



BEVERAGE CONTAINER MANAGEMENT BOARD

Depot FAQ's on COVID-19

1. With mandatory restrictions being eased in Alberta, is there any change in requirements for depots?

While Alberta is now in Stage 2 of its [Open for Summer Plan](#), depots must still follow [general and sector-specific guidance](#) and have enhanced infection prevention and controls in place as you have since the pandemic began. Distancing and masking requirements remain in effect.

2. Am I still permitted to reduce my hours of operation?

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.

3. What do I do if I want to reduce my hours?

Please advise the BCMB through the Quality Monitoring System (QMS) if your depot will operate under revised hours of operation. **If you have already made changes to your operating hours 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.

For help submitting a QMS ticket or accessing your QMS account, please review the QMS User Guides on the BCMB website by [clicking here](#) or contact the individuals listed below:

Janice Hepditch
(587) 412-5608
jhepditch@bcmb.ab.ca

Any Compliance Officer
compliance@bcmb.ab.ca

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

Depots are required to maintain all Government of Alberta [policies and procedures](#) related to the pandemic.

The BCMB recognizes that with social distancing requirements and limits on the number of people allowed in a depot at one time, 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.

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

Yes. Permit renewal applications are being processed 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.

7. 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 offices. We always strive to be accessible and responsive to all inquiries via phone or email.

As the pandemic and restrictions ease, BCMB staff will maintain a combination of working from home and the office. Contact information will remain the same, and meetings with staff will continue to be by appointment only as staff will not be present in the office full time.

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

June 10, 2021