



## Restaurant Association of Nova Scotia

*Working with the food & beverage sector since 1947*

*1560 businesses - 26, 300 jobs - \$1.3 billion sales*

Visit our Website

## UPDATES

A photograph of a silver laptop and a black smartphone on a white surface, with a pair of glasses to the right. A large green circle is overlaid on the right side of the image.

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CONSULTING . EXPLAINER VIDEOS . INTERNET MARKETING . SEO . WEB HOSTING . WEB DEVELOPMENT . E-COMMERCE . MOBILE APPS

### IT Survey - What Are Your IT Needs?

We want to hear more about your IT needs. Please take a moment to complete this brief survey so we can get a better idea of what our industry needs in regards to IT. We appreciate any feedback you can provide.

Survey

**Message to Industry Regarding Membership to the Association**

To Our Valued Members,

We have been working hard over the past year to support the restaurant industry during the COVID-19 pandemic. Without a doubt, this has had a significant impact on your businesses. One of our greatest goals has always been to advocate for you and to find ways to help lessen the pain of the pandemic. We have had many improvements in new programs that directly impacted your business, as well as many joint partnerships on projects to assist our food and beverage sector. RANS will continue on this path as we move towards recovery.

After several discussions about what we can do to further support, we have decided that we will not be charging fees for membership for the foreseeable future. We are going to put a pause on membership fee collections, effective March 1, 2021 and will revisit this when the industry has healed a bit more and business has improved.

We are incredibly grateful to all our members who have and continue to support the association. For any business looking to join the association, we encourage you to still join and we will delay invoicing until we reassess the state of the industry.

Thank You All,  
RANS Team

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### **Updates from WCB**

I am writing today with an update on our online services that we hope will improve your communication experience with the WCB. Starting Thursday, March 4, you will begin receiving an email notification when you have a new secure message in MyAccount. You will not be able to unsubscribe from email notifications for secure messages; however, you can manage notification settings for other updates in your account settings. Email notifications for other updates (new letters and documents, decisions, change in claim status, change in case worker, assessments, overdue payments, overdue payroll, etc.) are not yet active. You can continue to monitor these changes by checking the notifications page within the portal.

Secure messaging is a fast and convenient way for you to communicate with us on all of your business-related matters. We hope that these email notifications will make it even more efficient for us to share information.

I want to thank you for your patience as we have worked to make improvements to MyAccount, and for all of the feedback we have received to help us provide more efficient service. You can continue to find the latest updates, step-by-step guides and user tips on our online services at [support.wcb.ns.ca](https://support.wcb.ns.ca).

As always, if you are encountering any issues or have any questions about this or any of your business with the WCB, you may contact our Information Lines at 1-800-870-3331.

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## Restaurant Association of NS

# 2020 ANNUAL GENERAL MEETING

Join us for our AGM on  
Tuesday, March 30, 2021 at  
9:30 am via Zoom



If you would like to join us for our virtual AGM to get a recap of the 2020 year, please click [here](#) to RSVP. Login details will be sent to those who rsvp prior to the meeting.

## PRODUCTS & SERVICES

### LIFAX Tech

#### **Complete Online Food Ordering and Delivery System**

Searching for an online food ordering system with table reservations, pickup and delivery software?

Say no more. We've got you covered.

Our online food ordering and delivery system centralize all pick-up, delivery & dine-in orders, so you can easily be in full control of your business.

#### **Accept Orders Within Minutes**

Receive Unlimited Orders From Your Website, Facebook Page Or Mobile App

Sign Up Today & Start Accepting Orders.  
Get 30 days free when you sign up now.  
Starts from \$199.99/Month

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DELIVERY & TAKE AWAY



TABLE RESERVATION



EASY MENU MANAGEMENT



MOBILE APP & WEBSITE



POINT OF SALES INTEGRATION



SECURE ONLINE TRANSACTIONS

### Commercial Kitchen Rental

Osprey Ridge Golf Course has a large commercial kitchen that they are interested in renting out for the 2021 golf season.

If you're interested, please email [adospreyridge@gmail.com](mailto:adospreyridge@gmail.com)

### Patio Heaters

SRP LUXURY OUTDOOR COLLECTION

evenTUBE® | evenGLO® | the Habanero® | eWAVE™

ETS/ETSV INDOOR/OUTDOOR HEATERS

OUTDOOR PORTABLE/FIXED HEATERS

OUTDOOR HIGH INTENSITY HEATERS

ELECTRIC LONG/MEDIUM WAVE HEATERS

HEAT • STYLE • LUXURY  
WE KEEP YOU OUTDOORS™

THE SRP ADVANTAGE

INDUSTRY LEADING QUALITY AND CUSTOMER SERVICE | WIDEST SELECTION OF LUXURY OUTDOOR GAS HEATERS | CUSTOM LAYOUTS, PRODUCT FEATURES AND FINISHES

SRP SUPERIOR RADIANT PRODUCTS

With over forty years in Atlantic Canada, we stand alongside our products and partners to deliver the highest-performing heating solutions. We are excited to share our patio and outdoor heaters with members of RANS. Contact us to discuss how to extend your outdoor season.

[www.macleodandgrant.com](http://www.macleodandgrant.com)

Erinn Wright- [ewright@macleodandgrant.com](mailto:ewright@macleodandgrant.com)

902-752-5532

**WE'RE  
HIRING!**

## Seaport Social

Seaport Social at the Westin Nova Scotian is hiring a Restaurant Chef! We are looking for a passionate and creative chef who enjoys taking risks and trying out new ideas. The Chef must be passionate about food, flavours, supporting local, and being a mentor to the team.

If interested, please contact Alison Dove at [alison.dove@thewestinnovascotian.com](mailto:alison.dove@thewestinnovascotian.com)

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## Where are we at?

- Eight out of 10 restaurants are either losing money or barely scraping by and expect to take at least a year to return to profitability
- 67% of foodservice businesses are continuing to operate at a loss, while 15% are just breaking even
- 57% of all respondents whose operations are losing money said they expect to take at least a year to return to profitability

Restaurants Canada Research

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## How Online Food Ordering & Delivery Are Reshaping the Us Restaurant Industry

Typically patterns in the Us for these types of trends tend to be similar in Canada. Keep in mind that there could be some variations in the Canadian market and the numbers provided are applicable to a denser population base.

### Interesting Stats:

1. Since 2014, digital ordering and delivery has grown 300% faster than dine-in traffic
2. In less than 7 years, the percentage of online orders has tripled
3. 46% of all foodservice delivery orders are on a deal because of the easy access to coupons and other discounts
4. 26% order takeout or delivery at least once a week
5. 51% use delivery services to purchase meals from casual dining restaurant
6. 85% of consumers are using delivery services at least once/month
7. Young adults are the most satisfied with delivery: 93% of Gen Z and 87% of Millennials are very satisfied or satisfied with delivery services
8. 27% are willing to spend more for faster delivery speeds
9. 44% are likely to order food for delivery more often if restaurants could offer them faster delivery times
10. 76% of people are likely to dine at a restaurant if they had previously enjoyed an online delivery from there
11. Customers who order online takeout and delivery are more likely to reorder within 60 days than walk-in customers
12. In 2018, 36% of US Internet users under 35 ordered restaurant delivery frequently
13. 57% of millennials (73 million people in the US alone) say that they have restaurant food delivered so they can watch movies and TV shows at home
14. In 2016, the US food delivery market was valued at around 83 billion

sources: QSR Web, NPD, Lightspeed, NRN, Restaurant Business, Oddle, Caterlyst, McKinsey & Company, Morgan Stanley

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## **The Best Canadian Spots For Your First Post-Pandemic Vacation Were Just Revealed**

As dreamy as some of these spots sound, it's worth remembering that the Government of Canada continues to advise against all non-essential travel right now.

This includes both international and domestic vacations, with the PM even urging Canadians to cancel any upcoming trips.

While it may be a little while until travel restrictions are lifted and we can go out on adventures again, it's nice to keep your bucket list updated... right?

Read full article [here](#)

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## **Keeping up With Mandatory Contact Tracing**

### **What is the requirement for bars and restaurants to collect contact information?**

All full-service restaurants and licensed establishments in Nova Scotia must collect names, contact information, and date and time of visit for each household or person that dines in/is seated at the establishment. This is for contract tracing purposes.

### **Do all bars and restaurants need to collect contact information?**

This requirement applies to full-service restaurants and licensed establishments where patrons sit at tables to be served. It does not apply to staff at take out or fast-food establishments.

### **How much information do they need to collect for contact tracing purposes?**

They must collect accurate contact information each household or person, including date and time of visit, name and phone number. Nothing more is required, and nothing more is appropriate from a privacy perspective.

**What do you mean by each household or person?** If everyone at the table lives in the same household, then just one name and phone number needs to be collected for that household. If everyone at the table is from a different household, every single person's name and phone number needs to be collected. If it's a mix (for example, 5 people who live together and 5 who all live separately), one name/number from each household and the names and numbers of each of the others must be collected.

### **How long do establishments need to keep these records?**

This data must be retained for 4 weeks from date of visit for contact-tracing purposes.

### **Is there an end date for this requirement?**

There is no end date for this requirement.

### **Who do they send the records to?**

They only need to provide the records if public health asks for them. If that happens, they need to provide them in an electronic format.

### **Where can I find the contact tracing app for restaurants and licensed establishments?**

A contact tracing system was developed to help restaurants and licensed establishments collect customer contact information. They can find it at <http://www.rans.ca/contact-tracing>

## **SUPPORTS & RESOURCES**

### **Halifax Partnership - Free Webinars**

**Session #2** – Business Resilience Lessons from the Pandemic  
**Mar 23, 2021, 9 - 10 AM**

This session will zero in on things companies have learned from the COVID crisis and other business disruptions. Join our two guest speakers: Lynn Buckley, Owner, Agenda

Managers Inc. and Paul MacInnes, Director BD/Sales/Marketing with MilAero. Both are local business owners who will share success stories and experiences of managing through the pandemic.

Register [here](#)

Session #3 – Toolkit Walkthrough

March 29, 2021, 9 - 10 AM

We will unveil the Business Recovery and Continuity Toolkit and walk you through the steps towards creating your own response plan. The complete toolkit will be available on the Halifax Partnership website on March 23 is free to use.

Register [here](#)

## Regional Relief and Recovery Fund (RRRF)

Portal now open!

### Who Qualifies?

- Small businesses in rural HRM communities.
- Businesses adversely impacted as a result of COVID-19.
- Businesses that have less than 500 employees and produce less than \$20M in annual revenue.
- Existing RRRF clients may be eligible for an additional loan up to \$20,000.
- New RRRF clients may be eligible for up to \$60,000.



The Regional Relief and Recovery Fund (RRRF) portal is now open for applications. This loan program provides financing of up to \$60,000 aggregate amount with very favorable terms that can be used to cover operating shortfalls. Borrowers who have previously received RRRF funding can apply for a supplemental loan of up to \$20,000.

Deadline to apply online is March 31, 2021. It is expected these funds will be quickly allocated to successful applicants. CBDC Blue Water is administering the funding program for small businesses in rural HRM.

More info: <https://www.cbdc.ca/en/nova-scotia-regional-relief-and-recovery-fund-rrrf>  
Application Portal: <https://bluewater.commongoalsapp.com/Account/Login?ReturnUrl=%2f>

### CEED - Startup & Expansion Loans

For over 25 years, CEED has connected entrepreneurs with the resources required to help fund their ventures. CEED's Startup & Expansion Loans lay the groundwork for you to take the next step with your idea or enterprise.

These loans are for small and medium-sized businesses run by entrepreneurs of all ages. Recipients get support to develop their business knowledge and skills in marketing, accounting, human resources and business planning.

**General details:**

- Businesses registered within the Halifax, Dartmouth and Bedford boundaries are eligible to apply
- Loans range from \$5,000 to \$25,000 and include:
  - Low interest rate of prime + 2%
  - Low principal repayments
  - No penalty for early repayment
  - No interest for 6 months on \$5,000 loans
- Up to \$60,000 of additional funding is available through CEED's community partners
- Our experienced CEED loan advisor can help you:
  - Explore options to help finance your business
  - Provide guidance and templates for your business plan and financial projections
  - Provide information on business resources
  - Connect you with business skills development opportunities

These loans are more than just a cheque. Startup and Expansion Loans are a lifeline providing ongoing support and wisdom throughout your business journey.

**Inquiries:**

Questions regarding our Startup and Expansion Financing options? Please email us at [info@ceed.ca](mailto:info@ceed.ca) with any further inquiries.

**How to apply:**

Please apply through the Impact Atlantic form [here](#)

**IRCC - New Virtual Opportunities for Employers**

Starting March 3<sup>rd</sup>, we will be hosting a learning series for employers in the Atlantic. Each month will feature a new topic and provide opportunities to ask questions and engage with us. Employers may choose to attend one or all the information sessions based on their interest and needs. Upcoming topics will include an overview of the IRCC outreach services for employers, benefits of hiring global talent and work permits. For more details and registration information, please refer to the attached poster.

Starting March 10<sup>th</sup>, we will be hosting virtual cafés for employers in the Atlantic. Employers will have the opportunity to “drop-in” to virtual office hours and chat live with us. They can ask questions and receive information about economic immigration programs and resources for employers. This is an additional opportunity for employers to connect with us and we will continue to remain accessible to them by email and telephone. For more details and joining instructions, please refer to the attached poster.

We thank you in advance for your support and collaboration. We hope that these virtual events will be a success and provide us with additional opportunities to engage directly with employers in the Atlantic. If you have any questions or feedback regarding these upcoming virtual events, please reach out to us at [IRCC.DNEngagement@cic.gc.ca](mailto:IRCC.DNEngagement@cic.gc.ca).

Click [here](#) to see an overview of the learning series

## MEET OUR BENEFIT SUPPLIERS

We are able to offer our members a wide range of services and support thanks to our benefit suppliers:

- Preferred credit card rates [SONA](#)
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- Financial services [Stream Financial](#)
- Business & general insurance [Gateway](#)
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- Advertising discount [SaltWire Network](#)
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- Pest and wildlife control [Orkin](#)
- Draught system design & installation [BeerTech](#)
- Expertise in IT solutions [Codoholics Consulting Inc.](#)

If you are currently a member of RANS or would like to become a member and access the discounts, rates, and services provided; please contact [natasha@rans.ca](mailto:natasha@rans.ca) or 902-429-5343 ext 1.

## OUR SPONSORS



## NSLC PROMOTIONS

**Our Promotions - February 22 - March 31, 2021 (P9)**

[Licensee Only Offers](#)

[Limited Time Offers](#)

[Air Miles® Offers](#)

## SUBMISSIONS

We are in search of Business Bite submissions from our members! If you have an event, new product/service, or interesting trends/stats to add to one of the newsletters and/or our social media, please send to [natasha@rans.ca](mailto:natasha@rans.ca).

We are excited to see them!

