home Care who facilitated Home Care visits and limited housekeeping for BAH clients. We are partnering with BAH Pender regarding re-opening Covid protocols.

Are there advantages to working together as the SGI region sharing information and resources?

- Jean-Daniel presents a few ideas that have been proposed as possible avenues of inter-island collaboration and asks the participants for their feedback and other possible avenues:
 - One of the outcome proposals of the Designing the Future of Mayne Island Summit was putting place inter-island passenger ferries to support inter-island sharing and trade. This idea is growing and of course the COVID-19 pandemic has put a damper on things, but it remains a CESC priority and work is being done on this.
 - We can have much more impact as a region than as individual islands when soliciting help, grants or in advocacy because we represent about 5000 residents, much more than any individual island.
 - We can look at the goods and services we import from the main land and Vancouver Island to see if we could produce them or provide them locally. This would increase the local economy and keep SGI money in the SGI. These could become exports, and a means for local wealth creation.
 - Improving internet connectivity is another initiative which is increasingly important with the pandemic. The CRD has conducted community engagement all over the SGI to validate the needs and come up with a community plan and business case. This remains an active priority of the CESC
- Meaghan: Do you see your organization having counterparts on other islands facing similar challenges?
- Irene: The various island trails societies have formed Gulf Islands Trails Society to make it easier/cheaper to get insurance coverage for our volunteers. So, there is benefit to the islands working together.
- Kristine: The Southern Gulf Islands Art Councils is an umbrella organization for SGI where each island has a local Art Council that puts on island-specific events, and the SGI Arts Council can put on regional events such as the regional art show. For that one we had to pivot to do it as an

online show. This creates opportunities across the islands, hoping this current situation can galvanize a renewed capability to showcase our artists regionally. One of the ways we are supporting the artists in our communities is to not take a cut on the proceeds of online sales.

- Casarina (in the chat): Jean-Daniel's point about internet improving connection or not is interesting. I wonder about residents/visitors who aren't tech savvy or do not use social media often - how can I improve our community connections knowing this? I would love to connect with other Islands and their residents/visitors, too but in a way that feels *connected* and not just *online*
- Lauren (in the chat): Yes. It would raise SGI recognition as a whole body rather than separate small islands. Greater resources could then be available to promote the islands or specific goods produces.
- Deborah: One of the things we found helpful was to get board liability and event insurance via the Chamber of Commerce, one of the benefits of membership. Also, the Rural Island Economic Partnership Island Comeback campaign can be used by non-profits to attract donations at no cost. Monies are deposited directly into your bank account. You can also put a link on the Comeback website back to your own website. This greatly increases your reach as an organization. <https://hub.ruralislandspartnership.ca/comeback/>
- Max: The CRC is happy to help organizations sign up to Comeback
- Goeff: About internet connectivity: We do not know what the situation will be in a year when we will be planning our Galiano Festival – it will probably have to be on line. Want to know more about plans for better internet on Galiano
- Jean-Daniel (on the chat): Contact Emma Davis, CRD Liaison on Galiano re: Improved Connectivity
- Meaghan: There seems to be interest on the chat to do repeat calls around certain themes, like this one. This is your chance to pitch something. There is indeed strength in numbers. What about doing joint grant writing?
- Jody (in the chat): Yes, would have interest in discussions regarding transportation for off island medical needs. Such as the Handidart program. If a need exists on other islands working together may help us develop a service plan.
- Irene: Terry Fox run in Sept. has been changed to a virtual run on Mayne Island, with signs on the normal route, where runners take selfies along the path. We are concerned about the ways to gather the donations to raise the \$10K we normally raise. Whether or not as a group in the SGI we can joint together virtually to make an even bigger Terry Fox run.
- Casarina (in the chat): re: Irene's comment - I was just thinking about us (SGI) playing on the campaign promoting local BC tourism - we could collectively share our events to encourage inter island connection, tourism, and each other events - maybe even coordinate similar type of events or themes that can be hosted.
- Melody: The CRC supports regional events via the Facebook CRC page and the CRC website. We also offer organizations to do quarterly meetings via Zoom. We can coordinate various organizations' event scheduling, so they do not compete.
- Irene: That is the way the Fall Fairs are set up to fall on consecutive weekends, but they are not well promoted across the islands. It would be interesting to see how the other islands do it.
- Melody: We want to work along these lines to allow inter-island events and schedule inter-island transportation to facilitate attendance from other islands.
- Irene: In previous years, the ferry schedule supported the Galiano wine festival making it easy to come and go back when coming from Mayne. This strategy of using the existing ferry service could be used to help in the scheduling of other events.

- Meaghan: Asks if the participants would like to continue this conversation in another meeting? And if so, to indicate this in the chat box. Twelve (about half) of the participants take the time to indicate a “Yes”.

Wrap up

Deborah wraps up the conversation and thanks everyone. Promises to send the final report to all the participants.

Appendix 5

Sector Consultation – Sector 3: Food and Agriculture

Monday, June 1, 2020 at 5:00pm

Attendees: Melody, Kylie, Peter, Cathie, Nancy, Emma, Roger (Galiano), Roz, Jane, Kristine, Andrea, Katie, Logan, Barbara.

List of organizations and businesses represented:

- | | |
|-------------|--------------------------|
| 1. Emma | Galiano Food Program |
| 2. Katie | CRD Liaison Saturna |
| 3. Barbara | Pender Farmers Institute |
| 4. Roz | Gulf Islands Food Co-Op |
| 5. Andrea | SGI Volunteer Centre |
| 6. Roger | Galiano Sunshine Farms |
| 7. Kristine | SGI Arts Council |
| 8. Jane | Islands Trust |
| 9. Nancy | Gulf Islands Food Co-Op |

Introduction

- Peter described the Zoom platform and way to use the features
- Attendees introduced themselves in Zoom Chat
- Peter gave description of the organizations involved in focus groups, and how there are multiple sectors participating

Survey Review

- Peter mentioned the survey results, following the slides in the power point
- No comments from the participants

KEY QUESTION #1 “What are the challenges in your sector?”

- Roger from Galiano Sun Farm, fruit grower answered 1st - ferry schedule is biggest challenge, cannot get supplies in town and make the ferry schedule. Roger goes once a week, and can only get half done.
- Barb from Pender Farmer’s Institute also has issue with ferry schedule. Also found hours of businesses in town are limited, and limits of products available for purchase was difficult. They now pre-order, and go to mainland and Vancouver Island
- Kristine on Mayne, tree fruits and hay provider. Concerned on how to p/u hay bales while staying personally distanced. Will lead to longer days. Has issue getting feed, packaging for products is in short supply for her suppliers, therefore products are ready to be sold when she needs them. Islands cannot get to other islands, cannot get their product to slaughter. Transportation and supplies mentioned multiple times as a problem
- Emma from Galiano, food suppliers had similar issues. Supplies, ferry, meat processing, no large animal vet service. Fear of decrease in local’s spending.
- Andrea says not enough staff for harvesting, food production, and there is an increase demand for local food
- Roz – still same issues as before covid – water catchment, labour supply, housing, access for vulnerable population

- Emma – added to Roz’s comment, Emma has a document that points out all issues that have been raised. Access to WWOOFers (Willing Workers on Organic farms) is limited.

KEY QUESTION 2 “What supports have you tapped into? What is working well?”

- Barb (Farmers Institute) said local AG people were getting stressed about Covid, so Farmers Institute did the travel and bulk buying for people, to alleviate the stress level. They also helped create an operating to-do list if someone on farm got sick. Pender farmer’s Institute has tapped into available services, such as BC Farmer’s Market, who can provide funding to put vendors on-line. This helps vendors and public have a no contact transaction. Barbara will advertise this available service via post-card in the mail, as opposed to on social media. She feels the public has been inundated with social media posts.
- Jane – Galiano Farmers Market has not started yet. Roger believes the Galiano Market may not happen, since the 2 biggest producers will not be attending.
- Mayne Farmers Market has been open for 2 weeks
- Pender farmers market has 25 vendors. Barbara believes the Pender Market is doing well. They are opening slowly to protect the vendors. Did not charge table fee for month of May. The market manager is volunteer currently
- Emma mentions price and sourcing seeds is a challenge. Transportation of hay will become problem. Peter asked if bulk-buying is possible. Galiano has always had a problem, suppliers do not like to deliver to Galiano. Hay is a dangerous good on ferry. Emma thinks hay issue will be major once drought starts, by OCT will be problematic.
- Andrea thinks food processing will be problem by Sept. More produce, not enough buyers, will need to figure out processing (pickling, canning, etc.). Suggests offering training to public to learn these skills.
- Barbara says there will be a labour issue, they have applied for funding for farm labour. Someone in Saanich has supplied loads of hay for Farmers Institute. Barb suggest people find available resources
- Kristine – Mayne, says Home Hardware is ordering canning products to anticipate the harvest season. Mayne has a seed workshop planned.
- Roz – GI Food Co-op talked with Van City, for support in food processing workshops. Roz and Mayne Island may work together. Some growers feel uncertain about what consumers will buy in the future. What crops should they grow?

KEY QUESTION 3 *“What are your plans for economic recovery? What challenges are you anticipating in the future as we move through phase II and beyond?”*

- CRC has capacity to help write grants, host zoom meetings, infrastructure is in place groups can use. CESC advocates on your behalf to CRD.
- Farmers Institute meeting, Barb thanks Melody for use of zoom account. Inquired if CRC will help spread word about Farmers Institute activities
- Emma hopes there could be support btwn farmers/vendors. What product, volume, space to drop off produce for sale, support. Melody will look into the list Emma acquired. CRC can facilitate finding groups to assist items on Emma’s list
- Andrea mentions if CRC could find a way to have large reaching classes to learn food processing techniques as a community. Across all SGI Zoom workshops, to improve our skill set.

KEY QUESTION 4 *“For our umbrella organizations who strive to serve their entire communities (e.g. CRC and CESC): What do you think we can do for you? We have capacity to host and facilitate interactions. Would you take advantage of this?”*

- Melody wants CRC to be 1 stop shop for resources.
- Food security page on website. Roz is very sure it would be useful to have one location to find this info.

KEY QUESTION 5 *“Do you see advantages to working together, as a Southern Gulf Islands Region, sharing information and resources? If yes, what is the best way to do so?”*

Would you be willing to work cooperatively across the islands with your counterparts in your sector?

- Yes, all are willing to work collaboratively.
- Emma inquires if we can tackle the transportation logistics / food producers with the ferry schedule. Supplies struggling to be brought in. Barb Johnston agrees.
- A strategic work together, especially to work with ferries for food producers. Advocacy on behalf of the food producers. Work with other islands (class A food slaughter house on Saturna) is beneficial to all SGI.
- There is no ferry to the island currently. Mentions there could be an umbrella group for all SGI food producers. Inter-island travel is necessary, and an “organic” way to do things here. Kylie says we will bring the transportation issue as first major issue.
- Roz says the conversations have been key, we need to be strategic. Groups are collaborating and talking with each other. Gi Food Co-Op is to listen and in their way address what they can across all the islands.

Wrap up

- Melody showed remaining slides. Provided links to groups that provide help and info.
- Barb explained that Local Line was set up to create online portal for Farmers Market vendors. Pender Farmer’s Market received federal funding due to the email BC Farmers Market set Barbara Johnston. <http://hub.ruralislandspartnership.ca/>
- Housing funding for Island help – how much needed for housing? Barbara says the by-law not allowing a trailer to live in is a problem. Melody talked to island trust about a temp use permit for workforce housing projects.
- Kristine requested a list of participants of this Zoom Focus Group
- Barbara wants a “lessons learned” result of all these meetings. Can this report be discussed when everyone isn’t so busy. Melody says there have been talks about how there have been major gaps due to covid. There will be follow-up if there is regional interest. The issues brought up are systemic.
- Can we use the results of these meetings be used going forward, to prevent the gaps of support next time this happens?

Meeting ended 6:03pm

Appendix 6

The Daily Sheet for Monday, May 18th

The Galiano Island Community Resource Centre is a satellite office of the [Southern Gulf Islands Community Resource Centre](#) which provides SGI Residents with resources, referrals, information and support for employment, education, social purposes and well-being. ☞ **For assistance navigating & accessing government supports** for individuals or business, please reach out via email galianoislandcrc@gmail.com or via [FB messenger](#) ☞ **To receive the Daily Sheet via e-mail** send a note to: the Community Resource Centre galianoislandcrc@gmail.com

☞ **Community Information Line** - Mon-Fri 11am - 1pm **250-539-2427**

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

☞ **Community Information Line** - Mon-Fri 11am - 1pm **250-539-2427**

★★★★★ **FRESH NEWS for Monday, May 18th** ★★★★★

☆☆ **Dr Bonnie Henry Would Like More Seniors & People Who Live in Rural Areas to Complete BC's Covid 19 Survey.** ☆☆ **Take the survey:** <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/covid-19-survey> The survey is anonymous and will help shape BC's future. "...we would like to hear from more seniors, as well as those who live outside our major urban centres," said Dr. Bonnie Henry, B.C.'s provincial Health Officer, during a press conference Saturday." [Read the article.](#)

☆☆ **BC's Restart Plan moves to Phase 2 on Tuesday, May 19th** ☆☆ Read the full plan here: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

Phase 1 – This is where we are now. **Phase 2** – Starts Mid-May. Under enhanced protocols : Restoration of health services Re-scheduling elective surgeries, in-person counselling **Medical Related Services:** Dentistry, physiotherapy, registered massage therapy, chiropractic, speech therapy, and similar services **Other Services:** Child care Hair salons, barbers, and other personal service establishments Restaurants, cafes, and pubs (with sufficient distancing measures) Museums, art galleries, and libraries Office-based worksites Recreation and sports Parks, beaches, and outdoor spaces

☆☆ **Some businesses will be opening under new Covid guidelines.** Businesses are not required to open until they feel ready. ☆ Employers resuming operations following work interruptions related to COVID-19 must develop a COVID-19 Safety Plan. [Downloadable the Safety Plan](#) from Worksafe BC ☆☆ **The BC Centre for Disease Control** has launched a province wide survey about COVID-19 to hear people's experiences during the health emergency. The survey also provides an **opportunity for people to express interest in serology blood testing study to determine immunity** and a study on contact-tracing technology. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/covid-19-survey>

☆☆ Health Canada approves 1st Canadian clinical trials for a Covid vaccine. [Read full article.](#)

☆\$☆ The Federal Government announced the **Emergency Wage Subsidy Program Extended to End of August.** [Read the full article.](#)

☆\$☆ **Annual increase to the Canada Child Benefit announced.** [Read the full article.](#)

→ **The Galiano Inn is now open weekends for pizza and prime rib!** Dining is on the private room & suite patios & physically distanced picnics on the beach. Drink & wine menu is available to private patio diners & in unopened containers for take away/picnic meals. **Pizza:** Fri - Mon 12-3 & **Prime Rib:** Sat & Sun 5 - 7pm **Call ahead** to make reservations & place orders **(250-539-3388)** Menus online: <https://www.galianoinn.com/site/dining.html>

☆\$☆ **Post-secondary students eligible for COVID-19 emergency aid can now apply for the benefit.** [Details here.](#) ★★ **Students will need** to have a My Account with CRA. ☞ *If you need assistance setting up a CRA My Account and/or navigating the application we can connect you with folks who can help.* Please email Carol Wilson, Island Coordinator for the SGI Community Resource Centre galianoislandcsrc@gmail.com or Emma Davis, our CRD Liaison Galianoinfo@crd.bc.ca

☆☆ **BC Provincial Parks on Galiano are Now OPEN for Day Use Only** <http://bcparks.ca/covid-19/> & <http://bcparks.ca/covid-19/parks-affected/> ☞ *Please be mindful physical distancing protocols are in place in all public parks, trails, beaches & their parking areas.* ☞ ❁ Bellhouse ❁ Bodega Ridge ❁ Collinson Point ❁ Dionisio ❁ Montague

☆\$☆ **Income Boost for Seniors Announced:** "Seniors Minister Deb Schulte said today that seniors who qualify for Old Age Security (OAS) will be eligible for a one-time, tax-free payment of \$300, and those eligible for the Guaranteed Income Supplement (GIS) will get an extra \$200. Those eligible for both will receive \$500." [Read the full article.](#)

☞ **Montague Marina - UPDATED HOURS** for boat fuel: 7 days a week 10am to 2p.m. **All other services and shops are closed to mid June** for now. This includes transient and dinghy moorage.

☞ **Please Note: There no open burning on Galiano** This includes burn barrels. Campfires no more than 18 inches (1/2 meter) in diameter are permitted. From the North Galiano Volunteer Fire Department: "Campfires under 0.5m/18" in a ring surrounded by 3m/10' of non-combustible material may be allowed with a permit."

☞ \$☞ **GalianoHelps Fund** – This is a recent local initiative to **provide short term financial help to people on Galiano** affected by the COVID 19 crisis. If you are someone who wishes to make a donation but may have a question, or you are someone who needs financial assistance, please send an email to GalianoHelps@gmail.com

☆☆Please continue to be mindful & respect physical distancing as restrictions begin to relax. ☺☺Be Kind, Be Calm, Be Safe☺☺ 🍷🍷🍷 Please try to support as many of our local businesses as you can.

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★★GROCERIES★★: Please Note - For grocery shopping you cannot use your own bags for now. The stores will supply you with a bag or box. ✓ **Garage Food & Gas** – 7 days a week - 6:30am to 9pm (250-539-5500) ✓ **Corner Store** – Open 7 days/week – Mon. - Thurs. 9am to 8pm; Fri. & Sat 9am - 8:30pm; Sun. 9 - 7pm. Will take phone orders. (250-539-2986) ✓ **Daystar Market** – 7 days a week - 9 to 6 - (250-539-2986) **Daystar is continually evolving policy to adapt to the changing health concerns.** For the month of May, in accordance with the provincial government, we will be relaxing our door policy to allow a maximum of 3 customers at a time. This will be in concurrence with our drive-thru option and pre-orders! **Shop 3-ways!** 1. **You can pre-order and pick up** or get delivered Fridays & Saturdays. 2. **Bring a list or make one up at the door** and enjoy the outdoors while a Daystar employee handpicks your order on the spot. 3. **Line up at the traffic cones and wait until directed to enter the Market** where you can shop for yourself. > [ONLINE ORDER FORM](#) > [PRODUCT CATALOGUE](#) This information can be found at www.daystarmarket.com Thank you for all your patience! Please don't hesitate to contact us with any questions or suggestions 539 2800 or email daystarmarket@gmail.com ✓ **Cable Bay Farms Pop Up Market & Seafood Galiano** - Fri & Sat from 10am - 2pm Outside the Corner Store For details of what is available see Galiano X posts on Facebook or email: galianocablebayfarm@gmail.com ✓ **Galiano Coffee Roasting Order@** info@galianocoffeeroasting.com or (250-539-9928)

★🍷★RESTAURANTS OFFERING TAKE OUT ONLY★🍷★ 🍷 **Babe's** – open 7 days a week - 12pm to 6ish (250-539-2817) 🍷 **Flying Black Dog** – Open Wednesday, Thursday and Friday 11:30 until 2pm (or earlier if food sells out). 🍷 **The Galiano Inn** is open for Pizza Fri. - Mon 12 - 3pm + Dinner Sat. & Sun. 5 - 7pm [Details here](#). Call ahead to order & reserve a private picnic dining patio. (250-539-3388) 🍷 **Hummingbird Pub** – open 7 days a week 1pm to 7pm (250-539-5472) Lotteries are not running – the Province stopped them, however, the Pub is still providing take out and packaged liquor. Call, order and then pick up. 🍷 **Love of Crepes** – (250 539 5755) or email sonia23@telus.net Take out filled crepes. Email or check Sonia Baker's Facebook posts for full menu. 🍷 **Pilgrimme Knock Knock** – Pilgrimme is ready for a pick up system. Order on-line via Tock. Bread, too, on occasion. <https://www.exploretock.com/pilgrimme?tock> 🍷 **Sturdies Bay Bakery** - Open Thursday, Friday, Saturday, 8am - 12pm (250-539-2600) Cinnamon buns, breads, pastries and coffees. Please pre-order by phone. 🍷 **Woodstone** – **closed** until further notice. (250-539-2849)

★🏠★ RETAIL STORES - OPEN ★🏠★

🏠 **Galiano Island Books** – open for [online orders](#), limited deliveries & off island mailing.
🏠 **Galiano Island Soap Works** – 7 days a week - 12pm to 3pm Sunday to Thursday, 11am to 5pm Friday and 11am to 5pm Saturdays (250-539-7627) **Soap Works staff prefer to have items**

ordered ahead of time by calling . Staff will put your outside for pick up. For those who prefer to shop in person, they allow 2 people entry at one time. They have hand sanitizers, lots of soap and locally produced cleansing products for body and hair.

🏠 **Galiano Trading/Hardware Store** – Monday to Saturday 8am to 1pm (250-539-5529) The yard is open & in-store shopping is okay with limited numbers.

🏠 **Parker St Soap** – Contact Hilary Jones – Facebook or 250-539-9869.539-9973)

🏠 **Post Office/Loose Leaf**– Mon, Tues, Thurs, Fri – 10am to 2pm. (250-539-2600) The Loose Leaf will take pre-orders. ☆☆ **Please see below list for retailers offering gift certificates to help support them while they remain closed due to Covid 19.**

★★SERVICES – OPEN★★

☞ **Food Bank** - Friday, May 29th at St Margaret's Church - 300 Burrill Rd 11am to 1pm.

☞ **Galiano Courier** – to/from Greater Victor Tuesdays & Thursdays (250-539-6184)

☞ **Galiano Inn** – The Inn is open to accommodate essential workers.

☞ **Galiano Library** – Drop box is now open on Tuesdays & Thursdays for book returns. We remain closed to in person visits, outside WiFi 24/7 – practice physical distancing. Books and DVDs available delivered by volunteers. To browse the Galiano Library catalogue go to: <https://sgicl.bc.libraries.coop/> Choose Galiano in the search window. Once you have chosen media to borrow, email: galianolibraryhomedelivery@gmail.com or **250-539-9973**.

☞ **Garbage** – pick-ups remain the same. Drop-offs at the Corner Store 10am to 1pm Fridays and Saturdays. Sean cannot take any recycling.

☞☞ **Gulf Islands Insurance** – office closed. (250-539-5615)some transactions over the phone and via email. To renew car insurance, email: jtizzard@gulfislandsinsurance.ca with your phone number. If you need any other type of insurance, or have any questions, please call the office Tuesday through Saturday during regular business hours to discuss your options.

☞ **Montague Marina** – is open for boat fuel seven days a week from 10am to 2p.m. All other services and shops are closed to mid June for now. This includes transient and dinghy moorage.

☞ **Post Office** – Mon, Tues, Thurs, Fri – 10am to 2pm. (250-539-2600)

☞ **Propane**– Open Saturdays and Sundays 11 to 1 – Contact Buzz after 9:00 a.m. Saturdays at 250-539- 8184 if you have to stay home and are unable to bring your tanks in. Buzz will arrange delivery for which there will be no charge.

☞ **RECYCLING** – Open on May 23rd, 9 to 3pm. Maximum 10 minutes per car, one car at the depot at a time. Be prepared to wait, come back or be turned away if we are full. Average wait time is one hour. Please only bring your recycling to GIRR every few weeks. **Check galianorecycles.ca for in depth instructions on how to prepare for your visit and frequent updates.** ☞

Sparkles Laundromat – (250-539-8184) is currently closed but Buzz is prepared to reopen it on an individual/by appointment basis for those who really need it. Call Buzz on Saturday morning after 9am if you wish to book a time slot to do laundry.

☞ **St Margaret's Church** – the building is closed but pastoral care and prayers are available by phone or e-mail (1-778-239-6734 or stweedale@bc.anglican.ca)

★★**RETAILERS SELLING GIFT CERTIFICATES**★★ Please help small businesses bridge the gap so they're still here when life returns to a somewhat normal! Please contact each directly regarding sales. • Art and Soul Craft Gallery: slfroese@gmail.com • Atrevida Restaurant: atrevida@galianoinn.com • Babes in the Woods: babesinthewoodseatory@gmail.com • Cre8 Glassworks: cre8glassworks@gmail.com • Daystar Market: daystarmarket@gmail.com • Galiano Island Books: leetrentadue@gmail.com • Galiano Mopeds: francismoyle@yahoo.com • Galiano Soapworks: info@galianosoapworks.com • Gulf Island Kayaking: info@seakayak.ca • Hummingbird Inn: hummingbirdpub@telus.net • Ixchel: pandyharris@hotmail.com • Jeanne Erickson Art: jeanneerickson1@gmail.com • Karrie Ann Friend: rmtgaliano@gmail.com • Madrona del Mar Spa: spa@galianoinn.com • Marcia DeVicque Glassworks: marcia@marciaglass.com • Now and Zen: zengaliano@gmail.com • Parker Soap: parkerstreetsoaps@gmail.com • Shakeira Wynde RMT: Shakeirawynde@gmail.com • Sturdies Bay Bakery: wendycoburn@telus.net • The Loose Leaf Tea, Papery and Post Office: info@thelooseleafgaliano.ca • The Meadow Art Studio: tumbledowncottage@hotmail.com • Woodstone Restaurant: info@woodstonegaliano.com • Yellowhouse Art Centre: info@yellowhouseartcentre.ca • Yogita Yoga: tumbledowncottage@hotmail.com

✿ **OUTDOORS OPEN** *Please be mindful to physical distance on trails & in parking areas. ✿The Bluffs ✿ Community Forest ✿ Mt Galiano ✿ Conservancy Lands ✿ Galiano Parks and Rec Trails and Beach Accesses **BC Provincial Parks** - open for **day use only** until June 1st ✿Montague ✿Bodega Ridge ✿Bellhouse ✿Collinson Point✿ Dionisio **All playgrounds remain closed.**

CLOSED FOR NOW ✕ *Art and Soul ✕ Galiano Inn ✕ Galiano Community School ✕ Ixchel ✕ Max and Moritz ✕✕ Redirectory ✕ Thrift Store ✕ Wild1 *can shop online

COVID19 COORDINATION The Galiano Health Care COVID Response Team is facilitated by Dr Liz Whynot and Linda Ruedrich, to coordinate planning and implementation of appropriate health services in the context of the COVID Emergency. The team includes and is supported by representatives from the Health Care Centre administration, staff, Medical Practitioners, Community Paramedics, North and South Galiano Volunteer Fire Departments and the Health Care Society Board of Directors. It will continue to meet regularly throughout the duration of the emergency.

Jenelle Cooper is the Director of the Galiano **Emergency Operations Centre (EOC)**. Our EOC provides assessment and monitoring of the pandemic-related activities on our island, including health care, RCMP, Fire Departments and Ambulance services. The EOC also coordinates local resources through Community Advanced Planning meetings made up of representatives of all island service sectors.

SOURCES OF HELP AND INFORMATION ABOUT COVID19

☞ The Rural Islands Economic Partnership (RIEP) is a grassroots initiative organised as a means for cultivating enduring rural island-wide economic partnerships, in collaboration with Indigenous communities, that ensures economic resilience, and generates long-term prosperity

without depleting natural or social resources ... The RIEP Hub is a good site for Covid19 financial aid information for individuals and businesses. <https://hub.ruralislandspartnership.ca/>

☞ Galiano Chamber of Commerce is available to assist any businesses to prepare their re-opening plans. **WorkSafe BC** also is available to advise about safe working conditions.

☞ \$☞ FINANCIAL SUPPORT ☞ \$☞

☆☆☆ **Canada's Covid 19 Economic Response Plan - Overview**

<https://www.canada.ca/en/departement-finance/economic-response-plan.html>

☞ \$☞ FINANCIAL SUPPORT FOR INDIVIDUALS ☞ \$☞

☆☆☆ **CERB, the Canadian Emergency Response Benefit**

<https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

☆☆☆ **Canada Emergency Student Benefit (CESB)** <https://www.canada.ca/en/revenue-agency/services/benefits/emergency-student-benefit.html>

☆☆☆ **BC Emergency Benefit for Workers** <https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports/emergency-benefit-workers>

☆☆☆ **BC Housing Temporary Rental Supplement Program:** <https://bchousing.org/bctrs> ☞

☆☆☆ **GalianoHelps Fund** – This is a local initiative to **provide short term financial help to people on Galiano** affected by the COVID 19 crisis. If you are someone who **needs financial assistance** or someone who wishes to **make a donation** & may have a question, or you are someone who , please send an email to: GalianoHelps@gmail.com

☞ \$☞ FINANCIAL SUPPORT FOR BUSINESSES ☞ \$☞

☆☆☆ Listing of Programs for Business <https://www.canada.ca/en/departement-finance/economic-response-plan.html?fbclid=IwAR3qAKisJvMr44TQAP190PUVgf3EcLl1-VMlV4TpZeF4ugisH5gupBus16o#businesses>

☞ BC CENTRE FOR DISEASE CONTROL

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data>

[BC government to help rural, remote and Indigenous communities to respond to COVID-19](#)

☞ ADAM OLSEN, MLA – Adam's office can assist people who might be having difficulties with provincial or federal programs. You can reach his office at: 250-655-5600 (Leave a message) or Email Adam.Olsen.MLA@leg.bc.ca

☞ TRANSPORT CANADA

“When travelling by marine modes of transportation, travellers are encouraged to wear non-medical masks or face coverings whenever possible. In addition, operators of ferries and essential passenger vessels will, when feasible: BC Ferries will provide public messaging to

travellers about the need to have a non-medical mask or face covering to cover their mouth and nose during their journey when they cannot maintain physical distance from others, and that passengers could be subject to denial of boarding should they fail to comply.”

☞ **GalianoHelps Fund** – This is a local initiative, just starting out, with the intention of providing short term financial help to people on Galiano affected by the COVID 19 crisis. St Margaret’s Church has agreed to receive donations. Funds donated to St. Margaret’s for the GalianoHelps program will be pooled together, and disbursements to islanders who require assistance, will be managed by a committee composed of Avi Bryant, Mike Hoebel, Jane Wolverton and Sarah Tweedale. Information about who is receiving financial assistance, or amounts, will not be made public.

If you are someone who wishes to make a donation but may have a question, or you are someone who needs financial assistance, please send an email to GalianoHelps@gmail.com and we will get back to you. Donations can be made to St Margaret’s Church via Canada Helps with “GalianoHelps” in the comments or directly to St Margaret’s with the line “GalianoHelps”. Tax receipts will be issued for all donations. More information will be coming out shortly via Facebook and other avenues. Please pass this information along to anyone you think will be interested. Grants already have been made!

☞ **RESOURCES FOR NON-PROFITS** - <https://volunteervictoria.bc.ca/resources-for-non-profits>

☞ **GOVERNMENT RENTAL HELP** - new rental supplement program: <https://news.gov.bc.ca/releases/2020MAH0050-000669> Many of the federal support programs will come through the CERB portal . People are encouraged to apply for that ASAP. People are getting funds in their accounts in 3 days!

☞ **BC HYDRO**- https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/covid-19-relief-fund/residential.html?WT.mc_id=c-20-04_residential Help from Hydro.

☞ **Other Sources of Information for Assistance** - <https://newsinteractives.cbc.ca/coronavirusbenefits/>

<https://www.mccarthy.ca/en/insights/articles/covid-19-emergency-measures-tracker>

☞ **BC FERRIES AND TRAVEL** - BC Ferries' employees are now screening passengers for symptoms of COVID-19 and have the right to refuse passage to anyone displaying symptoms. Be assured that if you are travelling from a Gulf Island to either Vancouver Island or the Mainland for needed medical treatment or services, you will not be refused passage, even if you have symptoms. You may, however, be asked to remain in your vehicle for the entire voyage, and if you need to use washroom facilities while on the ferry, you must wear a mask and practice physical distancing of 2 meters. For more information, see the attached directive from Transport Canada: <https://www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc/covid-19-guidance-material-passenger-vessel-ferry-operators.html>

For schedule information check out: <https://www.bcferreries.com/files/schedules/SGI-Temporary Schedule as of April 10 2020.pdf>

☞ **CRD** - If you need help navigating the various Government sources of support, Emma Davis, our CRD Liaison, can link you with folks who can help. You can reach Emma via: Galianoinfo@crd.bc.ca

☞ **THE RURAL ISLANDS ECONOMIC PARTNERSHIP** has an “InfoHub” page on their website with continuously updated information about Covid related sources of support for businesses, employees, self-employed artists, etc. See <https://ruralislandspartnership.ca/relief-category>

☞ \$\$ **MORE USEFUL INFORMATION ON BENEFITS**

Here is the link to the temporary rent supplement program - directly to the BC Housing website: <https://bchousing.org/bctrs>

Here is the direct link to the federal CERB \$2,000 Program

<https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html>

There is also direct link that lists all the federal programs for individuals and businesses:

<https://www.canada.ca/en/departement-finance/economic-response-plan.html>

And for seniors information - [BC211 – Safe Seniors, Strong Communities Program](#)

<https://newsinteractives.cbc.ca/coronavirusbenefits/>

☞ **ISLANDS TRUST** - In response to the impact of the COVID-19 pandemic on islanders and island communities, the Islands Trust Council held its first-ever electronic meeting to re-consider its 2020/21 budget. "The COVID-19 pandemic has created personal and financial challenges for many islanders," shared Peter Luckham, Chair of the Islands Trust Council, "The world has changed dramatically since we first approved a 2020/21 budget in mid-March. Trustees wanted to help, so we held a special Trust Council meeting to discuss how we could reduce taxes. After debating options, Trust Council voted to approve a reduced budget that means an 8.1% decrease in the tax requisition to Bowen Island Municipality and an average 0% general property tax increase for property owners in local trust areas."

☞ **LET'S TALK COVID19**– The Living Room Series – Galiano Health Care Clinic - Watch for the next informative and helpful session in the next few weeks. Please note: The meetings have been recorded and may be posted on Facebook and/or our website.

Updated by the [Galiano Community Resource Centre](#).



250-629-3665

Pender Island Emergency Fund

Our community is facing unprecedented challenges and economic hardship during this time of uncertainty.

The impacts on our financial, social, emotional and physical well-being are far-reaching and will undoubtedly be long-lasting.

Our community continues the generous Pender spirit of compassion by contributing to this special fund to support our friends and neighbours during this time of need.

If you require additional financial assistance please complete the attached application and return it to the SGI CRC office through the mail slot beside the door or to the food bank and they will forward to us. Please answer the questions as thoroughly as possible - your responses are confidential and will not be shared with any other agencies.

The applications will be reviewed once per week by an independent board (administered by the SGI Community Resource Centre, a local non-profit society), and the approved funds will be dispersed on a rolling basis.

The funds will be dispersed in Tru-Value gift cards (\$50, \$100 or \$200 denominations, depending on family size), or in micro-grants (up to \$500).

This will continue on an ongoing basis, as long as the need exists within the community, and as long as the donations continue.
sgicrc@shaw.ca / www.sgicommunityresources.ca



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helpLine®

250-629-3665

Mon-Fri 10am to 4pm

What can we do?

- Connect assistance-seekers with volunteers
- Answer basic questions about local or online resources
- Provide updated information about local services
- Arrange for order and delivery of groceries and essential items

What can't we do?

- Confirm the number of COVID-19 cases on Pender Island
- Answer specific health-related questions (call 8-1-1)
- Provide specific recommendations about COVID-19 (call 1-888-COVID19)



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Pender Island - Request for Emergency Funds

Please use this form to apply for Emergency Funds.

Please answer the questions as thoroughly as possible - your responses are confidential and will not be shared with any other agencies.

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*The amount of funds that can be released depends on the donations received.

The funds will be dispersed in Tru-Value gift cards (\$50, \$100 or \$200 denominations, depending on family size), or in micro-grants (up to \$500).

This will continue on an ongoing basis, as long as the need exists within the community, and as long as the donations continue.

Please contact us at: sgicrc@shaw.ca with any questions.

Name:

Phone Number:

Email Address:

Home Address:

Number of people in household

Single person

2

3

4

5

6

Other: _____

If children in household, how many and what ages? _____

How long have you lived on Pender?

Less than 1 year

1 to 3 years

3 to 5 years

Over 5 years

Please add a description of your current situation and needs

What kind of assistance are you requesting? *

Tru-Value Gift Card _____

Micro Grant: _____

If you are requesting a micro-grant (maximum \$500), please describe what the funds will be used for

Are you aware of, and have you applied for, the government benefits such as CERB, rental assistance subsidy, or EI? If not, do you need assistance with accessing these benefits?

Visiting the Southern Gulf Islands: Pre-Trip Planning



Please Consider the Following Prior to Traveling

Questions to Ask Yourself:

- Have you been exposed to anyone outside your social bubble in the past 14 days?
- Will you be able to quarantine on the islands if you become ill?
- Do you know what medical resources are available on the island you are visiting?

Please review BC CDC Travel Guidelines:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/travel>

If you choose to travel to the Gulf Islands:

Please bring enough food, first-aid supplies, masks, soap, hand sanitizer & antibacterial wipes for your stay.

Ensure you pack enough medication for a prolonged stay in the event you become ill with Covid & need to self-isolate on the islands.

Check the current travel requirements of BC Ferries. At time of writing anyone with Covid symptoms is not permitted to travel on the ferries; all travelers are required to be in possession of a mask & it is recommended you stay in your car for the entire journey.

Keep a List your interactions on the Southern Gulf Islands should you become sick or realize you are sick after returning home.

Please Call *BC Health Link at 811* or *Doctors On-Call at 1-800-866-5602* if you become ill while traveling in the Southern Gulf Islands or once you return home after visiting the islands.

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Visiting the Islands: Once You Are Here

If you find yourself visiting the Southern Gulf Islands now, we trust that you understand you need to be more careful with an island.



We also trust you are aware the islands are year-round homes to people who remain very vulnerable as we always rely on limited services. These resources are especially stretched now.

We ask you to be extremely mindful as you explore the islands with full awareness that every emergency call requires First Responders to suit up for Covid, and that doing so depletes the limited PPE resources of our healthcare teams of First Responders, Paramedics & Doctors.

Some island businesses are open, some are closed. Open businesses are operating within the Covid 19 Protocols defined by the BC Government. We expect you will read and respect all business signage and instructions from business operators.

Please be responsible and follow all the Covid protocols laid out by our Provincial Health Authority.

Please be certain to keep physical distance of 2 meters/6ft everywhere you meet others on the islands & ferries.

Please also be prepared to wear a mask & carry one with you.

We feel incredibly fortunate to live in the Southern Gulf Islands where we can enjoy nature and open spaces wholly.

We are grateful for your conscientiousness as you move within and enjoy our communities.

Thank you.

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