



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 the province's relaunched strategy began in June, the BCMB recognizes it is still not 'business as usual' in Alberta, 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

Jenn Budd
(780) 424-3193 ext. 222
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 the resumption of most business, you are still required to implement and maintain all Government of Alberta [policies and procedures](#) related to the pandemic. This will not change for the foreseeable future.

The BCMB recognizes that with social distancing requirements and limits on the number of people allowed in a depot at one time, as well as a growing number of customers visiting depots again, lines and wait times may be longer. 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. My current permit is expiring, am I still able to submit a permit renewal application?

Yes. Permit renewal applications are being processed as normal.

5. 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.

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

BCMB employees are continuing to work mainly from home, though some in-person meetings are being held when necessary or more effective. We are following all precautions advised by government and public health agencies to maintain the health of our team and partners. Social distancing is adhered to and masks are worn in all meetings in keeping with City of Edmonton requirements. We always strive to be accessible and responsive to all inquiries. Any phone calls go directly to voicemail and are responded to within two business hours.

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

September 2, 2020