

Please note, answers as provided below, are subject to change as workplace guidelines and public health measures are updated by the Chief Public Health Office on a regular basis. Reference documents that outline protocols and guidelines for the relaxation of health measures are available at Public Health Measures Guidance at <https://www.princeedwardisland.ca/en/topic/public-health-measures-guidance>. All businesses that are looking to open during any of the Renew PEI Together phases must have an operational plan in place. The plan must outline how the business will meet public health measures to ensure the health and safety of staff and clients. If you have questions regarding your operational plans, contact Environmental Health by email [envhealth@ihis.org](mailto:envhealth@ihis.org)

Topic	Questions	Answers
Inspections	Will Quality Tourism Services still be required to do inspections prior to accommodation providers opening this season? And if so, how far in advance to our opening date should we get in touch with them to book our inspection?	Yes, Quality Tourism Services will be required to conduct inspections this year.
	Are inspections required in advance of opening?	Existing properties that have been recommended for licensing do not need an inspection prior to opening. They will need to be inspected at some time in their operating season.
	What will happen with the annual inspection process, will these be waived if a property has a consistently good record?	Every property must be inspected annually.
Open Dates	When can accommodations open for overnight stays?	<a href="https://www.princeedwardisland.ca/en/information/health-and-wellness/phase-3">https://www.princeedwardisland.ca/en/information/health-and-wellness/phase-3</a> As per phase three, all types of accommodations fixed roof and campgrounds can open as long as they follow COVID-19 guidelines.
	When can cottages re-open?	In accordance with Renew PEI Together, all fixed roof accommodations and campgrounds are allowed to open as of June 1, 2020.
	Are cottages currently only open for PEI residents?	Accommodations that are open can rent to residents of PEI, essential workers or people needing a place to self isolate.
Operational Plans	What do I need to do to have a plan?	The operational plan is a template to be used for all businesses. The template can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Is there a template specific to accommodation operators?	The operational plan is a template to be used for all businesses. The template can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Why bother with having a plan to operate, if we are NOT going to operate this Year?	If you are not operating , you do not need a plan.
	Are certain places offering packages for tourism operators with regards to Covid-19 signage?	You would contact private sign companies to see what packages they are offering.
	It would most useful to have the industry take a uniformed approach with approved signage.	Signage templates can be found online at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
Accommodation Occupancy	Have any deals been made with any supplier to assist tourism operators during this time?	Please contact suppliers directly.
	Can people from multiple households stay in the same accommodation? What obligations do operators have in communicating/enforcing this?	Sleepovers between children and adults of different households (excluding co-parenting arrangements) are not recommended. <a href="https://www.princeedwardisland.ca/en/information/health-and-wellness/indoor-and-outdoor-gatherings-guidance">https://www.princeedwardisland.ca/en/information/health-and-wellness/indoor-and-outdoor-gatherings-guidance</a> . In an emergency, Islanders with concerns about those not in compliance of the self-isolation directive may contact the COVID-19 information line.
Food Service In B&B	What is the recommendation on service for breakfast at a B&B?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Is buffet- style acceptable?	Buffet style service will not be allowed. The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a> .
	Should staff be absent during breakfast?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Should there be limits on seating?	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Should it even be offered this year?	Each business has the ability to decide if they wish to open and what services they wish to provide, following the appropriate COVID-19 guidelines set by the Chief Public Health Office.
	What about access to a shared kitchen?	Please refer to the Food Premises Guidelines at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>

Topic	Questions	Answers
Accommodation cleaning requirements	What should be cleaned and how often?	The Fixed Rood Establishment/Accommodation Guidelines are posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Should there be a 2/3 day buffer between guests?	Please refer to The Fixed Rood Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the recommended cleaning products and processes?	Please refer to The Fixed Rood Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Where can we purchase the recommended products?	Regular household cleaners and bleach can be purchased at any grocery store, hardware store or wholesaler.
	What is required for weekly rentals?	All the cleaning requirements of the <i>Tourism Industry Act</i> and Regulations must be met, as well as enhanced cleaning requirements to be detailed in the Fixed Rood Establishment/Accommodation Guidelines posted on this link. <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Is hand sanitizer required in each room/unit?	Yes
	Do items like Kleenex boxes, toilet paper, coffee packs have to be replaced after each guest?	Kleenex boxes and coffee pods can be sanitized. If you remove the exposed circle of paper from the toilet paper roll then it will be fine to use.
	If a room has been rented to someone self isolating for 14 days, what waiting period and protocols are in place for cleaning the unit?	Please ensure staff follow the cleaning guidelines in the Fixed Rood Establishment/Accommodation Guidelines which are posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a> .
	Should guests be required to bring their own bedding, pillows, towels, etc.?	<i>The Tourism Industry Act</i> and Regulations clearly state that bedding, towels, pillows etc. must all be provided by the operator.
What is the protocol for shared bath?	Please refer to The Fixed Rood Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>	
Out of Province Guests	How do we know if guests are allowed to stay with us? For example: Guests from the Maggies who are just supposed to be driving through.	Persons travelling to the Magdalen Islands are not permitted to stay overnight on PEI
	Will there be different measures for guests from different provinces..?	When the border opens to visitors from other provinces we will receive direction from the Chief Public Health Office as to what protocols should put in place.
	Are we permitted to ask basic medical history as part of registration? If a guest appears to be ill can we deny them access to our property?*	You are not permitted to ask for personal medical history from a guest. If you believe a guest is displaying symptoms of COVID-19 you can deny them access to your property. You can deny access to your property to anyone you do not wish to rent to.
	What would we be required to do if an out of province guest becomes ill while staying with us? Are they required to quarantine with us? Would we and our staff have to quarantine in this event?*	If you have questions regarding symptoms for employees or guests please contact 811. For further advice and support please call the COVID Helpline at 1-833-533-9333.
	*the template includes exclusion and illness policies for staff but what about policies for guests?	If you have questions regarding symptoms for employees or guests please contact 811. For further advice and support please call the COVID Helpline at 1-833-533-9333.
	Will there be a 14 day quarantine all summer?	Future direction on quarantine protocols once the borders open to other provinces will come from the Chief Public Health Office.
	Should we cancel our bookings for west of New Brunswick and the United States yet ?	At this time our borders are closed to visitors from other provinces. We will await direction from the Chief Public Health Office regarding any and all Canadian border openings.
	Are B&B's permitted As there will still be some returning to the island in need to self isolate, are we allowed to have someone for the two week isolation?	Bed & Breakfast's are allowed to operate as of June 1. You should contact Chief Public Health Office to discuss your situation and advice on if your property is cleared to host guests who wish to self isolate.
	What is the protocol for guests that need to self-isolate?	They need to stay in their unit for 14 days. They must make arrangements for all food and supplies to be delivered to them.
	Are hotel staff responsible to police self-isolating guests?	If hotel staff see a violation of self isolation guidelines by a guest then they should contact their manager and the manager should contact the Chief Public Health Office.
Are we responsible to get their groceries, amenities?	It is the responsibility of the guest to have a self isolation plan in place which includes food delivery.	
B&B max capacity	Should I reduce the number of rooms I rent or the number of people using my accommodation?	Please refer to The Fixed Rood Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
Guest records	Are accommodation operators required to collect contact info from their guests?	Accommodation operators are required to collect guest contact information for their guest register as per the <i>Tourism Industry Act</i> and Regulations. Further requirements for guest contact information can be found in the Fixed Rood Establishment/Accommodation posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Should check in/out be non face to face?	Use physical distancing requirements of 2 meters, or 6 feet; or install clear barriers such as plexi-glass or plastic shields.
	Is a plexi shield required or is face shield OK?	The clear barrier (plexi-glass) is considered best practice.

Topic	Questions	Answers
Accommodation services	Should Tourism PEI help accommodations to adapt to be truly self-catering for the health and safety of guests? I.e. No daily housekeeping, self check-in, etc.	All housekeeping requirements of the <i>Tourism Industry Act</i> and Regulations must be adhered to in addition to enhanced cleaning measures that are outlined in the Fixed Roof Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators</a>
	Can our guest use our laundry?	Please refer to The Fixed Roof Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators</a>
Accommodation guest requirements	What is required in order for a guest to stay?	Guests should not enter the establishment if they are experiencing symptoms, including cough, fever, shortness of breath, runny nose, or sore throat, that are not related to a pre-existing condition. Guests must give all contact information for the register and for tracing purposes under COVID-19.
	Can guests interact with other guest as long as they are physical distancing?	Please refer to The Fixed Roof Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators</a>
Accommodation long term rental	What are the requirements if I rent a short term unit for long term visitors from OOP ?– moving here.	Any accommodation that rents for a continuous period of longer than one month would be considered a long term rental and would not be required to have an inspection and to meet all other requirements to become licensed as a Tourism Establishment/Accommodation.
Accommodation staff requirements	What is required of staff ?	Please refer to The Fixed Roof Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators</a>
	Should staff wear PPE?	The guidelines for mask requirements can be found at <a href="https://www.princeedwardisland.ca/en/information/health-and-wellness/masks-workplace-guidance">https://www.princeedwardisland.ca/en/information/health-and-wellness/masks-workplace-guidance</a>
	What are the requirements for property maintenance by staff?	Please refer to The Fixed Roof Establishment/Accommodation Guidelines posted at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pe-operational-planning-tourism-operators</a>
	Where can we purchase PPE?	You should be able to purchase PPE at local retail outlets such as pharmacies, hardware stores and wholesalers.
Accommodation legal question	Should tourism operators seek legal advice and make guests sign a covid-19 waiver as part of their registration?	That will be a business decision to be decided by each accommodation operator. You may wish to consult your insurance provider for advice.

Topic	Questions	Answers
Swimming Pool/Hot tub requirements	Can our guests use the swimming pool?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	How to determine pool capacity?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	Can the pool be used for multiple groups of families?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	Should hot tub be limited to one household at a time only?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	Is signage and regular check-ups on pool/hot tubs accessible? How regular?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	Are common chairs permitted at pool/water zone area or should guests take their own chairs?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	Can fitness centres be open?	Swimming Pools come under the jurisdiction of the Environmental Health Division of the Department of Health and Wellness. Please contact by e-mail at <a href="mailto:kdhughes@ihis.org">kdhughes@ihis.org</a> , phone: 902-368-4795
	Marketing	Are there any suggestions to use for promoting our resort without reacting to discouragement or 'over regulations'?
I was disappointed about the \$2500. Marketing fee offered to attract local guests. To me some places that don't offer a swimming pool or beach front will not be attractive to local vacationers anyway so the only people profiting from that would be the marketing company.		The COVID-19 Business Adaptation Advice Program provides \$2,500 to access professional advice and support to adapt to or recover from the impacts of COVID-19.
Playgrounds	When are playgrounds accessible?	Please go to this link and the guidelines for Outdoor Recreational Spaces can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the requirements? How many times do they need to be cleaned	Please go to this link and the guidelines for Outdoor Recreational Spaces can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	How many children are allowed to play in the same area?	Please go to this link and the guidelines for Outdoor Recreational Spaces can be found. <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
Campgrounds	How close can trailers/RV's be to one another?	This space required between campground sites is outlined in the <i>Tourism Industry Act</i> and Regulations.
	Do units have to be self contained?	Please refer to the Campground Guidelines found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	How do we track guests without a gated system?	You may need to assign a staff person to the entrance area of the campground. Please refer to the Campground Guidelines found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a> .
	Can someone do a site visit and provide recommendations?	You can book your annual inspection with Quality Tourism Services (QTS) and the inspectors can provide some guidance for you. Please call QTS at 902-566-3501
	What is the recommendation for guest rec activities? Such as craft programs, bingos, etc.?	You can find the guide lines for Outdoor Recreational Spaces at <a href="https://www.princeedwardisland.ca/en/information/health-and-wellness/outdoor-recreation-spaces-guidance">https://www.princeedwardisland.ca/en/information/health-and-wellness/outdoor-recreation-spaces-guidance</a> . Please refer to the Campground Guidelines found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	It states if we do have tent site open the rest room cleaning procedures must increase .how many more times per day ?and do they mean a complete cleaning or wiping down all touch surfaces with cleaner ?	Please refer to the Campground Guidelines that can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Under general rules " Close or implement appropriate risk mitigation measures in all recreation centres where physical distancing or cleaning or sanitization is not practical or possible to enforce. An example may be an arcade centre where it may not be possible to clean and sanitize after every use." how about play ground equipment like slides swings and climbing things they could not be cleaned each time a child goes down a slide ? in the guide lines it says the playground can be open just looking for clarification we want to do what is right and safe for our guests	Please refer to the Campground Guideline at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>

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Off-Island access for 2020	Will tourists be permitted on PEI this year and if so, when?	We follow the direction of the Chief Public Health Office on border restrictions and opening.
	Could you identify a date for when visitors can come from certain provinces? Even an estimate of the earliest possible date.	We follow the direction of the Chief Public Health Office and they have given no dates at this time.
	When will visitors be permitted to visit without 14 day self isolation?	At this time you can rent to Islanders wishing to staycation with no self isolation required
	Are you allowed to rent a cottage for a week to someone from another province?	Currently the only out of province guests you can rent to are people that have been approved to enter and are required to self isolate and/or essential workers. The borders are closed to out of province visitors.
	As an operator from out of province, will I be allowed to rent my cottage this summer? If I am not allowed on PEI, how can I prepare my property for rental?	Out of province owners who cannot enter PEI are either hiring a property manager or not opening. This is a business choice for each individual operator.
	What can we tell our off Island visitors who are still wanting to come?	They can be informed that all points of entry are closed to visitors at this time. All border openings will follow the direction of the Chief Public Health Office.
	Will there be certain provinces that don't have to quarantine? I'm wondering about our rental property and we are going to be able to rent it out to anyone outside of the province?	We await direction from the Chief Public Health Office.
Golf	If we, the owners of the property arrive in the province. Do we have to quarantine for 14 days. We are already in an isolated area, can we arrange to pick up our food at the side of the road during our quarantine?	Anyone wishing to enter the province is required to contact publicsafety@gov.pe.ca in advance of travel at <a href="https://www.princeedwardisland.ca/en/information/justice-and-public-safety/pre-travel-approval-process">https://www.princeedwardisland.ca/en/information/justice-and-public-safety/pre-travel-approval-process</a> Seasonal property owners wishing to enter the province is required to apply online at : <a href="https://www.princeedwardisland.ca/en/service/apply-enter-pej-seasonal-resident">https://www.princeedwardisland.ca/en/service/apply-enter-pej-seasonal-resident</a> .
	During phase 3 could individuals who carpool to golf course use the same golf cart if not from the same household?	Please refer to the Golf Course Guidelines. <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pej-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pej-operational-planning-tourism-operators</a> .
Covid Business	Do seasonal employees not on the payroll in January and February still qualify for the 75% wage subsidy?	<a href="https://www.canada.ca/en/revenue-agency/services/subsidy/emergency-wage-subsidy.html">The Canada Emergency Wage Subsidy (CEWS) is a program administered by the Federal Government. Please refer to https://www.canada.ca/en/revenue-agency/services/subsidy/emergency-wage-subsidy.html for more answers to your questions on employee eligibility.</a>
	If we decide to not open our businesses for 2020 due to Covid, will there be supports in place for us financially? The uncertainty and concern regarding safety is causing anxiety and fear over to open or stay closed and be safe.	<a href="https://www.princeedwardisland.ca/en/topic/for-business">Information is being updated regularly on both the PEI Government Covid business link at: https://www.princeedwardisland.ca/en/topic/for-business</a> , as well as on the <a href="https://www.government-of-canada-covid-19-for-business.rlz=1C1GCEU_en_CA819CA819">Government of Canada business information link at: https://www.government-of-canada-covid-19-for-business.rlz=1C1GCEU_en_CA819CA819</a>
	How can we receive services from off-Island suppliers. Will they have access to PEI?	Service providers and suppliers are required to contact publicsafety@gov.pe.ca in advance of travel to PEI. Information on off-Island travel can be found here: <a href="https://www.princeedwardisland.ca/en/information/justice-and-public-safety/pre-travel-approval-process">https://www.princeedwardisland.ca/en/information/justice-and-public-safety/pre-travel-approval-process</a>
	Are there any additional supports from government other than loans and partial coverage of signage etc?	Information is being updated regularly on both the PEI Government Covid business link at: <a href="https://www.princeedwardisland.ca/en/topic/for-business">https://www.princeedwardisland.ca/en/topic/for-business</a> , as well as the <a href="https://www.government-of-canada-covid-19-for-business.rlz=1C1GCEU_en_CA819CA819">Government of Canada business information link at: https://www.government-of-canada-covid-19-for-business.rlz=1C1GCEU_en_CA819CA819</a>
	Is the province expecting to have any programs in place related to lost earnings to the seasonal accommodation industry?	Both the Federal and Provincial governments are working with the business community to identify the needs and possible supports. Information is being updated regularly on both the PEI Government Covid business link at: <a href="https://www.princeedwardisland.ca/en/topic/for-business">https://www.princeedwardisland.ca/en/topic/for-business</a> , as well as the <a href="https://www.government-of-canada-covid-19-for-business.rlz=1C1GCEU_en_CA819CA819">Government of Canada business information link at: https://www.government-of-canada-covid-19-for-business.rlz=1C1GCEU_en_CA819CA819</a>
What's open for 2020?	Regional Tourism Associations (RTAs) and Destination Management Organizations (DMOs) are working to compile this information in their areas.	
Retail max capacity	What is the best way to manage a very small retail space? Can multiple people be allowed entry if from the same household?	Please refer to the Retail Operation Guidelines at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pej-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pej-operational-planning-tourism-operators</a> . The webinar found on the the same link provides some information on this issue.
	How best to direct traffic though narrow corridor? Is it best to have a one-way direction so guests don't meet in 3' hallway?	Please refer to the Retail Operation Guidelines at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pej-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pej-operational-planning-tourism-operators</a> .
Retail guest and employee safety	Are face masks required?	Please refer to Masks in the Workplace Guidelines at <a href="https://www.princeedwardisland.ca/en/information/health-and-wellness/masks-workplace-guidance">https://www.princeedwardisland.ca/en/information/health-and-wellness/masks-workplace-guidance</a>

Topic	Questions	Answers
Dining/restaurants	What requirements are mandatory in order to operate a dine-in restaurant?	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the infractions and associated charges?	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the best practices for servers? PPEs'	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	How do we serve drinks?	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What is the allowed occupancy?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Do menus need to be disposable or laminated and cleaned after each use?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the cleaning requirements?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What does it mean by not sharing utensils?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Are shared condiments allowed to remain on tables?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What is the protocol for contact tracing?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Does staff need to work in teams?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the requirements for signage?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What if staff/workers can't physical distance?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	What are the guidelines around take out?	The Food Premises Guidelines can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Can you discuss sanitizing product for door handles, etc.?	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
	Should staff be assigned and stay in one specific work station?	The Food Premises Guidelines can be found here <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>
Experiential Tourism	What are some suggestions on physical distancing in a smaller space. ie a 15' wide by 45' long fishing boat?	The guidelines for Indoor and Outdoor Gatherings can be found at <a href="https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators">https://www.princeedwardisland.ca/en/information/economic-growth-tourism-and-culture/renew-pei-operational-planning-tourism-operators</a>