



BEVERAGE CONTAINER MANAGEMENT BOARD

## Depot FAQ's on COVID-19

### 1. With Alberta's relaunch strategy underway, do I have to remain open? Am I permitted to reduce my hours of operation or close?

While things are starting to resume slowly in Alberta, the BCMB recognizes it is not 'business as usual' in the province, and that includes for depots. At this time, the relaxation of minimum hours of operation will continue until otherwise notified.

We will also continue to leave it to each depot owner's discretion to determine what is best for you, your staff and your community in regard to reducing hours or remaining closed if you have been during this time.

### 2. What do I do if I want to reduce my hours or close?

Please advise the BCMB through the Quality Monitoring System (QMS) if your depot will operate under revised hours of operation or if you will be closed to the public. **If you have already made changes to your operating hours or closed your depot and have not yet submitted a QMS ticket, please do so as soon as possible** so that your depot's hours of operation can be updated on the 'Find A Depot' website. This will help keep customers informed and will notify industry staff who may be trying to contact your depot.

A 'how-to' video for submitting a Depot Closure Notification ticket on the QMS can be found by [clicking here](#).

If you require assistance accessing your QMS account, please contact one of the following individuals:

**Alyson Klatt**  
(780) 424-3193 ext. 232  
[aklatt@bcmb.ab.ca](mailto:aklatt@bcmb.ab.ca)

**Jenn Budd**  
(780) 424-3193 ext. 222  
[jbudd@bcmb.ab.ca](mailto:jbudd@bcmb.ab.ca)

### 3. What precautions should be taken when serving the public at this time?

Despite the province's recovery plan being underway and business and activities starting to resume, you are still required to implement and maintain all Government of Alberta health and safety requirements related to the pandemic. This will not change for the foreseeable future. For more information, visit [Alberta Biz Connect](#) for [general workplace guidance and supports](#) as businesses reopen and resume operations.

The BCMB recognizes that with social distancing requirements still in place and limits on the number of people allowed in a depot at one time, as well as the anticipated increase in the number of customers visiting depots again, lines and wait times may be longer. Government guidelines recommend only one visitor per family at a time at businesses, and depots can encourage this with

their customers as well. We are hopeful your customers will be patient and understand these measures are necessary to ensure your safety and theirs.

Our industry is also working closely with Alberta Health Services inspectors who are visiting depots. Results of inspections have been very positive to date, and the BCMB will follow up with depots on any issues that are identified by AHS inspectors.

**4. Are depots eligible for any of the funding or government programs that have been put in place due to COVID-19?**

There are a number of provincial and federal government programs that provide financial assistance to businesses impacted by COVID-19. The BCMB encourages depots to review those programs and apply for any that may be applicable to your business. Please ensure you are aware of all program criteria before applying.

[Click here](#) for information on the Government of Canada's Economic Response Plan, including a newly announced program for businesses called the [Regional Relief Recovery Fund](#).

[Click here](#) for information on the Government of Alberta's economic support and recovery actions.

**5. My current permit is expiring, am I still able to submit a permit renewal application?**

All depot permits with expiry dates up to and including June 30, 2020, will automatically be extended for 90 days. The BCMB would like to give depot owners and operators the opportunity to focus on more pressing issues during this time. On June 16, 2020, the BCMB will post an update regarding permit renewal processes and will base any further extensions or resumption of normal renewal practices on current information at that time.

Should you choose to complete and submit your Permit Renewal Application according to your current permit expiry date, the BCMB will continue to process the application as normal.

**6. I am selling my business or need to amend my permit, am I still able to submit a permit application?**

Yes, if you need to submit an application for a change of ownership or an amendment to a permit, you may do so by following the instructions in the [application package](#) that can be found on our website. The BCMB will continue to process the applications as normal.

The only exception to this would be relocations or new depots where there is a requirement for an onsite inspection. Depending on health and safety guidelines, an inspection may not be scheduled while a state of emergency is in effect. This may extend the timeline to issue a permit.

**7. My annual Uniform Code of Accounts (UCA) due date is coming up. Can I get a filing extension?**

All UCA filings due March 31 and April 30, 2020, were automatically extended for 30 days to give depot owners and operators the opportunity to focus on more pressing issues related to COVID-19. The BCMB will review any future UCA filing deadlines should the need arise.

**8. Is the BCMB office still operating and what precautions are being taken in the day-to-day operations?**

BCMB employees are continuing to work from home for now. We are following all the precautions advised by our government and public health agencies to maintain the health of our team and partners. We will advise you when we start the transition back to working out of the office. We are striving to remain accessible and responsive to all inquiries. Any phone call inquiries go directly to voicemail and are being responded to within two business hours.

Our contact information and hours remain the same and can be found on the [BCMB website](#).

*May 14, 2020*