

# COVID-19 Relaunch

## Community Conversations for Businesses

May 14/15, 2020

Total participants: 556

Thank you to everyone who participated in the virtual Community Conversations hosted by Alberta Health Services' Senior Medical Officer of Health Dr. Laura McDougall and Dr. Kathryn Koliaska, Medical Officer of Health and Provincial Lead - Safe Healthy Environments. Our intention with these events is to help businesses implement the guidelines set by the Province of Alberta.

We appreciate your commitment to ensuring we safely re-open our province's business sector, and your concern for doing the right things in the right way.

Below we attempt to answer many of the questions that we were unable to fit into our virtual sessions May 14 and 15. We encourage you to visit and check back often with [alberta.ca/biz-connect.aspx](http://alberta.ca/biz-connect.aspx). For general workplace guidance for business owners, [click here](#).

You can also submit questions through [alberta.ca/biz-connect.aspx](http://alberta.ca/biz-connect.aspx). It is important that you enter your questions. Alberta Health and Alberta Health Services could never provide guidance every possible scenario or business, but we are here to help as much as we can.

Please be patient as there are many questions and we are doing our best to provide answers and guidance. This is a new experience for everyone and all are doing their very best to support Alberta's relaunch as effectively and efficiently as possible.

The advice provided in this document is current as of May 21, 2020. Please check back often to the [BizConnect](#) and the [Alberta Health Services](#) websites, as information is updated frequently.

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## Personal Protective Equipment (PPE)

**What is the best practice with respect to masks and other personal protective equipment in a business setting? Should businesses require their staff or their customers to wear masks or gloves? Do retail stores need to have sneeze guards at check out?**

There really is no standard advice to this question. It is highly dependent on the type of business, how customers flow in and out of the business, and movement within the business. Our best advice is that you consider all the ways in which you can prevent transmission, including:

1. [Physical distancing](#) and physical barriers such as the Plexiglas barriers many of us have seen introduced in grocery stores are the best and most proven way in which you can help to reduce the risk of spread of COVID-19.
2. [Hand hygiene](#) combined with the above strategy is also an important tactic for reducing risk. Ensuring your staff have access to hand sanitizer or the ability to frequently wash their hands is critical. In addition, ensuring hand sanitizer is available for your customers would be a great additional precaution. You can learn more about the importance of washing your hands [here](#), and watch a demonstration by Dr. Laura McDougall [here](#).
3. Personal protective equipment - when sick, wearing a mask helps prevent us from passing illnesses on to other people. This is why we ask people who have a cough or respiratory symptoms to wear a mask and wash their hands when visiting an emergency department or clinic. Wearing a non-medical mask, such as a homemade cloth mask, has not been proven to protect the person wearing it. However, wearing a non-medical mask may be helpful in protecting others around you. This is because face coverings are another way to cover your mouth and nose to prevent respiratory droplets from contaminating other people or surfaces. Additionally, wearing a mask may stop you from touching your nose and mouth. If you do choose to wear a mask, watch this [video](#) to learn how to properly don and doff a mask to keep yourself and others safe. There is also a Guidance for Wearing of Non-Medical Face Masks for the general public available [here](#).

**If I choose to use masks, is there a type of mask I should use? Is one better than another? Can businesses use an A95 mask that meets FDA requirements?**

Surgical masks or cloth masks are sufficient for most general (non-health-care) situations. You have probably heard a great deal in recent weeks about N-95 masks. These masks do reduce 95% of particulate matter; however, it is critically important they are fitted properly to reduce the risk of leaks around the face. Even in the health sector, health care providers don't wear N95 masks unless they are performing a limited set of procedures (such as intubating patients) that produce tiny droplets. The extra cost of N-95 masks - in addition to the cost to have them fit-tested - would not be worthwhile in a typical business setting.

**KN95 mask – do we have any information on this option?**

Again, this level of mask is not necessary except in a limited set of health care circumstances. Please note that Health Canada is warning Canadians about the risk of using fraudulent and unauthorized N-95 respirators as they may not protect consumers against COVID-19. You can find more information [here](#).

**Is it better to use gloves and dispose of them, or hand wash after each customer at the cash register?**

Gloves can create a false sense of security and are often used incorrectly. If gloves are used incorrectly the risk of contamination is the same as for an unwashed bare hand.

Whether you use gloves or not, handwashing is absolutely required. Hands must be washed and dried thoroughly:

- Before wearing gloves
- When changing to a new pair of gloves
- After removing the gloves

#### **Are face shields adequate protection for wait staff?**

The [Guidance for Restaurants, Cafes, Pubs and Bars](#) states that “wait staff and servers who cannot be protected by 2 metres of distance or a physical barrier must wear a cloth or surgical mask.” Face shields are not currently being recommended by Alberta Health.

#### **What is best practice with hand sanitizers? Separate bottles or dispenser?**

We recommend having hand sanitizer right at the entrance to your business, and looking at the flow of your customers to see where you might want to add dispensers in high-touch areas.

- Use an alcohol-based hand rub with greater than 60% ethanol or 70% isopropanol.
- Hand sanitizer dispensers are acceptable. Best practice is to use a no touch automatic dispenser but this is not necessary as long as the dispenser remains visibly clean.
- Alcohol-based hand rub is less effective on hands that are visibly soiled. Instead, soiled hands should be washed with soap and warm water for at least 20 seconds.

#### **Why is there no consistent requirement for personal protective equipment – we see different standards set by individual colleges and associations?**

The type of personal protective equipment is highly dependent upon the environment in which you work and the type of service you’re providing. Those who work in a profession that is guided by a professional association or college should check with that organization to determine best practice.

For most of us, the protections referenced above, including [physical distancing](#) and good [hand hygiene](#), are the best place to start in protecting yourself from infection from COVID-19 and many other illnesses such as influenza and the common cold.

You can find additional information on the proper use of personal protective equipment [here](#).

## **[Physical Distancing](#)**

According to content provided on [alberta.ca/biz-connect.aspx](#) (May 14, 2020), Order 07-2020 prohibits gatherings of more than 15 people in one indoor location, however this does not prohibit businesses from having more than 15 workers in a workplace.

Examples of how to support physical distancing between employee, volunteers and patrons to reduce the risk of transmission amongst workers, volunteers and patrons include:

- Maintaining a 2 metre separation between individuals (e.g., workers, volunteers, and patrons) as much as possible.
- Restricting the number of employees, volunteers and patrons in a business at any one time.
- Installing a physical barrier, such as a cubicle, partition or window, to separate workers, volunteers and patrons.
- Increasing separation between desks and workstations.
- Eliminating or re-structuring non-essential gatherings (e.g. meetings, training classes) of staff, patrons and volunteers. Typically, this involves moving in-person meetings to virtual media platforms like teleconference or video conference.

- Limiting the number of people in shared spaces (such as lunchrooms) or staggering break periods. Removing chairs from spaces and taping markers at 6-foot distances may be helpful in preventing crowds.
- Limiting hours of operation or setting specific hours for at-risk patrons.
- Implementing contact-free modes of patron interaction such as home-delivery of goods or curbside pickup of items.
- Placing reference markers (e.g., markings on the floor in grocery line-ups) that set out two-meter distances.

**Do businesses have any recourse if they encourage a patron who appears to be ill to leave and return later when they are feeling better, and the patron refuses?**

Posting information at the entrance to your business or online outlining the expectations you've established with respect to physical distancing and asking patrons not to enter if they are unwell should ensure that patrons are aware of the restrictions you have set. Certainly, if a patron refuses to leave and you feel they are creating a risk for you, your employees and other customers, you could consider reaching out to law enforcement for assistance.

**For clothing stores what is the maximum number of customers allowed?**

Please refer to [alberta.ca/biz-connect.aspx](https://alberta.ca/biz-connect.aspx) for general and sector-specific guidance. Depending on your premises, you will need to factor in physical distancing, and workflow.

**Can we have more than 15 people in a building, like a restaurant, if we are less than 50% capacity?**

Businesses that are non-restricted must follow:

- [General workplace guidance](#), including physical distancing requirements.
- Sector-specific guidance, such the [Guidance for Restaurants, Cafes, Pubs and Bars](#), which sets limits on the number of patrons per table, based on size. A maximum number of patrons sitting together at larger tables is 6.

Once the guidance has been considered, it is possible that in some situations there can be more than 15 people in a building.

**We have a site office trailer for exploration. Should we be having everyone wear masks as I don't think 2m distancing will be able to be consistent in the site office. We won't be able to have one person in the office at a time.**

Consider installing physical barriers, such as plexiglass shields, if feasible. If physical distancing is not possible, you may wish to use masks. Remember to promote frequent handwashing/sanitizer use. We recommend:

- Use of [face coverings](#).
- Use of the [contact tracing app](#).
- Frequent handwashing or use of alcohol-based hand rub.
- Frequent cleaning and disinfection of site office space.

**Will business owners be financially penalized for not following proximity rules?**

Through amendments to the *Procedures Regulation* under the *Provincial Offences Procedures Act*, community peace officers, in addition to police, are able to issue \$1000 tickets to enforce COVID-19 public health orders. Executive Officers (such as Public Health Inspectors) can issue orders under the *Public Health Act*.

Penalties for contravening an Executive Officer Order range from \$100 to \$5000 per day. Courts also have increased powers to administer fines of up to \$100,000 for a first offence and up to \$500,000 for a subsequent offence for more serious violations of the *Public Health Act*.

As public health orders relative to physical distancing and mass gatherings remain in place, it is important that all business owners do their best to ensure they and their customers are following those orders. If businesses can show they have made efforts to do so and have signage advising/reminding customers of those orders, it is unlikely the business would be financially penalized.

### **What are the social distancing/PPE guidelines for businesses that work primarily outdoors in a recreation environment?**

Outdoor recreation businesses should follow the [outdoor recreation guidance](#) available on Alberta Biz Connect in addition to [general workplace guidance](#).

## **Signage**

Business owners can find posters that can easily be downloaded and printed [here](#). Additional signage and posters are available online from Alberta Health Services [here](#).

Alberta Health has also recommended that businesses fill out a short template that can be found online at the Biz Connects site, and post it at their place of business, or online. You can [find that form here](#). Businesses should also follow sector-specific guidance.

## **Screening**

Employers should implement active daily screening of staff, volunteers and patrons for symptoms of fever, sore throat, cough, runny nose or difficulty breathing. Anyone who is sick with cold-like symptoms such as cough, fever, runny nose, sore throat or shortness of breath, MUST NOT be in the workplace.

Patrons with these symptoms should not be allowed in the workplace and should be advised to return home.

Employers are encouraged to examine sick-leave policies to ensure they align with public health guidance. There should be no disincentive for staff or volunteers to stay home while sick or isolating.

Changes to the Employment Standards Code will allow full and part-time employees to take 14 days of job-protected leave if they are:

- Required to isolate.
- Caring for a child or dependent adult who is required to isolate.

Employees are not required to have a medical note.

To enable quick contact with employees, employers should maintain an up-to-date contact list for all staff and volunteers, including names, addresses and phone numbers. For the purposes of tracing close contacts, employers should be able to indicate

- Roles and positions of persons working in the workplace.
- Who was working onsite at any given time.
- Who an employee may have worked with on any given shift.

If a workplace has patrons within 2 metres of employees, then lists of patrons by time and date should also be kept.

**In a retail setting, what does patron COVID-19 screening look like?**

All Albertans are required to remain home and isolated if they are feeling unwell. Business owners should be alert to anyone who is visibly ill and encourage them to come back at another time when they are well.

If you can, make hand sanitizer or handwashing facilities easily accessible to your staff and the public.

**Can an employer request that staff report any gatherings that they or their family have attended with more than 15 persons?**

Employers could encourage their staff to download the [Alberta Contact Tracing App](#) in the event they attend gatherings outside of work. This is not mandatory but can assist with quick contact tracing in the event of an illness.

**Is there any further talk about testing oxygen levels of clients upon entering the business?**

Testing with a pulse oximeter for screening for COVID-19 prior to entry to businesses is not currently recommended.

**Will the request to isolate for 10 days upon any cold/flu symptoms be maintained in the long term? I am wondering if we should expect employees/students to be away for the 10 day minimum as the norm.**

If someone becomes ill, they must self-isolate. Please refer to the Alberta [isolation requirements](#) for specific details. Your employees may call 811 or use the self-assessment tool on [ahs.ca](#) to get further information and/or find out if they are eligible for testing.

## Cleaning and Disinfecting

You can find comprehensive infection prevention and control information on the Alberta Health Services website. Click [here](#) for information.

**Do change rooms in clothing stores need to be disinfected after every customer?**

Surfaces in change rooms should be cleaned and disinfected after use. COVID typically survives on most surfaces up to one to two days. As we learn more, new guidance is anticipated to be posted. Refreshed and additional information may also be posted on biz connect

**What will the strategy be for clothing stores regarding fitting rooms and the handling of clothes?**

Businesses should minimize the risk of “trying-on” of garments by encouraging customers to sanitize hands before trying on clothes. For clothing stores, consider regularly cleaning high touch surfaces such as door knobs. If you observe a customer coughing or sneezing, set aside the clothing they have tried on for at least 24 hours or, if possible, consider steam cleaning it before returning it to the main store.

**For a visitor information space, are paper brochures ok or should we move to digital products only?**

Use online digital content where possible. Alternatively, set up your system so multiple people are not handling brochures, reading them and putting them back. And ensure your staff, and others, are practicing good hand hygiene and that you are routinely cleaning high touch surfaces.

**How often should we be cleaning washrooms? Is it best to close washrooms to the public?**

Businesses are encouraged to develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, public washrooms and showering

facilities. The frequency of cleaning will depend on how often washrooms are being used and focusing on high touch surfaces.

Whether to close is really going to depend on your business. If you have two washrooms, you could consider designating one for customers and one for staff. You are in the best position to determine the best approach for your business.

**For outdoor patio restaurant service, do tables and chairs need to be sanitized between patrons?**

You should thoroughly sanitize each table and high touch surfaces of the chair after customers leave.

**If using wipes to clean surfaces, which are most effective/recommended?**

Use Health Canada approved [hard-surface disinfectants](#) and [hand sanitizers](#) for use against COVID-19 (search products by DIN number).

**What do businesses do if they cannot get disinfecting supplies- hand sanitizer being the scarcest resource, as well as disinfecting wipes? I haven't seen either of these items in a store for many weeks. Is there a source for businesses, rather than relying on retail sources?**

Please refer to the [Alberta Biz Connect](#).

This site provides supplier information under the personal protective equipment section.

**I run a restaurant, can I wedge open my entrance and exit doors to limit contact on surface handles?**

Fire codes and health standards must continue to be respected, but you may consider wedging open an internal (non-safety) door or use other means to limit the touching of surfaces.

**Is it ok to continue to use glassware and cutlery wrapped in cloth napkins or do we have to use disposable? We have a sanitizing commercial dishwasher. Is a regular dishwasher sufficient to wash and reuse our glasses?**

Standard Alberta dishwashing requirements is sufficient for re-usable eating utensils. Please find information regarding Alberta Dishwashing Requirements [here](#).

Regular laundering is sufficient for reusable napkins. Ensure napkins are thoroughly dried on high temperature setting. Ensure strict hand hygiene is followed before and after handling re-usable eating utensils and cloth napkins.

## [Contact Tracing](#)

**If a customer is later diagnosed with COVID-19, would my business be closed by province or AHS? What happens if one of your staff gets sick do you have to shut your entire business down? Or do they just have to stay home? Same with clients and patrons, what should you do if you find out a customer tests positive after they have been in your business? In the event of a COVID-19 positive test, how soon does the employer need to inform the rest of the employees?**

There is currently a requirement that Albertans remain home if they're sick. They should remain isolated with the exception of leaving their residence to be tested.

If an employee does test positive, Alberta Health Services' contact tracers will reach out to that individual and - through their investigation - determine who needs to be contacted, including the employer. Through conversations and discussions, the contact tracers will identify who was a close contact and who else needs to be spoken to. It is very likely employers will be part of the discussions

with members of the contact tracer team. AHS contact tracers will provide guidance directly to the employer as to how they are to notify employees and patrons, if at all.

If a customer is the one who is ill and the information they share indicates a close contact over a more prolonged period of time, that information would be shared with the business.

**For contact tracing, what is the business' responsibility and what is AHS' responsibility? Does the business have to bare any of the follow up? Do they need to include anything in their waivers with access to information or contact tracing in mind?**

Under the *Public Health Act* and Regulations, AHS Public Health is mandated to conduct public health investigations for Notifiable Diseases, such as COVID-19. As part of the course of the investigation, employers may be interviewed if indicated through contact tracing. All individuals interviewed by Public Health are required to cooperate with the investigation.

If you use a waiver in your business, you may wish to consult with your legal advisor.

**With the provincial government allowing business to re-launch, and business re opening what verification of cleaning efficacy are in place? If a client contracts COVID-19 from being in a re-opened business, who is liable?**

A business should demonstrate its due diligence to prevent the spread of COVID-19. Follow the applicable guidelines set out on the Alberta Biz Connect Website. Also, we recommend that businesses establish written plans for their relaunch. Please find a template for a written plan [here](#).

**We had feedback that a client of a local social service organization was staying/self-isolating in a hotel, but did not disclose they had COVID-19 and was a high user of the hotel - moving in and out to smoke and going through hallways. The hotel was told that the service organization and client are not required to disclose whether a client has COVID-19 or not as it is confidential information. This is concerning for hotels for the safety of the staff and other patrons - can you clarify the requirements for this?**

If someone is required to be in self-isolation, they are not permitted to be in public spaces. If there is an immediate risk to others, you may wish to contact law enforcement for support. For a non-urgent inquiry, you may request an investigation via the [AHS web portal](#).

## Other

**Do you know yet if it is safe to be blow drying our client's hair?**

Blow drying hair is not recommended unless both the stylist and client are wearing masks. Please see the [Guidance for Hair Salons and Barbershops](#) for more information.

**The AGLC has told me I need to get permission from AHS to open my bar. How do I do that?**

To request a service from EPH, like an approval inspection, please visit this [website](#).

**I own a day spa and we have a liquor licence which we needed a commercial dishwasher to receive. My question is can we serve refreshments?**

Currently day spas are not allowed to operate. They are considered for relaunch in phase 2. If a day spa was previously approved to offer refreshments, such as snacks and drinks, they will be able to do so, unless restricted by sector-specific guidance or CMOH orders. The offering of refreshments would also need to follow sector-specific guidance for restaurants.



Please complete a food handling permit application and a Public Health Inspector will follow up with your request to serve food at your place of business. Applications can be found [here](#).

**With some stores opening and warmer weather, what about the use of air conditioners?**

Consult with your HVAC or building maintenance expert to ensure your HVAC system is maintained and performing properly, including adequate fresh air exchange and filtration.

**I haven't heard or be able to find information about hotels or especially hostels with shared dorm rooms.**

Guidance for hotels, hostels and inns can be found [here](#).

**Are there any restrictions on who you can dine with at a restaurant? In light of restaurants opening and the ability to dine elbow to elbow with others, will someone eating together be able to share a golf cart together?**

There is sector specific guidance that states that the maximum number of patrons sitting together at larger tables should be 6. [Golf Course Operators guidance](#) states that power cart rentals must be used by one individual only, unless being shared by members of the same household.

**When seating patrons in the restaurant, I understand 6 to a table max, do we just place their food at the end of the table and let them move into place for each person themselves?**

Depending on your service and food type(s) this may be a reasonable approach, as it would limit the need for the wait staff to approach each person sitting at the table.

**I saw that on Alberta.ca website that bars and pubs are no longer listed as in phase 1; it only says cafes and restaurants (minors allowed). Does this mean pubs and bars with no minors allowed are not allowed to open at this time?**

Bars and pubs classified as nightclubs (no minors allowed) are still prohibited from reopening at this time.

**How many people are allowed to sit at a table of 4, 8, etc.? Do they need to be spaced as well?**

Specific guidance for restaurants, cafes, pubs, and bars can be found [here](#).

**Are there any recommendations for consideration for staff accommodations?**

Information about staff accommodations can be found in the [Guidance for Managers and Operators of Industrial Work Camps](#).

**Should we be moving from carpet to hard surface flooring which can be easily disinfected?**

No changes to flooring requirements are being recommended due to COVID-19. Certain businesses like food establishments and personal service facilities were already required to have smooth, cleanable, and non-absorbent flooring. This remains unchanged.

**Does the opening of museum/art galleries speak directly only to the tourism part of a museum? Or can all facets of the museum reopen? We do our own production of wares, summer camps for students, events like weddings, funerals, parties, artist studios, art exhibitions, etc. If so, do they all have the same rules as museum?**

All parts of the museum are allowed to re-open as long as they continue to follow the current restrictions and guidelines that are in place. Guidance for Museums and Art Galleries can be found [here](#).

Restrictions on gatherings can be found [here](#).

**Are there separate guidelines in place related to working with "vulnerable populations", i.e. people with disabilities, the elderly, etc.? What are suggestions around working with these populations where hands on contact is required?**

Detailed information and guidance on preventing outbreaks in settings with vulnerable populations can be found [here](#).

**While golf courses can open, there is question as to whether golf pros can start coaching students - is this permissible if they are able to follow the workplace guidelines?**

Yes. Following all guidelines including maintaining 2 meter physical distancing between clients and staff is still required.

**Now that we are in phase 1 of the reopening, I haven't heard when people are allowed to go back to work - specifically Workers' Compensation Board (WCB), Alberta Health Services (AHS) and Government of Alberta staff in the Government District.**

Working remotely where and when possible is still encouraged during Phase 1 of the relaunch.

**Any word on if we can open spray parks?**

Spray parks are considered a type of swimming pool and are currently restricted from reopening.

**In our museum we also have summer camps. Are the kids allowed in if they have to use the same bathrooms as the general public?**

Sharing of washrooms should be minimized as much as possible, but when sharing space is required, then follow a strict cleaning and disinfection schedule to ensure the space is properly cleaned and disinfected between cohort groups and the public. It is also important to ensure the bathrooms are frequently cleaned and sanitized and children are supervised to ensure that proper hand washing takes place.

**I take guests on storytelling walking tours, visiting restaurants for food and drink sampling. Each of the restaurant we visit have now re-opened. Am I able to resume operations given that I would adhere to all physical distancing, seating rules within the restaurants and keeping a safe distance between guests while walking around town? It's a unique business model so I'm not sure what sector I fall under.**

Businesses like walking tours can resume operations if they adhere to CMOH Orders and guidance. If customers aren't from the same household, physical distancing restrictions would apply whereby tables and chairs are arranged so that a 2 meter distance is maintained between each dining party, as per the sector-specific guidance for restaurants.

**If a business that operates outdoors is serving customers and more than 15 are in a given outdoor (but spaced out area), let's say waiting for canoe rentals, would this constitute as a group larger than 15? Or would it be multiple small groups that equals 15+?**

This would be similar to customers waiting in line to get into a retail store. Ensuring that individuals and small groups (from the same household) physical distance from each other would be required. This could be implemented by marking the ground to show physical distancing in areas where line-ups occur.

**Baseball: given that baseball players can meet the guidelines for physical distancing (no body contact, < 15 people in a group, not sharing equipment, hand sanitizing before, during and after exercise, etc.), can teams or groups get together to play baseball? Would they need to wear a mask while playing, to**

**prevent respiratory droplets from getting on the ball? Do baseballs need to be sanitized before and after use?**

Municipalities may choose to open fields, playgrounds and courts for public use, but **league play is not permitted**. Outdoor recreation businesses and participants should review and implement the [Guidance for Outdoor Recreation](#).

**Would a tattoo artist be phase 2? As a tattoo artist how will I start to go back to work? Where I am a tattoo artist and I deal with blood and pathogens, how would I start to open back up?**

Personal services, including tattooing, is currently a restricted business. Personal services are part of Phase 2 of Alberta's relaunch. To prepare to reopen your tattoo business, in addition to following the Personal Services Regulation, please be familiar with the general workplace guidance, start preparing your relaunch considerations plan and review information on how to stop the spread.

More specific sector guidance should become available to assist those operating and working in personal services.

**Where can I find a covid-19 staff training session prior to opening our business?**

There currently isn't any COVID-19 specific staff training sessions being offered by the Province of Alberta. We would encourage all business owners to make sure their staff are knowledgeable on the [general workplace guidance](#), [sector-specific guidance](#) and [how to prevent the spread](#) prior to reopening your business.

## [Alberta Health Questions](#)

The following questions are being referred to [alberta.ca/biz-connect.aspx](http://alberta.ca/biz-connect.aspx). We encourage those with outstanding questions such as those below to reach out directly for a response. While you wait for additional guidance or direction, please download the template: [Relaunch considerations for businesses](#) and begin to build your own relaunch plan based on the information you do know.

### [Recreation and Day Camps](#)

[See Guidance for Outdoor Recreation](#) and [Guidance for Day Camps](#).

The special events industry is in free-fall. We were one of the first to close and we will be one of the last industries to reopen. We are going to see a large percentage of operators go out of business by fall and many more by next year. All of us want to help ensure public health. We want to protect the public. We need a plan though. When events are able to resume, what measures will be required and what kind of realistic timeline are we looking at? We are in Phase 3 (from my understanding). Many people in my industry are taking out loans to survive this downturn. If we cannot open next spring/summer we will be bankrupt. If we cannot operate, we need to know so that we can shut down instead of seeking financing.

Our facility is a not-for-profit run multi-use performance, arts and community event venue. Our users range from church groups and community groups to craft sales and performances. How does the different criteria for re-opening affect our clientele being able to rent our space? Is the 15-person cap on gatherings a blanket consideration for a facility such as ours, or are there different criteria depending on the type of activity, i.e., church group vs market vs music programming, etc.

From the perspective of the manager of a multi-use facility: Who is responsible for ensuring proper protocols are in place, the organizer of the event or the facility, i.e., provision of PPE/hand sanitizer, ensuring distancing is enforced, etc.?

Recreational Facilities are not to open to the public until Stage 3, but some of these facilities offer Day Camps for children in the summer. Will these facilities be permitted to offer day camp programs as long as they follow the AHS regulations and guidelines specific to Day Cares & Day Camps?

I HAVE a riding facilities and have camps. I understand no night overs, I need an explanation on tack. Do I have to sanitize all tack every time a different student uses it to tack a horse, saddle pads etc. It would be impossible for them to use rubber gloves to ride.

I operate an outdoor hiking and mountain top backcountry cooking lesson and picnic [in Jasper], where [what sector] does this tour sit?

What defines a 'recreational facility' for the purpose of day camps? I own a small cheerleading gym and would love to offer camps with 1 cohort.

For Day Camps there appears to be a contradiction between the Physical Distancing, point 2 and Use of Shared Spaces Point 4. The one appears to say facilities such as washrooms cannot be shared, the second that they can with appropriate measures?

### Retail

See [Guidance for Retail Businesses](#)

What will relaunch look like for second hand store and community donations?

We are a children's and maternity consignment store. I have set up safety protocols to accept clothing, however, again, there are no specific rules or suggestions. Do I have to refuse children coming to the store? Is there any way we can get access to cleaning supplies? Right now, all cleaning supplies seems to be reserved for hospital staff.

Some fabric stores are opening fully this week, but all the information I can find says that they are still on the restricted list. Can you please clarify? There seems to be a lot of confusion as to what businesses are allowed to open in Stage 1, and what stage they fall in if not stage 1.

Also, what do businesses do if they cannot get disinfecting supplies- hand sanitizer being the most scarce resource, as well as disinfecting wipes. I haven't seen either of these items in a store for many weeks. Is there a source for businesses, rather than relying on retail sources?

### Acupuncturists and other health-related businesses

Looking for the rationale for why Registered Acupuncturists are not able to open their clinics, despite being regulated by a College & Association. It is confusing in many ways because it has created a situation where other professions (physio, chiro, naturopaths) who occasionally provide Acupuncture services are able to resume their practices, but Registered Acupuncturists who are covered by the Health Disciplines Act cannot.

I own 2 holistic health care clinics with 3 main modalities: Chiro, Acupuncture & Massage. It seems very confusing that Chiropractic is listed in Phase 1 yet Acupuncture is Phase 2. Is there a way to discuss moving Acupuncture to Phase 1 considering the strict adherence to the safety guidelines that are already in place and being followed in the clinic because of the Chiropractors?

Are medical aesthetic services performed by regulated health professionals, such as nurses, authorized to resume practice prior to phase 2?

Doulas asking for clarity on when they may be able to begin supporting their clients again.

Podologists who provide important supports to seniors and others who require regular foot care due to conditions such as diabetes and are unable to perform that care themselves because of limited mobility

due to arthritis and other conditions. They are currently included in Phase 2, alongside aesthetic services like pedicures despite the fact that, for many of their clients, this is a more essential service than getting a haircut. This being the case, they're asking to be considered for inclusion as part of Phase 1.

#### Gyms, personal trainers, dance studios, etc.

See [Guidance for Outdoor Recreation](#) and [Guidance for Outdoor Recreation](#). Contact your local municipality business license office for any significant changes to your business.

How can personal trainers and fitness facilities get approval to operate outdoor fitness classes through the summer? The small, studio, micro gyms are starting to really struggle and need to bring in some form of income as the online market is absolutely not working. Summer is also our hardest time of year but we cannot wait until the fall for action.

Dance studios less than 5000 square feet are currently in phase 3. Will we be allowed to offer summer camps?

Gymnastics, Dance, Martial Arts, and Fitness, etc. moving their workouts outside was not covered. Is this permissible with proper distancing etc.?

#### Other

A question about whether small towns and communities like Jasper, Canmore and Banff have the ability to stay closed contrary to the Alberta Government relaunch plan?

Would Banff and Jasper be guided by federal rules as national parks?

We are a historic museum that have many different operations within our building. I have read that our occupancy load is based on square footage. If this is true we are able to have hundreds enter at once and stay physically distanced. Does this mean we can hold events in our building such as small weddings and funerals and parties of up to as many people that can fit within the 10 square meter rule of the events area?

Do you know what the processing time for PPE is from time of order to fulfillment through the POC?

How does a business determine the maximum capacity? What about a museum yesterday there was some new information. What about a facility with multiple buildings and 180 acres, how many guests can we have?

How does a retailer figure out what maximum capacity in their store should be? I know international standards (Germany and Switzerland) are one person square metres, but what is Alberta recommending?

Will Bizconnect respond individually to my emails?

Any specific advice for dog walkers or dog daycares and groomers? Although the risk is low that the virus could be on the leash, collar or coat, are there any suggestions on handling the dogs?

## Resources

Public Health Orders: <https://www.alberta.ca/covid-19-orders-and-legislation.aspx>

AHS Environmental Public Health: <https://ephisahs.albertahealthservices.ca/create-case/>

AHS: [www.ahs.ca/covid19](http://www.ahs.ca/covid19)

Alberta Health: [www.alberta.ca/covid](http://www.alberta.ca/covid)

Health Canada: [www.canada.ca/en/health-canada](http://www.canada.ca/en/health-canada)

World Health Organization: [www.who.int/health-topics](http://www.who.int/health-topics)

The Downtown Business Association has compiled a good list of industry sector guidelines and best practices. The Retail Council of Canada documents are especially useful for all businesses.

<https://www.edmontondowntown.com/covid-19-resources/reopening-resources/>