

Question: What is City doing to ensure needs of seniors are being met, and that they have groceries delivered to their homes?

- Some local grocers provide a delivery option and residents are encouraged to contact them for more information. The City has deferred utility payments and property tax payments and a wide variety of supports are available through the Government of Alberta and the Government of Canada.

Question: Should all people who are out and about be wearing masks at all times when they are away from their homes?

- Where can we get masks? What are the best fabrics to use for home-made masks?
The City encourages residents to actively check <https://www.alberta.ca/prevent-the-spread.aspx> for best practices as recommended by Alberta Health Services.

Question: What will happen to previous bookings at facilities around St. Albert once we get through this pandemic?

- All bookings that were scheduled to take place up to May 31, 2020 have been cancelled and refunded. If there are still any outstanding refunds required, please contact 780-459-1500. The City of St. Albert continues to monitor Alberta Health Services and is in regular contact with the Province. When we receive direction allowing facilities to open, the City will immediately begin a re-opening process. This process will take approximately two to four weeks, depending on the facility. Existing future bookings will be honoured, unless future closures are required.

Question: Will there be dates weekly that everyone goes out on their porches and cheers for our front-line workers?

- The City's Emergency Services department did a Siren Salute on April 7, driving a parade of City vehicles past the front entrance of the Sturgeon Hospital in St. Albert to acknowledge the tremendous work being done by healthcare workers in our community.

Question: What are the Social Distancing guidelines for healthy families, who live in the same household? Are family members expected to maintain the two metre Social Distance from each other when outside the home?

- The Province issued an exemption to the Public Health Order, so that healthy family members living in the same household do not have to maintain physical distancing requirements while outdoors.

Question: Is the city considering going to weekly garbage pickup?

- Brown Garbage Carts are collected every two weeks and there are no plans to move to weekly pickup. To keep garbage levels to a minimum, the City encourages residents to maximize their recycling and composting efforts, as these bins are picked up weekly.

Question: I have heard that schools in Edmonton are seeking tech donations for students in need for online learning. Is there such a need in St. Albert?

- The St. Albert school boards have robust plans in place. Residents are encouraged to check directly with their school board regarding their individual needs.

Question: We all understand the community rules for social distancing but what are the family rules for grandparents, parents and grandchildren?

- Residents face a number of challenges when meeting the Public Health Order. Families are encouraged to get creative when supporting with one another, using technology for online visits, playing a game or reading stories to young children. The City website has links to a wide range of activity suggestions for families under the heading Strategies for Staying Healthy.