

# RESTORING SAFE SERVICES

## MANITOBA'S PANDEMIC AND ECONOMIC ROADMAP FOR RECOVERY

## **The Premier of Manitoba, Brian Pallister**

COVID-19 is having a global impact. Everything is changing, quickly. The challenge is enormous, but Manitobans have once again risen to the task, some at great personal risk and financial hardship. I want to personally thank each and every one of you for your sacrifice.

Through good planning, Manitoba was able to get ahead of COVID-19 and flatten the curve. We want to stay ahead of this virus and not chase it. That means we have to continue to be vigilant, or otherwise we could face multiple peaks over the next few months. While our guard must be up, so must be our spirits and our hope. Because of your positive actions, now is the time to slowly, thoughtfully, and carefully begin the long process to reopen our communities and restart our economy.

The conditions are now right to begin to expand services safely. Our active case numbers are low, and we are not seeing significant community transmission. We have the health care capacity, should more cases emerge. More personal protective equipment is being made available. A critical element of our 'flattening' efforts so far, and a hallmark of our continued success, will be continued high levels of testing, tracking and isolation.

Expanding services must be done in a thoughtful, limited, and phased manner. That means we first open important health services, such as elective surgery, diagnostic screening and therapeutics. Our essential businesses will continue to operate. Then we can slowly allow other businesses to operate in a limited manner, such as retail stores, restaurants and personal services businesses. We want to allow people the opportunity to enjoy our beautiful spring and summer outside, while keeping safe through ongoing physical distancing guidelines and limited gatherings.

Throughout each phase we will monitor key indicators and respond quickly to keep Manitobans safe. At the conclusion of each phase, we will signal our readiness to proceed to the next.

Manitobans have always had a great sense of optimism and giving hearts. I know that this been a trying time, but together we will get through this pandemic, and become a stronger province for it.

**The Honourable Brian Pallister**

## Chief Provincial Public Health Officer Dr. Brent Roussin

The COVID-19 pandemic has affected individuals, communities, businesses and governments at a local, national and international levels. Strict public health orders have been put in place to protect vulnerable people and reduce the risk of overwhelming our health care system. This has required Manitobans to make fundamental changes to the ways they live, work and connect with others.

As Manitoba's chief provincial public health officer, I'm extraordinarily thankful for the sacrifices Manitobans have made during this time. The significant impact this is having on each of us is as top of mind for me as the virus itself.

We are still early in this pandemic. As we continue to move forward, there will still be unknown situations and outcomes. Our public health measures to date have helped us reduce case numbers and 'flatten the curve'. However, it is not practical to maintain these measures indefinitely.

That is why we will gradually reduce the measures in place and look at how we can safely restore the services and activities we all miss so dearly. This includes balancing the need to protect the vulnerable from COVID-19 with the need for other healthy choices, such as physical activity.

Right now, the number of active cases is low and we are not seeing significant community transmission. We have the health care capacity should more cases emerge. As the situation changes, we will continue to introduce measures to support the economy while protecting the health of Manitobans.

This is not a return to normal. The actions we take over the next several months will be crucial to maintaining our current results. Now is not the time to let up. We will continue to use evidence-based approaches that take into account the level of COVID-19 infections and risk in the community. Evidence will help guide our actions during these unprecedented times.

I want to thank Manitobans for their efforts to reduce the spread of the virus in Manitoba. Your actions have allowed us to protect vulnerable individuals and minimize the number of cases while reducing disruptions to our society, and I encourage everyone to continue to work together to reduce the effects of COVID-19 in Manitoba.

**Dr. Brent Roussin**  
**Brent Roussin, MD, JD, MPH, FRCPC**

Manitoba's first steps to safely ease public health measures are part of an overall strategy – one that is gradual, evidence-informed, and proportionate to the level of COVID-19 infection and risk in the community – and in keeping with the pandemic goals of minimizing serious illness/death and societal disruption.

This roadmap highlights critical public health measures that will be in place for the duration of the COVID-19 pandemic and identifies the criteria for easing public health measures. It provides recommendations on how to operationalize and implement mitigation strategies, outlines the initial measures that can be eased, and sets out options for future changes. All of these steps have been developed with advice from the chief provincial public health officer and in consultation with stakeholders.

In easing public health measures, our priorities include allowing more societal and business activities to take place, while minimizing the risk of a resurgence in COVID-19 infections and protecting vulnerable populations (e.g. older Manitobans, those with underlying or immune-compromising health conditions) and those in specific higher-risk settings (e.g. long-term care facilities, homeless shelters, rural and remote regions, Indigenous communities).

The Manitoba government has used data from Manitoba, across Canada and from other countries to develop a made-in-Manitoba model that projects possible scenarios about how the COVID-19 pandemic will progress in the province. It is important to note that modelling results are *always* an abstraction and cannot predict all possible outcomes. Each virus has its own footprint and behaviour that varies in each population. Outbreaks evolve over time and change as public health measures are put in place and people's behaviour change. Long-term predictions have to be constantly revised.

Models are only one source of information used to inform responses to the pandemic. Increasing access to testing for the virus and undertaking contact tracing helps public health officials better understand and track how the virus is spreading and who is at risk. As the situation evolves, Manitoba's testing approaches and surveillance priorities will be adjusted according to need, evidence, testing supplies and expert advice from public health officials.

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## Keeping Each Other Safe: Critical Public Health Measures

With no targeted therapies or vaccine available at this time, critical public health measures are the “new normal” to control the rapid spread of the virus and protect our family, friends and neighbours.

Each of us have a role to play to reduce the virus from spreading – continued observance of these critical requirements will make it easier for us to restore services and ease other restrictions:

- Stay informed, be prepared and follow public health advice.
- Continue to practice good hygiene (hand washing, avoid touching your face, cough into your sleeve, disinfect frequently touched surfaces).
- Maintain physical distancing as much as possible when outside of the home.
- Continue to increase environmental cleaning and ventilation options in public places and worksites.
- Stay at home and away from others for at least 14 days if you are symptomatic/feeling ill. Do not go to school/work and follow public health advice if you are sick.
- Reduce personal non-essential travel.
- While wearing a non-medical mask is NOT a replacement for physical distancing, hand washing and monitoring your health, wearing non-medical masks may offer additional protection to others, especially when physical distancing is hard to maintain.
  - o Wear a non-medical mask or face covering if you experience symptoms and cannot avoid close contact with others, such as when going out to access medical care.
  - o Do not go to other public places when you are sick, even if you are wearing a mask.
  - o Use non-medical masks to protect others in situations where physical distancing cannot be consistently maintained, such as shopping and public transit.

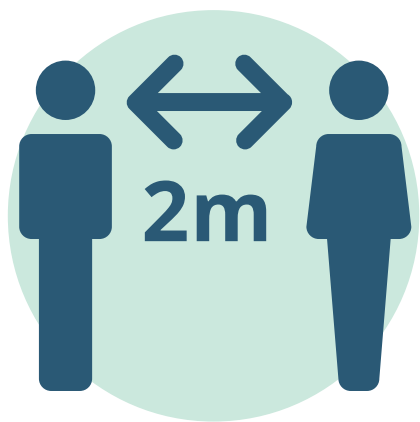
Frequent and transparent communication to the public will be important to help engage Manitobans on their role to reduce the risk of COVID -19. Manitoba’s on-going public communications and engagement strategy emphasizes the continued importance of these core personal measures as restrictive public health measures are eased.

## Risk Assessment and Mitigation

The easing of public health measures should only be implemented if specific conditions can be met to lower the current risk of transmission for a specific setting. For instance:

- A more cautious approach will be taken when decreasing measures for priority populations and settings with greater vulnerability to COVID-19 or impact of community spread.
- Daily monitoring of testing and surveillance data will inform adjustments (easing or reintroducing measures).
- Risk assessments examining the likelihood and consequences of increased transmission will be conducted on a routine basis and before any additional measures are eased. These assessments will consider local data and are recommended to occur every three weeks at the least, so that the impact of previous easing or new restrictions can be seen.
- Risk assessments should also consider the risk of exceeding local health care system capacity.
- Specific public health protocols will continue to be developed in partnership with the business community to guide individual sectors and provide further details to support local planning and implementation.

Physical distancing should be implemented whenever possible. When physical distancing is not possible, organizations and individuals should use other ways to mitigate risk, such as increasing ventilation, reducing contact between people wherever possible, and using technology to facilitate communications. The use of personal protective equipment (PPE) should be primarily limited to the health care workers and similar employees. Non-medical masks may be an option in some circumstances. Organizations/Businesses that cannot effectively employ mitigation measures may be delayed in reopening or resuming activities.



## Criteria to Begin Easing Secondary Public Health Measures

In general, the following criteria should be met before beginning to ease public health measures:



### 1. Transmission of COVID-19 is controlled.

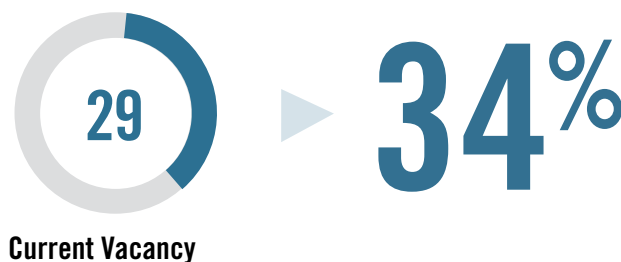
At this time in Manitoba transmission is largely controlled. The daily number of new cases is low, few Manitobans are hospitalized and active cases are outnumbered by those who have recovered.

### 2. Stable health system capacity exists to meet potential case growth.

Manitoba currently has sufficient health care capacity to manage additional COVID-19 cases at this time. Forty per cent of our acute hospital beds are available and planning is underway to add an additional 300 with overflow capacity in Brandon, Thompson and Winnipeg. Thirty-five per cent of intensive care unit beds are available and planning is underway to add an additional 100.

### ICU Capacity

Information as of April 22, 2020



### Hospital Capacity

Information as of April 22, 2020





**3. Outbreaks in vulnerable settings are minimal and proactive preventative measures are in place to further reduce any risks.**

Manitoba has no current confirmed cases of COVID-19 in personal care homes or other long-term residential settings. Manitoba is taking measures to protect vulnerable people, such as pausing public visits, allowing staff to only work at one personal care home, screening staff before workplace entry, implementing rigorous hygiene protocols and creating personal protective equipment usage procedures.

**4. Preventive measures are in place in workplaces.**

Manitoba has physical distancing requirements of two metres in workplaces, along with guidelines on hand hygiene, capacity control and business sanitation; among other measures.

**5. Travel restrictions are maintained to prevent spread and importation of the virus.**

Manitoba continues to restrict travel. Anyone entering Manitoba must self-isolate for 14 days, with certain exceptions. Travel to northern Manitoba and to remote communities is prohibited with some exceptions.

**6. Manitobans are aware of and engaged with public health information.**

Manitoba holds regular public briefings with the chief provincial public health officer and Shared Health's chief nursing officer. The province has a sustained public communications campaign to inform Manitobans about the current status of the COVID-19 pandemic and measures to prevent the spread of the virus.

**7. There is sufficient public health capacity.**

Manitoba has a robust system for identifying cases, isolating them, and tracing and isolating their contacts. This requires laboratory capacity to carry out testing; regional public health capacity to manage cases, and identify and follow up contacts; and alternative isolation accommodations for those who are unable to easily isolate themselves at home. Manitoba has recently expanded the criteria for testing for COVID-19 to anyone who is displaying symptoms, such as fever, cough, sneezing or other respiratory ailments. As a result, we anticipate an increase in tests completed each day, and an improved understanding of the virus in our province.

Manitoba has also undertaken extensive consultations with the business community in developing protocols, including the retail, food services, hospitality, entertainment, gym and fitness, recreation, golf, performing arts and culture, film production and private campground providers.

Manitoba is at a different point in the COVID-19 epidemic than some other provinces. The timing for easing or reintroducing public health measures in Manitoba may be different from actions taken elsewhere. Evidence-based indicators continue to be reviewed, with a goal of easing restrictions wherever possible. However, re-implementing public health measures or identifying new measures may be necessary, as our understanding of the virus evolves.

## Protecting Seniors and Other Vulnerable Manitobans

Protecting vulnerable Manitobans will remain one of our top priorities. Some Manitobans are more at risk of developing severe complications, such as:

- older adults;
- people with underlying medical conditions; and
- those at risk due to a compromised immune systems.



Others more at risk of getting a COVID-19 infection include:

- people with insecure, inadequate or nonexistent housing;
- people who have difficulty reading, speaking, understanding or communicating;
- those with difficulty accessing medical care or health advice;
- people who have difficulty with preventive activities, like frequent hand washing and covering coughs and sneezes;
- those with ongoing specialized medical care or those who need specific medical supplies;
- those with ongoing supervision needs or support for maintaining independence;
- those with difficulty accessing transportation;
- people with economic barriers, unstable employment or inflexible working conditions; and
- people with social or geographic isolation, such as people who live in remote and isolated communities.

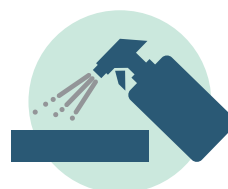
Any Manitoban who falls into these categories should stay at home as much as possible unless it is medically necessary to leave home. This includes working from home where possible, and following strict infection prevention controls if leaving the house is required. Vulnerable Manitobans should avoid public gatherings of any size.

The Manitoba government has taken steps to enhance protections for seniors by limiting visitation to long-term care facilities and ordering that employees can only work at a single licensed personal care home, and are working to further reduce the risks of transmission between sites. Officials are also following up on initial discussions with the Retail Council of Canada to provide safe opportunities for seniors to shop for groceries and other basic needs.

## Keeping Employees Safe

Keeping employees safe is critical to the operation of any business. Regardless of where we are in our pandemic response, employers should consider these measures to keep staff healthy and on the job:

- Allow employees to work from home where possible.
- Install signage to help ensure customers do not enter the business when ill with COVID-like symptoms and to highlight physical distancing measures.
- Require anyone who is sick with COVID-19 symptoms to stay home and consider introducing screening measures for staff. Ensure sick leave policies are flexible and employees are aware of these policies. Do not require a doctor's note for employees who are sick to validate illness or to return to work. Maintain flexible policies that permit staff to stay home to care for a sick family member.
- Develop communication plans, including a forum for answering workers' concerns. Be aware of workers' concerns about pay, leave, safety, health and other issues.
- Provide staff with up-to-date information on COVID-19 and protective behaviors.
- Provide information about business-essential functions and worker health and safety, including proper hygiene practices and the use of any workplace controls, such as masks or gloves.
- Talk to contractors about the importance of sick employees staying home.
- Minimize contact among workers, clients, and customers by replacing face-to-face meetings with virtual communications. Establishing alternating days or shifts that reduce the number of employees in the workplace at a given time. Increase ventilation or install physical barriers, such as plastic sneeze guards or drive-through windows.
- Provide resources and a work environment that promotes personal hygiene. For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 per cent alcohol, disinfectants and disposable towels for workers to clean their work surfaces. Require regular hand washing or use of alcohol-based hand rubs, and post handwashing signs in restrooms.
- Pause all nonessential international, inter-provincial and intra-provincial travel and ensure employees who do travel self-isolate upon return, if required.





# RESTORING SAFE SERVICES TOGETHER: A PHASED APPROACH

Steps taken in the first phase of Manitoba's response to COVID-19 pandemic were made in reaction to the public health emergency. This included introducing increasingly restrictive measures to reduce the spread of the virus. We are now in a position to ease some restrictions and support economic recovery by taking measures to restore some services. Going forward, we will make evidence-based decisions to ease public health measures and introduce processes and services that address our new normal.

As more information becomes available and data on the current situation in Manitoba is analyzed, some measures may need to be reintroduced or new restrictions implemented to reduce any further spread of the virus. The timing and order of any actions taken may change throughout the process, based on modelling, testing, public health surveillance and public health advice. Each phase will require a period of a minimum three to four weeks to observe the results of the previous phase, and to make determinations about acceptable next steps.

### **Initial Pandemic Response**

*January 17 – May 3*

Critical public health measures have been introduced, elective surgeries have been post-postponed, diagnostics screening was paused and non-essential businesses were closed, among other public health measures:

- restricting travel, including mandatory self-isolation upon return and limits on travel to the north
- limiting business operations limited to essential businesses with guidelines
- restricting public gatherings to 10 or fewer
- limiting child care operations
- restricting restaurants to take out/delivery only
- schools will remain closed

## **Restoring Services (Phase One)**

*Beginning May 4*

Critical public health measures and current travel restrictions will remain. This includes mandatory self-isolation upon one's return to Manitoba and limits on travel to the north. Priority elective surgeries have been restarted, diagnostics screening will resume and some non-essential businesses will be reopened:

- schools will remain closed
- non-urgent surgery and diagnostic procedures restored
- therapeutic and health care services restored
- retail businesses reopen
- restaurants – patio/walk-up services restored
- hairstylists and barbers reopen
- museums, galleries and libraries reopen
- outdoor recreation and campgrounds reopen

If results during or at the end of phase one or any future phases are not favourable, the province will not proceed with further easing of secondary public health measures and may reintroduce others. If virus activity remains low, we will give serious consideration in mid-May to easing the restrictions on group size.

## **Restoring Services (Phase Two)**

*Beginning no earlier than June 1*

Critical public health measures and travel restrictions will remain. This includes mandatory self-isolation upon one's return to Manitoba and limits on travel to the north. Any changes made in this phase will depend on the evaluation of the previous phase. This may include:

- expanding public gatherings
- restaurants – dine-in services restored
- film production reopened
- non-contact children's sports restored

## **Future Phases**

Public health measures may be further eased based on ongoing public health data and surveillance. Physical distancing measures will remain in place. Travel restrictions may be eased, depending on public health data and surveillance. Specific considerations are included relating to:

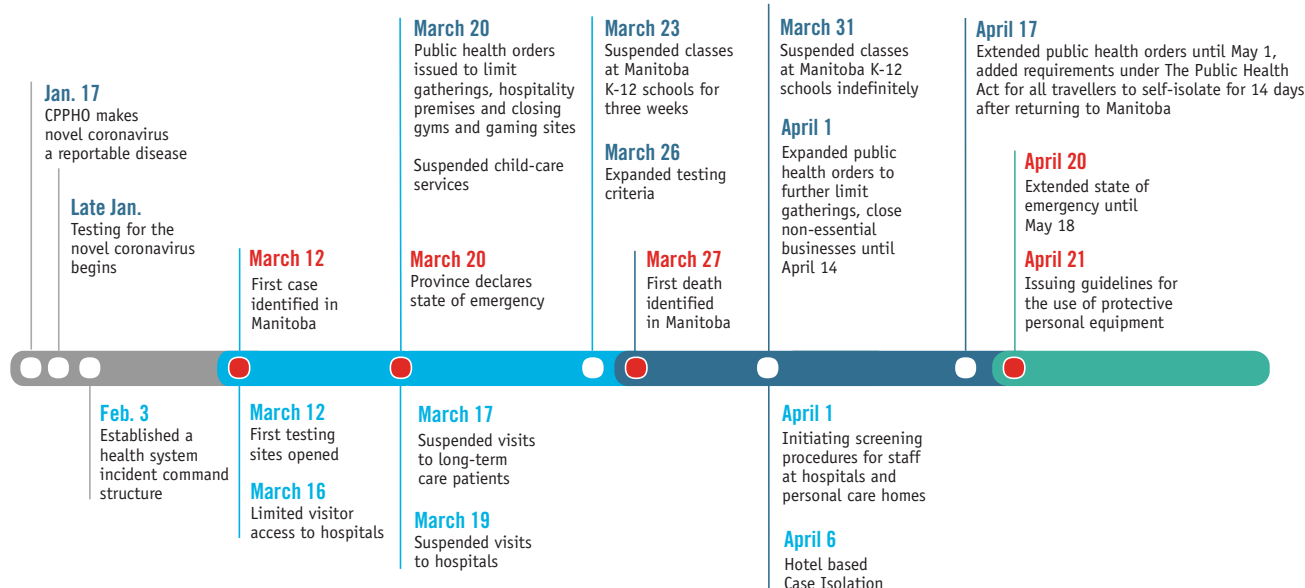
- performing arts venues
- other non-essential businesses
- large gatherings / events

## INITIAL PANDEMIC RESPONSE

January 17 to May 3

The Manitoba government implemented a number of public health measures and operational decisions to reduce the spread of COVID-19. The province is currently under a state of emergency order, with strict public health measures in place.

### Public Health Measures



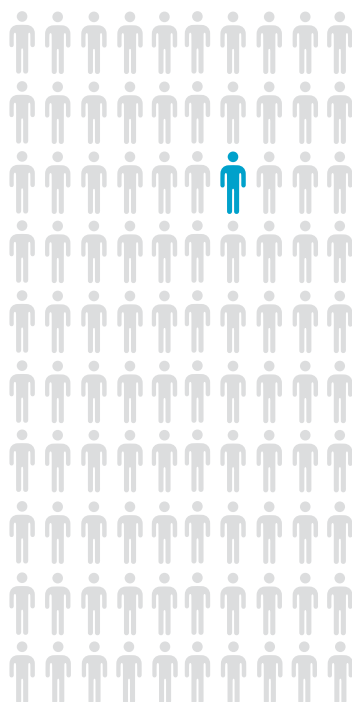
### Health System Operational Measures

As a result of these actions, Manitobans have been successful in reducing the spread of the virus and ensuring the health system can cope with the pressures COVID-19 places on it.



## Case Numbers in Manitoba

Information as of April 29, 2020



**273**  
Positive cases

**24,304**  
Total tested

### OF THE POSITIVE CASES



Active



Recovered



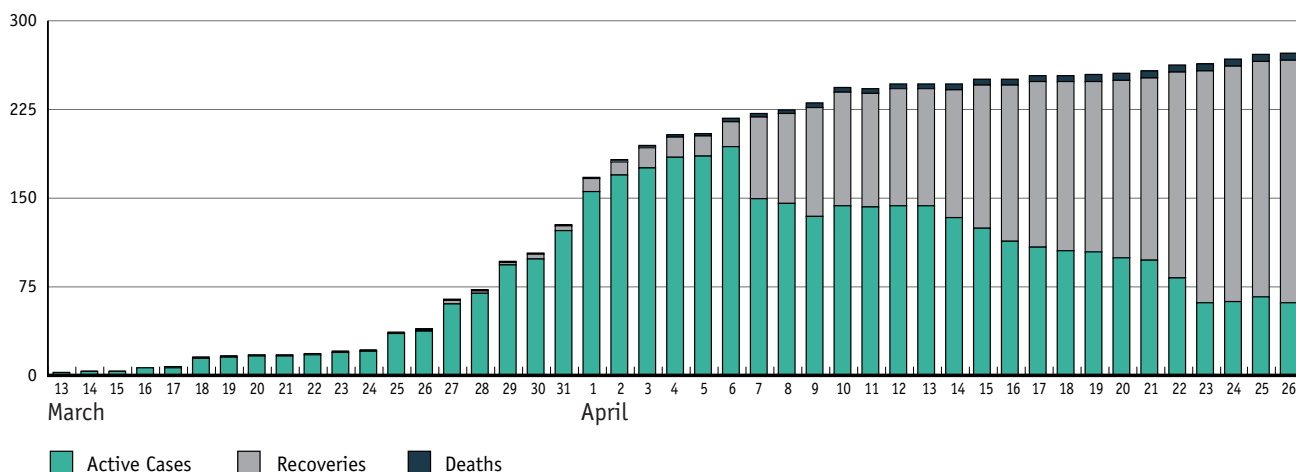
Hospitalized  
ICU 0  
Non-ICU 5



Deaths

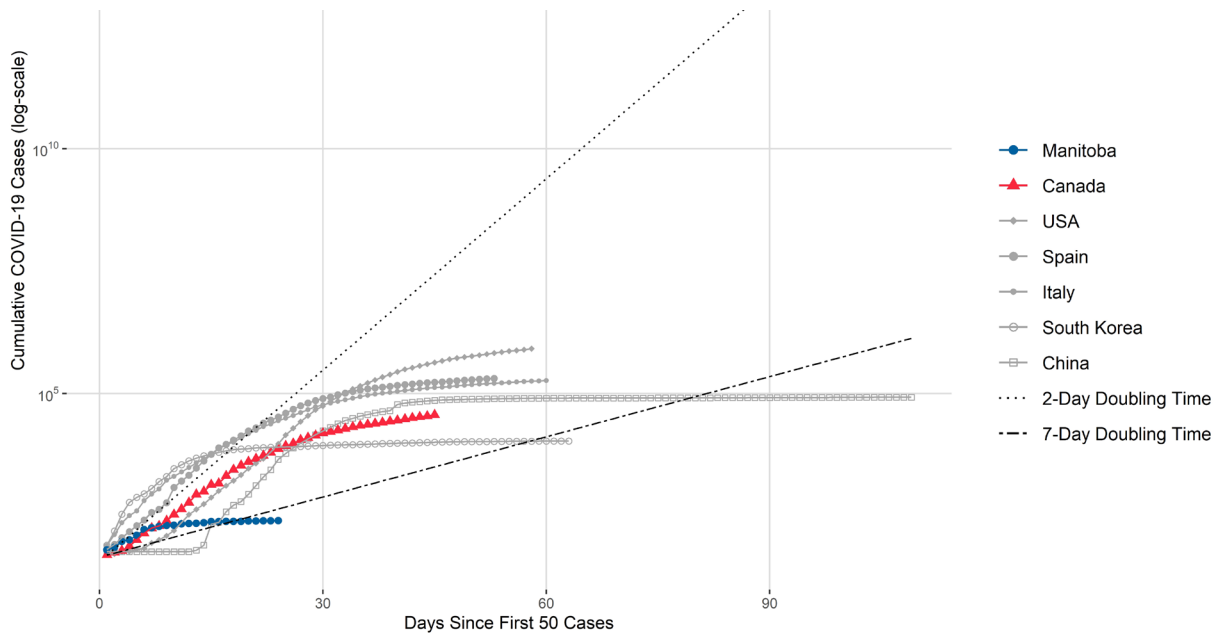
## Current Case Status

Information as of April 26, 2020



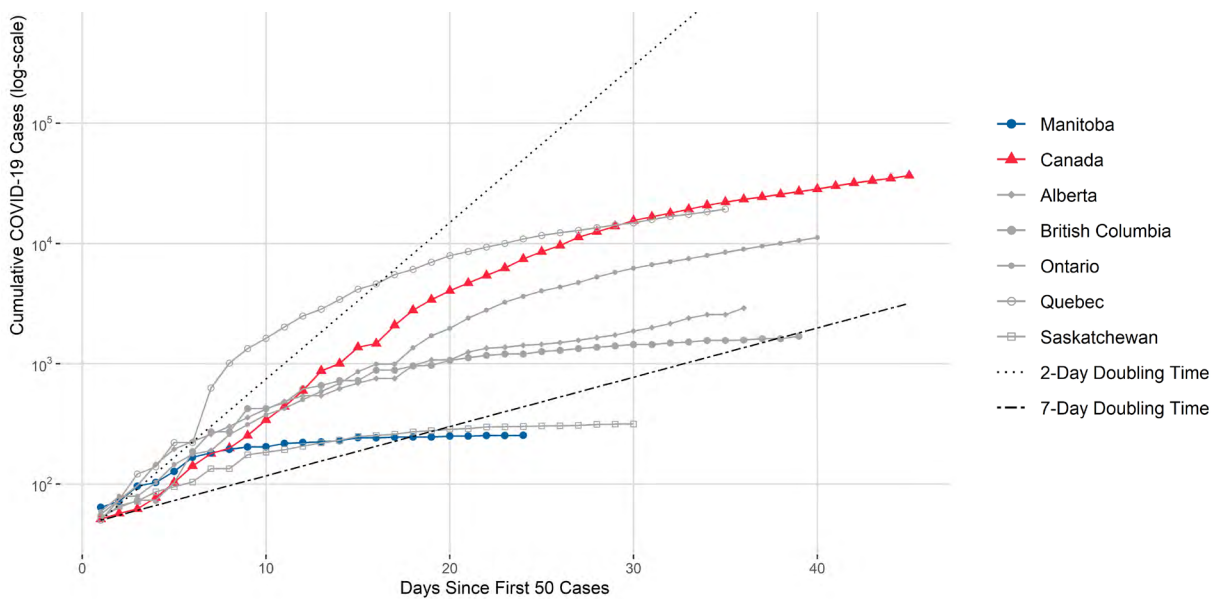
## Comparison to Other Countries

Information as of April 26, 2020



## Comparison to Other Provinces

Information as of April 26, 2020



## Key Public Health Measures During Initial Response

In addition to critical public health measures, a number of other public health measures were implemented during the initial response, which are likely to be maintained in some form:

### TRAVEL RESTRICTIONS

The chief provincial public health officer issued public health orders mandating that anyone entering Manitoba, regardless of whether from another country or another province, must self-isolate for 14 days. For those unable to safely self-isolate, government accommodations may be available.



Exceptions to the current order include:

- people who are transporting goods and materials into or through Manitoba, if they are not displaying any symptoms of COVID-19;
- people who provide vital services in Manitoba, such as health care providers, police officers, emergency services personnel, social service workers and workers engaged in the construction or maintenance of critical infrastructure, if they are not displaying any symptoms of COVID-19;
- people travelling into Manitoba to facilitate shared parenting arrangements under a custody order or agreement, including any child accompanying them, if they are not displaying any symptoms of COVID-19;
- people travelling into Manitoba for emergency medical purposes; and
- people who regularly travel to/from communities near the border for essential purposes.

In addition, travel to northern Manitoba (north of the 53rd parallel of latitude) and to remote communities that are not connected to the provincial highway system by a year-round all-weather road is prohibited with some exceptions.

These restrictions will continue for the foreseeable future.

## ESSENTIAL BUSINESSES

Essential businesses have been permitted to operate, provided that they implement measures to ensure reasonable separation by patrons of the business. No change to this provision is anticipated.

## PUBLIC GATHERINGS

First restricted to 50 persons, public gatherings were subsequently restricted to 10 persons. Public gatherings such as social gatherings, worship, weddings and funerals will continue to be restricted to 10 persons for the foreseeable future, with the total number of persons permitted increasing gradually if virus activity remains low based on public health data and surveillance. If virus activity remains low, we will give serious consideration in mid-May to easing the restrictions on group size.

## CHILD CARE

Child care facilities and early childhood educators continue to be essential to the province wide response to COVID-19 and critical to restoring services. To minimize risk:

- licensed child care centres have been reduced to a maximum of sixteen children per centre;
- home-based child care providers continue to provide care to a maximum of eight children;
- and
- enhanced guidelines for hygiene, infection prevention protocols and other measures were implemented.

Child care plays an important role in restoring services, enabling parents to return to the workplace, and it remains a key priority for the Manitoba government. As of late April 2020, more than 1,100 child care spaces are vacant in open facilities to support additional families seeking child care. Eligibility for child care has been extended to all Manitobans who are working or returning to work.

Manitoba Families will continue to work with the child care sector to help ensure that families can access child care if they need it. This includes the grant program administered by the Winnipeg and Manitoba Chambers of Commerce, where child care workers can receive assistance opening new child care spaces in their homes or community space.

More information on child care services during COVID-19, including website, can be found at: [Manitoba.ca/covid19](https://manitoba.ca/covid19).





## **RESTORING SERVICES (PHASE ONE)**

*Beginning May 4*

### **PUBLIC GATHERINGS**

Public gatherings such as social gatherings, worship, weddings and funerals will continue to be restricted to 10 persons. If virus activity remains low, we will give serious consideration in mid-May to easing the restrictions on group size.

### **GOVERNMENT OFFICES**

Government offices continue to be safe and, unless otherwise determined by management, remain open to staff. Government departments will evaluate changes that were made due to the pandemic to identify those that have created a negative impact on services, and to recommend where unscheduled drop-in services to the public may be reinstated.

This phase may include returning employees to the office if public health orders can be upheld, including social distancing and cleaning requirements. Employees who are working effectively off-site may continue to do so. Decisions about working from the office or at home will be made gradually and deliberately, with a focus on productivity and effectiveness and a view towards building a more flexible workforce in the long-term.

### **RESTART OF NON-URGENT SURGERY AND DIAGNOSTIC PROCEDURES**

In March 2020, a number of non-urgent surgical and diagnostic procedures were postponed as part of the provincial effort to ensure health-system capacity to respond to COVID-19.

On April 24, health officials moved to restart elective surgeries and other non-emergent health services. All necessary precautions will be taken to protect staff and patients from the risk of COVID-19 including point of care screening, the use of appropriate protective personal equipment and limiting the number of staff in the room.





## THERAPEUTIC OR HEALTH CARE BUSINESSES

Effective May 4, and at the further direction of their respective regulatory bodies, regulated health professionals, such as dentists, dental hygienists, chiropractors, physiotherapists, optometrists and podiatrists will no longer be limited to providing urgent and emergent care. In addition, individuals who provide therapeutic massage and acupuncture services may resume providing those services.

Clients must maintain a distance of at least two metres, except when receiving service or for brief exchanges. All businesses will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square metres, whichever is lower. These requirements will be enforceable under public health orders.

### Guidelines:

- Staff, patients or people attending with patients must use the self-screening tool before booking an appointment. <https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill with COVID-19 symptoms.
- Staff are given information about physical distancing.
- Entry into the business, including lines, are regulated to prevent congestion.
- Businesses must post external signs indicating COVID-19 physical distancing protocols, along with floor markings where service is provided or lines form.
- Businesses must maintain a single point of entry.
- Patients and people who may attend with patients are screened by telephone before an appointment is booked and are not given an appointment if they have COVID-19 symptoms.
- People identified as symptomatic should be instructed to call Health Links – Info Santé.
- Waiting room management strategies must be in place. Strategies should include waiting in car if possible, and physical distancing for those in waiting room. No more than 10 people may gather in common areas.
- Hand sanitizer is available at the entrance/exit for patient and staff use.
- Patients and people attending with patients must sanitize hands upon entry to facility.
- Work/service areas are sanitized after each patient.
- Washrooms have frequent sanitization and a regime for business sanitization is in place.
- Magazine racks and toys are removed and play areas in waiting rooms are closed.
- Patients may wear masks when receiving services, where possible.
- Cashless or no-contact payment should be used to the greatest extent possible.



## RETAIL BUSINESSES

Effective May 4, retail businesses, such as clothing and shoe stores, jewellers, tailors, flower shops, lodges and outfitters, sporting good/adventure stores, vaping supply shops, boats dealers, ATV and snowmobile dealers, gift, book and stationery stores, jewelry and accessory stores, toy stores, music, electronic and entertainment stores, pawn shops, pet groomers and similar businesses may reopen if occupancy levels are maintained in order to allow staff and customers to maintain a physical distance of at least two metres, except for brief exchanges. All businesses will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square metres, whichever is lower. These requirements will be enforceable under public health orders.

Businesses may continue to provide goods by delivery or pick-up that have been ordered online, by telephone or other remote means.

### Guidelines:

- Staff must use the self-screening tool before coming into work.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill and customers are not allowed entry if they are ill with COVID-19 symptoms.
- Staff are given information about physical distancing. Businesses must post external signs indicating COVID-19 physical distancing protocols, along with floor markings where service is provided or lines form.
- Entry into the business, including lines, are regulated to prevent congestion.
- Businesses must maintain a single point of entry.
- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Hand sanitizer is available at entrances and exits for public and staff use.
- Washrooms have frequent sanitization and a regime for business sanitization is in place.
- Cashless or no-contact payment should be used to the greatest extent possible.



## RESTAURANTS – PATIO/WALK-UP SERVICES

Effective May 4, public food establishments, such as restaurants, cafeterias, cafes and similar businesses will remain closed, except for delivery, take-out and patio or walk-up food service. Patrons must maintain a distance of at least two metres, except for brief exchanges. All businesses will be required to limit occupancy to 50 per cent of normal business levels. These requirements will be enforceable under public health orders.

Businesses may continue to provide goods by delivery or pick-up that have been ordered online, by telephone or other remote means.

### Guidelines:

- Staff must use the self-screening tool before coming into work.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill and customers are not allowed entry if they are ill with COVID-19 symptoms.
- Staff are given information about physical distancing.
- Businesses must post external signs indicating COVID-19 physical distancing protocols, along with floor markings where service is provided or lines form.
- Entry into the business, including lines, are regulated to prevent congestion.
- No more than 10 people may gather in common areas or at one table.
- Hand sanitizer is available at entrances and exits for public and staff use.
- Washrooms have frequent sanitization and a regime for business sanitization is in place.
- Sitting or standing at counters is not allowed unless a two metre separation between groups can be maintained. A distance of two metres/six feet is required between tables.
- No buffet service will be allowed. Food and drinks are delivered directly to patrons.
- Surfaces such as tables, chairs and booths are cleaned between customers.
- Table items, such as condiments, menus, napkins and décor, should be removed unless they can be cleaned between customers.
- Drink refills are not allowed. Cups, straws and lids should be behind a counter and handed to customers, self-service is not permitted. Self-service condiments should be removed. Refillable or reusable containers are not allowed.
- Washrooms have frequent sanitization and a regime for business sanitization is in place.
- Cashless or no-contact payment should be used to the greatest extent possible.





## HAIR STYLISTS/BARBERS

Effective May 4, hair stylists/barbers may reopen if businesses maintain an occupancy level to allow staff and customers to maintain a physical distance of at least two metres, except when receiving services or brief exchanges. All businesses will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square metres, whichever is lower. These requirements will be enforceable under public health orders.

Services will be limited to hair washes, cuts, colouring and styling. No other personal services will be allowed. Businesses may continue to provide goods by delivery or pick-up that have been ordered online, by telephone or other remote means.

### Guidelines:

- Staff and clients must use the self-screening tool before booking an appointment.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill with COVID-19 symptoms.
- Clients are screened by telephone before an appointment is booked and are not given an appointment if they have COVID-19 symptoms.
- People identified as symptomatic should be instructed to call Health Links - Info Santé.
- Appointment times are staggered to allow physical distancing, and clients should attend alone, without friends or family.
- Staff are given information about physical distancing.
- Businesses must post external signs indicating COVID-19 physical distancing protocols, along with floor markings where services are offered or lines form.
- Entry into the business, including lines and waiting areas, are regulated to prevent congestion.
- Businesses must maintain a single point of entry.
- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Hand sanitizer is available at entrances and exits for public and staff use.
- Clients must sanitize hands upon entry to facility.
- Workstations are kept two metres apart and are sanitized between patrons.
- Equipment, instruments and material that cannot be disinfected between clients cannot be reused.
- Washrooms have frequent sanitization and a regime for business sanitization is in place.
- Magazine racks and toys are removed and play areas in waiting rooms are closed.
- Onsite snack bars, coffee bars and other confectionery style counters are closed.
- Both service providers and customers may wear non-medical masks, particularly when close touch or contact is involved.
- Service providers may wear protective gloves when providing service particularly when close touch or contact is involved.
- Cashless or no-contact payment should be used to the greatest extent possible.



## MUSEUMS, GALLERIES AND LIBRARIES

Effective May 4, museums, galleries and libraries may reopen if the organization can maintain an occupancy level to allow staff and customers to maintain a physical distance of at least two metres, except for brief exchanges. All organizations will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square metres, whichever is lower. These requirements will be enforceable under public health orders.

### Guidelines:

- High-touch displays must remain closed.
- Online ticket sales are used where possible.
- Staff and patrons use the self-screening tool before attending.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home if ill with COVID-19 symptoms.
- Organizations must post external signs indicating COVID-19 physical distancing protocols.
- Staff are given information about physical distancing and floor markings are installed where service is offered or lines form.
- Entry into venues including lines are regulated to prevent congestion.
- Organizations must maintain a single point of entry.
- Hand sanitizer must be available at entrances and exits for public and staff use.
- Washrooms must have frequent sanitization and a regime for business sanitization is in place.
- Both staff and patrons may wear non-medical masks.
- Cashless or no-contact payment be used to the greatest extent possible.
- Sites can use outdoor space to allow for physical distancing.
- Sites may adjust to allow for self-guided tours or app-based self-guided tours instead of using shared headsets or live guides.



## OUTDOOR RECREATION FACILITIES AND GOLF COURSES

Effective May 4, playgrounds, skate parks, golf courses, tennis courts, driving ranges and other similar recreation facilities may reopen if people maintain a distance of at least two metres, except for brief exchanges. All businesses will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square metres, whichever is lower. These requirements will be enforceable under public health orders.

Businesses may continue to provide goods by delivery or pick-up that have been ordered online, by telephone or other remote means.

### Guidelines:

- Staff must use the self-screening tool before coming into work.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill and customers are not allowed entry if they are ill with COVID-19 symptoms.
- Staff are given information on physical distancing. Businesses must post external signs indicating COVID-19 physical distancing protocols, and floor markings are installed where service is offered or lines form.
- Clients are screened by telephone before a tee-time is booked and are prevented from booking if they have COVID-19 symptoms.
- Entry into the business, including lines, are regulated to prevent congestion.
- Businesses must maintain a single point of entry.
- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Hand sanitizer is available at entrances and exits for public and staff use.
- Washrooms have frequent sanitization and a regime for business sanitization is in place
- Staff and clients may wear non-medical masks.
- A maximum of four golfers per group is allowed and one person per golf cart, or two people from the same household. Pins on greens remain in the hole at all times during play.
- Public use items, such as ball-washing stations and water fountains, are closed or removed.
- Recreation areas, such as dance floors, pool tables and other areas, are closed.
- Restaurants at these facilities must follow the same guidelines as other restaurants.
- Cashless or no-contact payment should be used to the greatest extent possible.



## PARKS, CAMPGROUNDS, YURTS AND VACATION CABINS

Effective May 4, parks, campgrounds, yurts and vacation cabins may open if people maintain a distance of at least two metres, except for brief exchanges. This requirement will be enforceable under the public health order.

### Guidelines:

- Staff must use the self-screening tool before coming into work.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill and customers are not allowed entry if they are ill with COVID-19 symptoms.
- Staff are given information on physical distancing. Businesses must post external signs indicating COVID-19 physical distancing protocols, and floor markings are installed where service is offered or lines form.
- Businesses must maintain a single point of entry.
- No more than 10 people may gather in common areas. Congregation of people should be actively discouraged.
- Hand sanitizer is available at entrances and exits for public and staff use.
- Washrooms have frequent sanitization and a regime for business sanitization is in place
- Users must bring their own toilet paper, hand sanitizer and other personal hygiene products to provincial campgrounds, yurts and vacation cabins.
- People who are travelling to a campground, yurt or vacation cabin must:
  - o bring required prescription drugs and medical supplies before travel;
  - o gas up before leaving home;
  - o pack out what was packed in and leave no trace;
  - o wear water shoes or sandals while using shower facilities; and
  - o not use local health providers, unless it is an emergency.
- Staff and users may wear non-medical masks.
- Cashless or no-contact payment should be used to the greatest extent possible.

Public health officials continue to advise Manitobans to stay home as much as possible to prevent the spread of COVID-19. When people do go out, they should take steps to maintain physical distancing. Do not travel if you or any of your family members require medical care or have symptoms of COVID-19 (fever, cough, runny nose, sore throat, shortness of breath or difficulty breathing). If you must travel to your cottage or second residence, follow these guidelines:  
[https://www.gov.mb.ca/asset\\_library/en/coronavirus/travellerscottages.pdf](https://www.gov.mb.ca/asset_library/en/coronavirus/travellerscottages.pdf)



## DAY CAMPS

Day camps may operate if they maintain occupancy and activity levels that allow people to maintain a physical distance of at least two metres, except for brief exchanges. The maximum number of children per site is 16. Overnight camps are not permitted.

### Guidelines:

- Staff must use the self-screening tool before coming into work.  
<https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill and clients are not allowed entry if they are ill with COVID-19 symptoms.
- Screening must occur each day at drop off. No children with symptoms will be allowed to attend.
- Child care centre sanitation and infection prevention guidelines must be followed. For detailed information, visit:  
[https://www.gov.mb.ca/fs/childcare/resources/pubs/infection\\_control.pdf](https://www.gov.mb.ca/fs/childcare/resources/pubs/infection_control.pdf)
- Staff are given information on social distancing. Businesses must post external signs indicating COVID-19 physical distancing protocols, and floor markings are installed where lines form.
- Sites must use separate exits, develop staggered drop off schedules and ensure no contact throughout the day with other groups.



## ENFORCEMENT

As restrictions are eased, the oversight, investigation and enforcement of violations will become increasingly more important.

Downtown BIZ ambassadors, Bear Clan members and other similar volunteers have been engaged to facilitate education about enforcement. Operation Safe Apart, promoting and enforcing physical distancing orders, includes community public safety organizations (like Citizens on Patrol) and other qualified volunteers to provide information and direction to people in public spaces about the physical distancing rules and directions.

Public health and state of emergency orders for businesses will be enforced by public health inspectors, liquor, gaming and cannabis authority inspectors, occupational health and safety officers and by-law officers. Police, as well as provincial and First Nations peace officers, will enforce these orders related to public gatherings and self-isolation.

Park patrol officers, conservation officers and other park staff will also enforce these orders in provincial parks starting May 8th and park attendants, interpreters and beach safety services will provide education and monitor compliance.

Penalties for violations for individuals or corporations under the legislation range from fines of up to \$50,000 or \$500,000 and/or six months or up to a year imprisonment. Tickets can also be issued for violations under any of the orders in the amount of \$486 for individuals and \$2,542 for corporations.

Officials will continue with the system of escalating enforcement, including education, warnings and tickets.

## RESTORING SERVICES (PHASE TWO)

### *No earlier than June 1*

*(other than the potential reconsideration of the size of public gatherings in mid-May)*

If the results of phase one of restoring services are positive, the following activities and business may restart or reopen in a limited manner. Other changes may be considered as the results of phase one are reviewed.

**If results during or at the end of phase one are not positive, the province will not proceed with further easing of public health measures and may reintroduce others.**

### **PUBLIC GATHERINGS**

In addition to any increases that may take effect in mid-May, public gatherings such as social gatherings, worship, weddings and funerals may be permitted to increase, following a review of the health risk and as long as physical distancing can be maintained.

### **RESTAURANTS**

Restaurants may be able to reopen indoor spaces to operate at 50 per cent capacity, in addition to take-out, delivery, patio and walk-up service, as long as physical distancing requirements are met. All businesses will be required to limit occupancy to 50 per cent of normal business levels.

### **PERSONAL SERVICES BUSINESSES**

Manicurists and pedicurists may be considered for opening.

### **FILM PRODUCTION**

Film productions may resume if operations maintain occupancy and activity levels to allow people to maintain a physical distance of at least two metres, except for brief exchanges.

### **NON-CONTACT CHILDREN'S SPORTS**

Seasonal non-contact children's sports activities may operate if they maintain occupancy and activity levels that allow people to maintain a physical distance of at least two metres, except for brief exchanges. Overnight camps will not be permitted.

## RESTORING SERVICES (FUTURE PHASES)

Subsequent to phase two, additional phases will be considered. New phases will be implemented on a three-to-four week basis, ensuring adequate time between phases is provided to monitor cases and ensure easing and further restrictions are able to respond to the evidence of viral transmission.

While the government continues to evaluate areas for easing in future phases, there are particular considerations for each of the following areas:

### LARGE GATHERINGS/EVENTS AND PERFORMING ARTS VENUES

There will be no large gatherings or events until at least September 2020. As the situation evolves, Manitoba public health officials will make decisions based on evidence at the time.

### OTHER NON-ESSENTIAL BUSINESSES

The following businesses may reopen if they maintain an occupancy level to allow people to maintain a physical distance of at least two metres, except for brief exchanges.

- Bars (with capacity limitations)
- Tattoo parlours
- Estheticians, cosmetologists, electrologists, and tanning parlours
- Public swimming, spas, fitness clubs and gyms (with capacity limitations)
- Movie theaters, casinos, bingo halls, indoor recreational facilities (with capacity limitations)
- Other like businesses (with capacity limitations)
- Activities of other non-essential businesses which reopened in Phase Two may be expanded.

Additional guidelines will be developed.



## RECOVERY: Manitoba's Protection Plan

Manitoba's roadmap for pandemic and economic recovery is a key part of the Manitoba Protection Plan, which was developed to provide supports for families and businesses throughout the pandemic.

### **A number of initiatives and investments have been made to protect Manitobans from the financial impacts of the pandemic, including:**

- providing cash flow tax relief until Oct. 1;
- investing more than \$4.5 million in the mental health of Manitobans by introducing a program to help address anxiety caused by the COVID-19 pandemic;
- supporting child care providers and parents in need of child care;
- freezing all rent increases set to take effect between April 1 and May 31.
- adding more than 140 new shelter beds to support people affected by homelessness and allow for physical distancing protocols;
- adding a temporary exception to employment standards regulations to give employers more time to recall employees laid off as a result of COVID-19; and
- accelerating the removal of \$75 million of annual PST from residential and business properties, effective July 1.

### **Additional supports for Manitoba businesses include:**

- introducing the Manitoba Gap Protection Plan to provide small and medium-sized businesses a non-interest bearing forgivable loan of \$6,000 to businesses that do not qualify under federal programs;
- investing up to \$120 million in a new wage subsidy program to support employers from the private and non-profit sectors to hire high school and post secondary students this summer;
- launching the Manitoba Economic Support Centre to help businesses, non-profits and charities to connect with support programs;
- extending the April and May tax filing deadlines for Retail Sales Tax until June 22, 2020 for small and medium businesses with monthly RST remittances of no more than \$10,000 (see this bulletin for full details);
- not charging interest or penalties for Manitoba Hydro, Centra Gas, Workers Compensation Board and Manitoba Public Insurance (MPI);
- not disconnecting customers of Manitoba Hydro and Centra Gas;
- relaxing ordinary practices on policy renewals and collections at MPI;
- not charging interest on Manitoba Liquor and Lotteries receivables from restaurants, bars and specialty wine stores; and
- not charging interest on education property taxes.

For more information on these initiatives, visit: <http://www.manitoba.ca/covid19>.

**[manitoba.ca/restoringsafeservices](https://manitoba.ca/restoringsafeservices)**

This document marks Manitoba's first steps to restore safe services based on evidence and considering the risk of COVID-19 in the community. These steps are intended to minimize serious illness and deaths, while reducing the effects of disruptions on society.

This document is current as of April 29, 2020. Manitoba officials will continue to review the scientific evidence and take steps to introduce public health measures and operational steps to reduce the spread of COVID-19.

For current information on COVID-19 in Manitoba, visit: [manitoba.ca/covid19](https://manitoba.ca/covid19)

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