



Service Area: Tourism Burlington

Executive Summary:

Stage 1

March 13 – June 22 Tourism Burlington is operating virtually with full time (3 FTE's) and part time (.5 FTE) staff working on projects and marketing from home. The visitor centre and administration office is closed as it is deemed non-essential. We are responding to inquiries via email, social media and our website and connecting and collaborating with our local partners and government agencies through tele-conferencing and phone calls.

Stage 2

June 22 July 2 Tourism Burlington full time staff will return to the administrative office to prepare for reopening to the public. We are putting into place with support from the city, physical distance, cleaning and safety protocols. A guide has been prepared for staff and summer students will be doing training online and through video-conferencing. We are preparing reopening communications targeted to residents and visitors.

Stage 3

July 3 The Visitor Centre will reopen to the public with restrictions on number of visitors in centre, spacing and contact with materials and staff. Staff will be reduced to what is required to respond to inquiries and the remaining staff will work virtually. Operating hours will be 9am – 4pm daily. Hours will not be extended as they usually have been during the summer due to reduced staffing and with summer festivals cancelled visitor welcome services will not be required. The mobile visitor services vehicle (infomobile) will not be operating this summer due to difficulty with distancing. In the fall, volunteers who are in the high-risk category due to age and health may not return to the visitor centre until health experts indicate it is safe to do so.