

Your Questions Answered

Facts from the Town of Neepawa as of March 27, 2020

COVID 19

Coronavirus Disease

Know the local facts about coronavirus (COVID-19) and help stop the spread of rumors.

FACT

1

What is the Town doing to prepare & protect us?

Generally speaking, the response to COVID-19 is very much a health-led response on a provincial & national level. The Town of Neepawa will continue to take our direction from those higher levels of government. Our #1 priority is to continue to deliver essential services while keeping residents & employees safe. Our actions will be guided by our own Business Continuity Plan & Response Strategy to ensure critical and essential services are maintained for all residents.

FACT

2

Is our Town water safe to drink?

The Town of Neepawa is required to follow strict regulations for the treatment and disinfection of water. As a utility owner/operator, we regularly receive information through our provincial channels based on research by various leading health agencies including the World Health Organization and the Center for Disease Control and Prevention. This information indicates that COVID-19 is not a waterborne disease and there is no evidence to date that the virus can be transmitted through drinking water.

FACT

3

How big is our region of Prairie Mountain Health?

PMH is very large - it is over 67,000 square kilometers! It covers an area from the United States Border, north past Swan River; and from the Saskatchewan Border to the east almost to Winnipeg.

Please see the map of PMH on the last page.

FACT

4

Will Garbage & Recycling continue in Neepawa?

Yes, our contractor is taking all precautions necessary to keep their staff safe; and we will continue to ensure we do our part to ensure resident safety. Unless we are told otherwise, all garbage recycling & glass services will continue. Our change to carts was very timely! Who knew we would require extra sanitation & protection?!

FACT

5

I would love to help - How can I?

1. As instructed by MB Health – stay home, social distance, wash your hands, don't touch your face and be responsible for your own safety!
2. Support local businesses – order groceries or meals for delivery or pick up, shop online locally.
3. Check on friends & neighbors – call your neighbors if they are alone, email, video chat, stay in contact – we still need social interaction... but at a distance!
4. Volunteer – visit the “Help Next Door” website implemented by the Province (www.HelpNextDoorMB.ca) which connects local volunteers with those in need.

FACT

6

Your previous reports stated no positive cases in Neepawa, why has that reporting format changed?

Public Health continues to emphasize that information sharing be restricted to facts as released by MB Health. All cases in Manitoba will be reported from a Regional level, and never by community or municipality.

In previous communications it was easy to report no cases in Neepawa simply because none had been reported in the Prairie Mountain Health Region (PMH). PMH is an extremely large region—as this evolves and cases appear in each region, we cannot speculate or make assumptions beyond the information MB Health is able to share.

FACT
7

I know someone is having a large gathering; or I know some returning travelers not self-isolating - what can I do?

The Town of Neepawa asks all residents to respect and follow the guidance of the province as they implement protocol to reduce the spread. Social distancing is key.

New travelers returning to Manitoba are now MANDATED as of March 26th, by our federal government to self-isolate for 14 days. Repercussions may include fines and/or imprisonment.

If you are concerned, please contact the local RCMP office at 204-476-7340.

FACT
8

I “heard” that we have a case in Neepawa - is that true, can you tell us who it is?

Due to the Personal Health Information Act, at no time are we given information as to specific cases including who they are or where they live – other than on a Regional basis.

We encourage all residents to not speculate, to not spread rumors, to not believe when “someone said” – as that can be detrimental to the subject of those rumors and is unfair.

We ask residents to be mindful of the fact that COVID-19 does not target any specific group within the population.

We all must do our part to be responsible and protect ourselves and our families.

FACT
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The most asked question... What about HyLife?

While certain government authorities have ordered the closure or minimization of all non-essential business operation, HyLife plays a significant role in the global food supply chain.

Throughout the course of this pandemic, HyLife will continue to operate in alignment with **all** requirements imposed provincially, nationally and internationally.

The Town of Neepawa (in communication with HyLife) is confident that their immediate actions, as well as ongoing planning measures at the provincial and national levels, reflects their commitment to maneuvering through this pandemic with utmost safety.

FACT
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Where can I get ACCURATE information for me and my family?

1. Please refer to the Manitoba Government website for the most accurate & up-to-date information: www.manitoba.ca/covid19
2. Our Town website has government links as well as info on our local businesses & their hours, closures, statements, downloadable posters, etc.: www.neepawa.ca
3. If you are on Facebook or Instagram - please follow us (Town of Neepawa), for regular updates and information.

Please ensure you use valid sources of information.

- A) Rumors are never valid sources;
- B) Countries other than Canada are never valid sources;
- C) Provinces other than Manitoba may not pertain to you.

FACT
11

How do I pay my upcoming bills - like my Town Water bill?

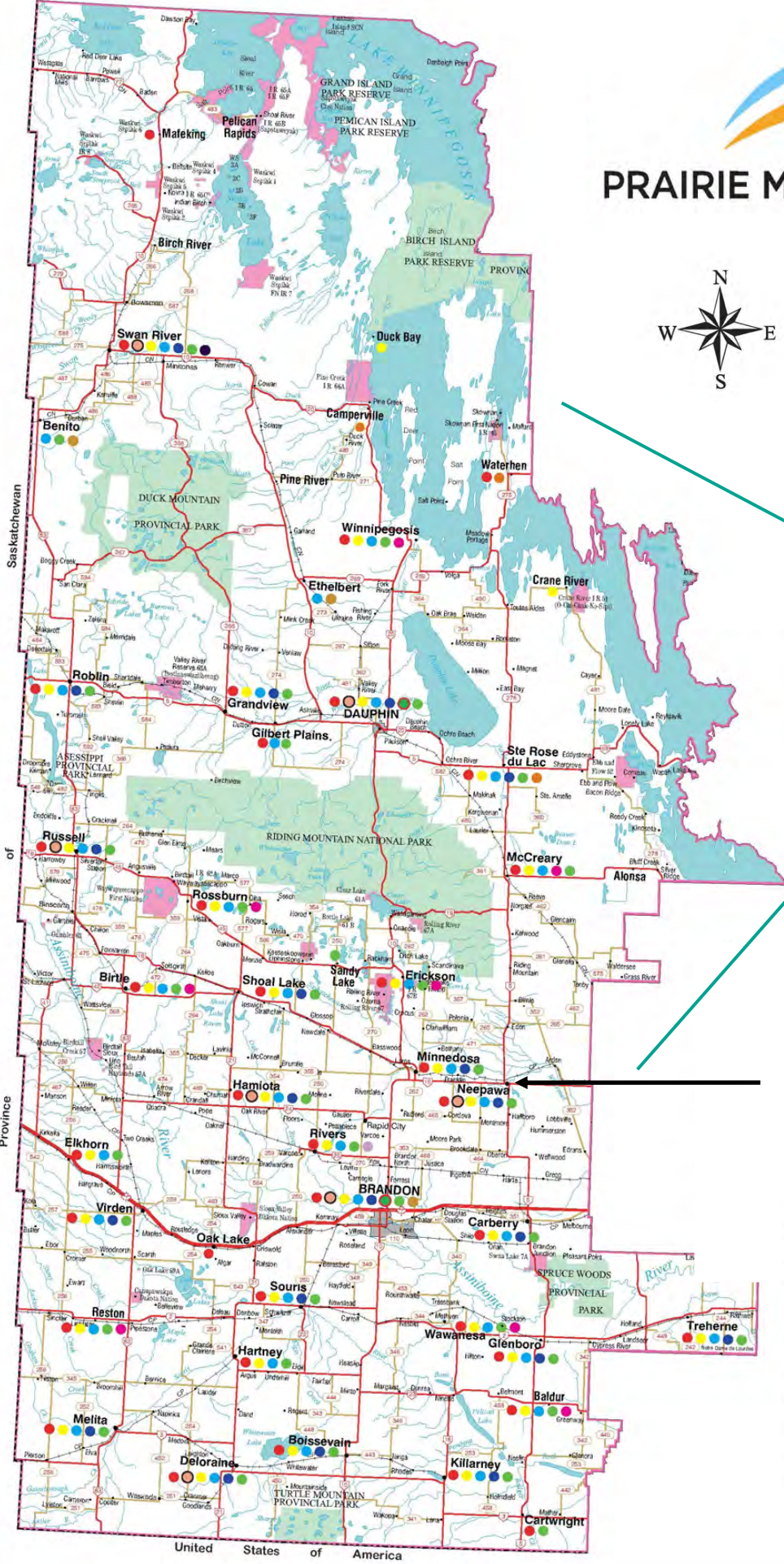
Everyone is trying to ensure safe & proper social distancing. Whether it is your Hydro bill, cable, or even your upcoming Town Water bill - here are some ways to pay:

1. Online Banking (call our office if you need assistance);
2. Mail your cheque via Canada Post;
3. Phone the office and safely pay with your credit card.

For your own protection, please avoid paying by cash for anything, if at all possible.



PRAIRIE MOUNTAIN HEALTH



Neepawa

- Ambulance ●
- Community Cancer Programs ●
- Community Health Services Office - Clinic ●
- Hospital ●
- Mental Health Centre ●
- Personal Care Home ●
- Primary Care Centre ●
- Primary Health Care Centre ●
- Rehabilitation Unit ●
- Transitional Care Centres ●

