

Notifications

[COVID-19 is a public health emergency. Self-isolation is mandatory for returning international travellers and people with symptoms. Find out more.](#)



[Home](#) → [Health](#) → [Manage your health](#) → [Disease prevention and surveillance](#) → [Alberta's COVID-19 response](#) → [COVID-19 info for Albertans](#) → Essential services

Essential services

Businesses currently permitted to provide services at locations accessible to the public.

- [COVID-19 info for Albertans](#)
- [Cases in Alberta](#)
- [Travel advice](#)
- [Help prevent the spread](#)
- [Self-isolation requirements](#)
- [Restrictions on gatherings and businesses](#)
- [Support for Albertans](#)
- [Support for employers and employees](#)
- [Essential services](#)

Overview

The businesses and services on the essential services list can continue to provide services at locations accessible to the public and must have proper risk mitigation measures in place, such as sanitation stations and appropriate distancing between customers.

The intent of this list is to provide general guidance to business owners and operators. It is not meant to be exhaustive.

Businesses not on the list

If your business type isn't specifically listed as prohibited to operate, or if you don't fall within specific parameters that are stating that you are prohibited to operate according to the [restrictions on gatherings and businesses](#), you are safe to continue operations.

Workplaces that are not otherwise restricted or ordered to close can have more than 15 workers on a work site as long as they follow all public health guidelines, including physical distancing measures. Employers should:

- self-assess and find alternate ways to organize large group meetings
- cancel workplace gatherings of 15 or more people in a single space (such as training events)
- employ mitigation strategies to limit risk
- continue business continuity planning to prepare critical operations for any potential interruption

List of essential services

Health, medical and public health

- Emergency medical, ER and hospital physicians, nurses and support staff
- Public health officials and staff
- Private professional resources offices (health network)
- Supply chain and technological support staff
- Family medicine and other “frontline” medical staff
- Continuing care (long-term care, licensed supportive living, and home care)
- Private seniors’ residences and services
- Home services for seniors, the disabled and the vulnerable
- Treatment and operating facilities
- Laboratories, testing and research facilities
- Mental health and addictions counselling and support
- Licensed addiction treatment facility staff
- Licensed withdrawal management facility staff
- Pharmacies
- Dentistry (emergency services)
- Optometry (emergency services)
- Businesses that provide products and/or services that support the health sector
- Canadian Blood Services and other organizations that support medical treatments such as organ donor or human health advocates
- Specialized resources in accommodation (Example: domestic violence, homelessness, addictions)
- Production, supply and distribution of drugs, vaccines and pharmaceutical goods and medical supplies

Public safety and security

- Police, fire and EMS and support staff
- Emergency Services workers – 911 operators, dispatchers and select public works employees that maintain municipal and/or public critical infrastructure
- 811 and 911 call centre workers
- Control mechanism businesses and staff (e.g. SCADA)
- OH&S, food and building safety inspectors and engineers

- Corrections facility key staff
- Vulnerable populations support staff
- Not-for-profit organizations that provide critical personal support services to vulnerable / challenged persons
- Service organizations such as Canadian Red Cross, Samaritan's Purse and Salvation Army
- Non-governmental organizations that support vulnerable populations, including homeless shelters, food banks, outreach, and harm reduction
- Immigrant support services
- Victims support services and similar support organizations
- Wildland Fire Fighters
- Search and rescue organizations and volunteers
- Environmental emergency response and regulatory enforcement
- Sanitation services including but not limited to deadstock, rendering, nutrient management, bio hazardous materials, green waste, packaging recycling

Food and shelter

- Assisted living facilities, seniors lodge, including homeless shelters and accredited seniors facilities
- Supply chain, distribution and wholesale staff, including inspectors and food safety staff
- Key retail staff of food distribution facilities, including grocery and convenience stores
- Food production staff, especially of staples such as butchers, bakers, and fishmongers
- Restaurants and other food preparation facilities, including those with alcohol service only for delivery or takeout (no dining room service)
- Food delivery services
- Food-related charities, such as food banks and "Meals on Wheels"
- Hotels, motels, rental units and similar facilities, including student residences and accommodation sharing services

Energy and utilities

- Workers who maintain, ensure, or restore, or are involved in the development, transportation, fuel procurement, expansion, or operation of the generation, transmission, and distribution of electric power, including call centres, control and storage facilities, suppliers, utility workers, reliability engineers and fleet maintenance technicians
- Workers at Reliability Coordinator (RC), Balancing Authorities (BA), and primary and backup Control Centres (CC), including but not limited to the independent system operator
- Mutual assistance personnel
- Fuel distribution, transmission and storage
- Utilities operations staff, to include generator operators, distribution repair services, inspections, security, emergency response and maintenance staff
- Bulk and wholesale fuel production and distribution staff
- Retail and wholesale point of sale operations

- Coal, solar, wind and alternative energy facilities and staff
- IT and OT technology staff – for Energy Management Systems and Supervisory Control and Data Acquisition (SCADA) systems, and utility data centres; cybersecurity engineers; cybersecurity risk management
- Vegetation management crews and supporting traffic workers
- Instrumentation, protection, and control technicians

Water

- Water and wastewater treatment plant operations, including the production, distribution and storage of essential treatment chemicals or other products
- Bottled, bulk, distilled or water purification operations
- Flood and drought control operations, including dams and irrigation operations

Transportation

- Services that supply other essential businesses or essential services with the support, supplies, systems or services, including processing, packaging, distribution, delivery and maintenance necessary to operate (i.e. supply chains)
- Taxis and other private transportation providers of transportation services necessary for activities of daily living, including handicapped and ride sharing services
- Services and facilities that provide transportation services to businesses and individuals including by air, water, road, and rail, including providing logistical support, distribution services, warehousing and storage, including truck stops and tow operators
- Businesses that provide materials and services for the operation, maintenance and safety of transportation systems (road, transit, rail, air and marine) including delivery of maintenance services such as clearing snow, response to collisions, and completing needed repairs to the transportation systems
- Air transportation services including air crew, aviation and aerospace industry supporting infrastructure and staff
- Services stations and mechanical repair of motor vehicles, trucks and specialized equipment for industries, including unmanned air/ground vehicles
- Postal, courier and parcel delivery services

Industrial

- Industries or services that extract, manufacture, process and distribute goods, products, equipment and materials, including businesses that manufacture inputs to other manufacturers (e.g. petrochemicals and precursors, fertilizers, component manufacturers, chemicals, etc. that feed the end-product manufacturer)
- Business and services that support security and the safe and reliable operations of high risk sites and

facilities

- Businesses and services that supply products to the mining and mineral production and distribution sector
- Businesses, facilities and services that support and facilitate the two-way movement of essential goods within integrated North American and global supply chains
- Businesses that provide chemicals and gases to support the natural resource sector, analytical labs and drinking water and wastewater sectors and other essential businesses
- Businesses that ensure global continuity of supply of forestry products (e.g. lumber, pulp, paper, wood fuel, etc.)
- Businesses that ensure global continuity of supply of aggregates to support critical infrastructure repairs and emergency response requirements (such as gravel, cement, concrete, and asphalt)
- Processing, refining, and transporting natural liquids, including propane gas, for use as end-use fuels or feed stocks for chemical manufacturing

Petroleum, natural gas, and coal

- Petroleum product storage, pipeline, terminals, rail transport, road transport
- Crude oil storage facilities and pipeline transport
- Petroleum refinery facilities
- Petroleum security operations centre employees and workers who support emergency response services
- Petroleum operations control rooms/centres
- Petroleum drilling, extraction, production, servicing, processing, refining, terminal operations, transporting, and retail for use as end-use fuels or feedstocks for chemical manufacturing
- Operations for maintenance and emergency response
- Retail fuel centres such as gas stations and truck stops, and the distribution systems that support them
- Natural gas transmission and distribution pipelines, including compressor stations
- Underground storage of natural gas
- Natural gas processing plants, and those that deal with natural gas liquids
- Liquefied Natural Gas (LNG) facilities
- Natural gas security operations centre, natural gas operations dispatch and control rooms/centres natural gas emergency response and customer emergencies, including natural gas leak calls
- Drilling, production, processing, servicing, and transporting natural gas for use as end-use fuels, feedstocks for chemical manufacturing, or use in electricity generation
- Propane gas dispatch and control rooms and emergency response and customer emergencies, including propane leak calls
- Propane gas service maintenance and restoration, including call centres
- Processing, refining, and transporting natural liquids, including propane gas, for use as end-use fuels or feedstocks for chemical manufacturing
- Propane gas storage, transmission, and distribution centres
- Workers necessary for the manufacturing of necessary materials and products for energy.

Construction

- Construction projects and services associated with the healthcare sector, including new facilities, expansions, renovations and conversion of spaces that could be repurposed for health care space
- Construction projects and services required to ensure safe and reliable operations of critical provincial and municipal infrastructure, including transit, transportation, energy and justice sectors beyond day-to-day maintenance
- Construction work and services, including demolition services, in the industrial, commercial, institutional and residential sectors
- Construction work and services that supports health and safety environmental rehabilitation projects
- Construction projects to repair or render operable / safe any public conveyance, including elevators, escalators and ski lifts
- Construction projects and services that are required to ensure safe and reliable operations of critical energy infrastructure or support supply chains
- Any other construction project that can safely abide by the CMOH Public Health guidelines/directives

Agricultural and horticultural

- Services or businesses that farm, harvest, process, manufacture, produce or distribute food, including beverages, crops, animal products and by-products, aquaculture, hunting and fishing
- Businesses that support the food supply chain including assembly yards, livestock auctions, food distribution hubs, feed mills, farm equipment dealerships and suppliers, feed suppliers, food terminals and warehouses, animal slaughter plants and grain elevators, all farm input including fertilizer plants and distribution
- Business that support the safety of food including animal and plant health and animal welfare
- Businesses that provide veterinary services, and that supply veterinary and animal control medications and related supplies and testing kits
- Operations that provide specialized pharmaceuticals or inputs to pharmaceuticals, to include medicinal marijuana operations

Retail

- Businesses engaged in the retail and wholesale sale of food, pet food and supplies, and household consumer products necessary to maintain the safety, sanitation and essential operations of residences and businesses, including grocery stores, supermarkets, convenience stores, markets and other similar retailers
- Businesses that provide essential items for the health and welfare of animals, including feed, animal food, pet food and animal supplies, including bedding
- AGLC, beer, wine and liquor stores and alcohol producers, and stores that sell beer and wine through arrangements with authorized providers; vaping stores; cannabis stores and producers
- Gas stations, diesel, propane and heating fuel providers including providers of motor vehicle, aircraft

and water/marine craft fuels

- Motor vehicle, auto-supply, auto and motor-vehicle-repair, including bicycle repair, aircraft repair, heavy equipment repair, watercraft/marine craft repairs, car and truck dealerships and related facilities
- Hardware stores and stores that provide hardware products necessary to the essential operations of residences and businesses
- Business providing pharmaceuticals and pharmaceutical services, including pharmacies and dispensaries
- Businesses that supply office products and services, including providing computer products and related repair and maintenance services, for individuals working from home and for essential businesses
- Safety supply stores (safety gear and Personal Protective Equipment)
- Businesses that supply and deliver remote or online ordering

Financial services

- Financial and lending institutions, such as chartered banks, ATB Financial and provincial Credit Unions
- All forms of insurance including brokerage
- Services that provide access to credit, stocks or other forms of liquidity or finance to individuals, groups or businesses
- Businesses that provide financial services including accounting, bookkeeping, payment processing, the payroll and benefits division of any employer
- Investment management service organizations, such as and including the Alberta Investment Management Corporation (AIMCo)
- Businesses that provide pension services and employee benefits services, such as and including Alberta Blue Cross, Alberta Pensions Services Corporation, and the Alberta Teachers Retirement Fund
- The Alberta Securities Commission

Information and telecommunications

- Businesses engaged in providing or supporting Information Technology (IT) including online services, software products and related services, as well as the technical facilities such as data centres and other network facilities necessary for their operation and delivery, including IT service and repair in situ and mobile
- Telecommunications services (phone, internet, radio, cell phones, etc.), as well as support facilities such as call centres necessary for their operation and delivery
- Television, radio, internet and newspaper media outlets (local and national)
- Cybersecurity operations and professionals

Public administration and government

- Police, fire, emergency services including medical examiner services and pathology services
- Emergency management and business continuity staff, including continuity of government operations

and communications

- Enforcement, regulatory and advisory services and agencies, including Registries
- Legal, corrections and courts services, alternate dispute resolution services
- Government media and communications staff
- Road and transportation construction and maintenance
- The operation, maintenance and repair of critical infrastructure (railways, dams, bridges, highways, flood control structures, irrigation and water management structures, etc.)
- Waste management and recycling, including landfills and hazardous waste treatment
- Select child, community and social services
- Operations to preserve history and cultural heritage

Other essential services

- Businesses providing mailing, shipping, courier and delivery services, including post office boxes
- Laundromats, dry cleaners and laundry service providers
- Professional services including lawyers and paralegals, engineers, accountants, translators
- Businesses providing funeral, mortician, cremation, transfer, and burial services, and any related goods and products (such as coffins and embalming fluid)
- Land registration services, and real estate agent services and moving services
- Businesses providing security services including private security guards; monitoring or surveillance equipment and services
- Businesses providing staffing services, including temporary help
- Businesses that support the safe operations of residences and essential businesses
- Businesses that provide for the health and welfare of animals, including veterinarians, farms, boarding kennels, stables, animal shelters, zoos, aquariums, research facilities and other service providers
- Child care services for essential workers, and home child care services of less than six children
- Environmental services for agriculture, mining, oil and gas
- Waste management including landfills and hazardous waste treatment

Contact

If you have questions about how the essential services list may apply to your business, email BizConnect@gov.ab.ca.

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Home
