

Your Questions Answered

Facts from the Town of Neepawa as of April 3, 2020

COVID 19

Coronavirus Disease

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

FACT
1

What is open under the new public health order?

For a complete list & current orders: www.gov.mb.ca/covid19

Not a complete list - but generally speaking, the following can be open, with measures to ensure a separation of 2 meters for those attending:

Grocery/Hardware Stores	Mail & Parcel Delivery
Financial Institutions	Laundromats
Pharmacies	Liquor Stores
Vet Services	Restaurants - Pickup & Delivery
Health Services	Local Food Bank

FACT
2

Activities to AVOID during Self-Distancing:

Play dates & Sleepovers; Group gatherings, outings or events (e.g., birthday/dinner parties, celebrations, religious services);
Crowded stores or outdoor spaces; Having visitors in your home;
Driving with friends in a car; meeting friends for visits.

FACT
3

Who can I contact if I witness someone not following a public health order?

We are relying on Manitobans - and our Neepawa residents - to do their part. If you observe an infraction that creates an urgent threat to public health, contact the local RCMP (204-476-7340) or contact the Health Protection Unit by email at: healthprotection@gov.mb.ca

FACT
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Do public health orders have any impact on the Town of Neepawa operations?

Under the public health order, Municipalities are permitted to continue operations and the delivery of their services.

The Town 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
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I would love to help others during this... 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 and health.
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
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Is our Town Water still safe to drink?

The Town is required to follow strict regulations for the treatment and disinfection of water. As a utility owner/operator, we receive information through our provincial channels based on research by 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
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How do I pay my Water bill?

Everyone is ensuring safe & proper social distancing – options to pay your water bill without coming into the office:

1. Cash will NOT be accepted at this time;
2. Pay via Online Banking (RBC/CU/BMO/CIBC);
3. Pay at your Financial Institution;
4. Pay via money order from your bank;
5. Mail your cheque via Canada Post;
6. Phone us, pay safely via credit card;
7. We have a newly installed Drop Box to be used during Business Hours:
 - a) Staple your bill to your cheque or money order – NO CASH;
 - b) Enter through the East Door – look for the sign;
 - c) Deposit through the slot;
 - d) Receipts will be mailed/emailed.

Payment due April 23rd. **To assist you, we have EXTENDED the date to MAY 22nd.**

FACT
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SAFE activities during Self-Distancing:

Spending time with only household members (if not sick/not self-isolating);
Outdoor physical activity (e.g. walking, biking) on own/with household members;
Gardening, yard work and general household maintenance;
Play in your yard;
Get groceries and other goods delivered;
Use technology to chat with family/friends;
Play games (e.g., board games, cards) at home with your household members;
Listen to music, read a book, watch TV!

FACT
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I “heard” that we have a case in Neepawa - is that true, can you tell us who it is? Why are they not telling us where the cases are?

All cases in Manitoba will be reported from a Regional level, and never by community or municipality - unless there is a specific Public Health concern as identified and released by Public Health .

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

FACT
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How big is our region of Prairie Mountain Health?

Prairie Mountain Health 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 map below.

FACT
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Where can I get ACCURATE & UP-TO-DATE 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.

Rumors are never valid sources.

Countries other than Canada are never valid sources.

Provinces other than Manitoba may not pertain to you.

