

## COVID-19 - Industry Update 7: March 20, 2020

Greetings to Travel Partners,

The Wilmington and Beaches CVB continues to monitor COVID-19 (novel Coronavirus) updates from New Hanover County, as well as Visit North Carolina and other state agencies that are taking the lead on preparation and information distribution. We realize the acute impact this crisis is having on our industry and the more than 6,470 employees who make a living in New Hanover County's travel and tourism industry.

Thank you for keeping the CVB informed. Your feedback is very important and helps us to respond to industry needs and concerns as the situation evolves. The CVB will continue to share updates to our partners on an on-going basis as crisis gives way to recovery.

A lot has changed since yesterday's update.

At 5:00 p.m. today, New Hanover County declared a State of Emergency that prohibits public access to all county beaches and prohibits public gatherings of 10 or more persons. You may read the State of Emergency announcement here: <https://news.nhcgov.com/news-releases/2020/03/new-hanover-county-declares-state-of-emergency-limits-gatherings-to-10-closes-public-beach-access-to-prevent-spread-of-covid-19/>. The County State of Emergency goes on to state: "Bridges are still open, and businesses on the islands will continue to operate, abiding by the current Governor's orders. Only public access to the beach strands is prohibited at this time. Residents are encouraged to support local businesses by using online services, purchasing gift cards and ordering takeout or delivery."

Earlier today, all three county beaches (Wrightsville, Carolina and Kure) implemented individual States of Emergency. At this time the bridges, lodging properties and many businesses remain open; however, there is no public access to the beach strands. Carolina Beach and Wrightsville Beach restrictions took effect on Friday, March 20. Kure Beach's State of Emergency takes effect at 8:00am on Saturday, March 21. Please note that status may change without notice so please check the CVB's COVID-19 Visitor Information web page [www.wilmingtonandbeaches.com/covid-19-visitor-info/](http://www.wilmingtonandbeaches.com/covid-19-visitor-info/) and beach Town websites for updates.

Below are some updates from the CVB and state agencies, along with helpful links.

### **Wilmington and Beaches CVB Update:**

*The CVB Response Steps since our last update:*

**\*Launched the Partner Extranet COVID-19 section that includes industry research and helpful information. See Extranet access instructions below. This will become a valuable partner communication tool during this crisis.**

#### **Accessing the Partner Extranet:**

1. Go to <https://wilmingtonnc.extranet.simpleviewcrm.com/>
2. Username is the email we have in our database associated with your name.
3. Password is whatever you chose.
4. The home page gives instructions on how to access the COVID-19 information.

5. If you have forgotten your password, the system will prompt you to change it.

6. If you do not have an email address or were using someone's who has left your business, you will have to contact Karla Thompson ([systems@wilmingtonandbeaches.com](mailto:systems@wilmingtonandbeaches.com)) to request new login credentials.

\*Launched Covid-19 Visitor Information web page: [www.wilmingtonandbeaches.com/covid-19-visitor-info/](http://www.wilmingtonandbeaches.com/covid-19-visitor-info/)

\*Developing social media messaging tips for industry partners

\*Ongoing:

-COVID-19 Industry Updates via email to travel partners and stakeholders

-Track event/meeting cancelations and tourism business closings

-Respond to visitor, partner, social and media queries

-Sales staff working with meeting/event planners to reschedule cancelations

*Ways You Can Assist the CVB:*

\*Inform CVB of your business closings / re-openings; Inform of meeting/event cancelations

\*Respond to CVB surveys (answers are confidential; we report total percentages, trends)

*Visitor Information Center Update:*

\*The CVB office remains open to staff only. Visitor guides are available in the kiosk outside; a QR code is posted on the door.

\*Seasonal visitor centers scheduled to open on April 1 may be postponed, pending the County's COVID-19 directives.

### **State of North Carolina Update:**

RESTAURANTS: N.C. Governor Roy Cooper's March 17 [Executive Order](#) [Open PDF](#) closes restaurants and bars for dine-in service, and makes unemployment benefits more widely available. Delivery, take-out, and curbside pickup are still allowed, as well as continuation of alcohol sales.:

<https://files.nc.gov/governor/documents/files/EO118.pdf>.

*Take-out/Delivery:* For lists of area restaurants available for takeout, curbside & delivery:

[www.starnewsonline.com/news/20200317/wilmington-area-restaurants-whos-open-and-whos-closed](http://www.starnewsonline.com/news/20200317/wilmington-area-restaurants-whos-open-and-whos-closed)

For a list of Downtown takeout and delivery businesses:

[www.wilmingtondowntown.com/explore/where-to-order-take-out-and-delivery-in-downtown-wilmington](http://www.wilmingtondowntown.com/explore/where-to-order-take-out-and-delivery-in-downtown-wilmington)

N.C. Dept. of Health and Human Services COVID-19 updates:

[www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina](http://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina)

## **New Hanover County Update:**

On March 20, New Hanover County declared a State of Emergency that prohibits public access to the beaches and prohibits public gatherings of 10 or more persons: <https://news.nhcgov.com/news-releases/2020/03/new-hanover-county-declares-state-of-emergency-limits-gatherings-to-10-closes-public-beach-access-to-prevent-spread-of-covid-19/>

On March 18, New Hanover County announced its first and only presumptive positive case of COVID-19. This number is likely to increase as more test results are reported: <https://health.nhcgov.com/your-environment/public-health/coronavirus/>

EVENTS: Most public events canceled for March and April as a precautionary measure in accordance with New Hanover County's guidance for the cancellation or postponement of gatherings of more than 10 people.

NHC Public Health Coronavirus Call Center open 7 days a week (7:30am-6pm): 910-798-6800

ATTRACTIONS: Several attractions and tours in New Hanover County have voluntarily closed temporarily. The CVB is updating its website, however, there may be some attractions that we have not yet heard from. Please check specific attraction and lodging websites and social media pages, or directly contact attractions and lodging properties to confirm status.

New Hanover County updates: <https://health.nhcgov.com/your-environment/public-health/coronavirus/>

City of Wilmington Updates: [www.wilmingtonnc.gov/coronavirus](http://www.wilmingtonnc.gov/coronavirus)

## **More Industry Updates:**

**N.C. Restaurant and Lodging Association:** Message from NCRLA President/CEO Lynn Minges: "This week has been one of the most challenging of my career as we have watched several of our state's 18,000 restaurants and 1,800 lodging establishments shutter. Many of the 585,000 employees who comprise our NC hospitality community have lost their jobs, have seen their hours reduced, or face layoffs as a result of Covid-19."

In response to this hospitality industry crisis, the team at NCRLA has been working around the clock to support its members. NCRLA has created a form that makes it easy for hospitality businesses to get their messages to elected officials. You can access the form here: <https://p2a.co/OgKdUkJ>

### Industry-specific NCRLA Resources:

-COVID-19 FAQ Sheet: <https://www.ncrla.org/covid-19-faq/>

-Coronavirus Resource Center for Hospitality Businesses: <https://www.ncrla.org/coronavirus/>.

**N.C. Travel Industry Association** newsletter: <https://nctia.travel/news.php#Newsletter>

**Greater Wilmington Chamber of Commerce:** The chamber has organized a list of coronavirus related resources for businesses and posted them on their website: [www.wilmingtonchamber.org/coronavirus-covid19-resources-for-business](http://www.wilmingtonchamber.org/coronavirus-covid19-resources-for-business)

**U.S. Travel Association** has developed a tool whereby industry partners can reach out to Congress to share the impact a decline in travel is having on local workers and businesses. Here's a link to the US Travel action alert

that can be used to send a message directly to senators and representatives with examples of how you, your colleagues and employees, and business are being affected: <https://p2a.co/gbHyHOL>

**Meeting Professionals International:** MPI has several resources for the meetings industry including a Coronavirus General Tool Kit: <https://www.mpi.org/tools/coronavirus>.

**Helpful Links & Information:**

**Center for Disease Control (CDC):** <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

**NC Dept. of Health and Human Services Public Health Call Line:** 1-866-462-3821 (24 hrs.)

**Small Business Administration:**

Link to SBA Disaster Loan Assistance application: <https://disasterloan.sba.gov/ela/Account/Login>

More info: [www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources](http://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources)

**Families First Coronavirus Response Act:** <https://www.congress.gov/bill/116th-congress/house-bill/6201>

**New Hanover County Disaster Coalition** disaster recovery resources:  
<https://www.newhanoverdisastercoalition.org/covid-19-updates.html>.

**NC Department of Commerce Employment Security Application Form:** <https://des.nc.gov/apply-unemployment/>

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**Be well, keep safe and stay tuned,**