



March 24, 2020

Update from Greater Moncton International Airport Authority

Greater Moncton International Airport Authority (GMIAA) is continuing to monitor developments related to the spread of the coronavirus disease (COVID-19). The health and wellness of our passengers, visitors, business partners and employees are our top priority.

The Greater Moncton Roméo LeBlanc International Airport (YQM) remains open along with its airport business partners as they are considered as essential services. Commercial services offered at the terminal have been modified to reflect the airline schedule changes.



We have been made aware of a few people who have now tested positive for COVID-19 that passed through the Greater Moncton Roméo LeBlanc International Airport:

- Very early Sunday March 8 at 0108, arriving on WestJet flight 3440 from Toronto to Moncton and;
- Monday March 16 around noon, arriving on WestJet flight 3456 from Toronto to Moncton.

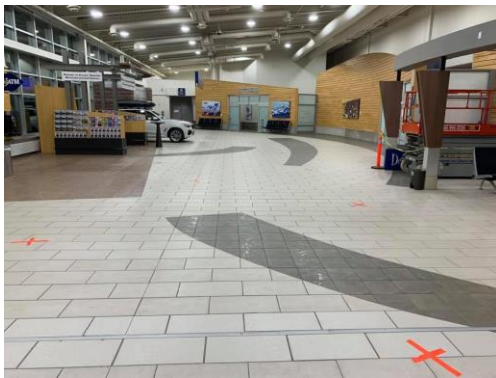
If you or anyone you have been in close contact with was on this flight, please self-isolate for 14 days. If you develop symptoms, call 811.



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Please keep in mind that the following precautions have been taken to safeguard the health and wellness of our passengers, visitors, business partners and employees:

- We've installed extra hand sanitizing stations for public use in strategic locations throughout the terminal building
- Our contracted cleaners have enhanced surface cleaning in high traffic areas
- YQM is asking all travellers and employees to respect the new social distancing tape placed on the floor to help keep the 2m distance in lineups and elsewhere in the airport
- Information notices on posters have been placed in key areas and on our digital boards
- Social media messaging, website information and a press release have been published



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Signage posted at entrance doors:



Restricted Entry

Following the Government of NB State of Emergency in response to COVID-19:

- Only people travelling or coming back from a trip will be permitted inside the airport (except for employees).
- Please remember that social distancing within the airport is mandatory. Please remain at least two metres (six feet) away from other people at all times whenever possible, even in lineups.
- Do not enter if you have travelled from international points since (and including) March 13, 2020.
- Do not enter if in the last 14 days you have been in contact with someone who travelled internationally and you are experiencing symptoms of COVID-19 (cough, fever, and difficulty breathing).

In an effort to help reduce the risk of exposure to, and continued spread of COVID-19, the Greater Moncton Roméo LeBlanc International Airport is encouraging people who are either dropping off passengers or picking up passengers to remain in their vehicles while travelers either load or unload and make use of our free cell phone waiting area or our short term parking lot (The first 15 minutes of parking are free) in order to minimize the amount of people entering the air terminal building .



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What Public Health Officials recommend:

The Public Health Agency of Canada (PHAC) is continuously reassessing the risk of COVID-19. Everyone has a role to play to protect themselves and those around them by practicing good personal hygiene and adjusting social norms to reduce close contact with anyone feeling ill. The following precautions used to prevent the spread of a common cold or flu are recommended by PHAC to help prevent the spread of COVID-19:

- Wash your hands often and with soap under warm running water for at least 20 seconds.
- Use alcohol-based hand sanitizer only if soap and water are not available.
- When coughing or sneezing, cover your mouth and nose with your arm to reduce the spread of germs.
- Avoid touching your eyes, mouth, nose with unwashed hands.
- Avoid direct personal contact with people who are sick.
- If you use a tissue, dispose of it as soon as possible and wash your hands afterwards.

Useful links:

As the lead agency responsible for the response to Coronavirus disease (COVID-19), PHAC is your best resource for the most up to date information on COVID-19.

The most up-to-date information on COVID-19 can be found at PHAC's website. Visit www.canada.ca/coronavirus.

Stay in the know by following PHAC's twitter feed. Visit www.twitter.com/GovCanHealth.

Tele-Care NB phone lines are open 24 hours a day by dialing 811 or accessing this link <https://www2.gnb.ca/content/gnb/en/departments/health/Tele-Care.html>



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Related News from our Airline Partners:

 **AIR CANADA**

- Ottawa suspended from March 23 to April 30
- March 23 to April 30, inclusively: Moncton to Toronto flights: 2 frequencies departing 0605 and noon (CRJ 900)
- March 23 to April 30, inclusively: Moncton to Montreal flights: 2 frequencies departing 0515 and 1640 (Dash 300)
- March 23 to April 30 inclusively: Halifax flights – 3 frequencies daily (Monday to Friday) and 2 frequencies on Saturdays and Sundays

porter

Porter Airlines has temporarily suspended all of its flights (at all airports) for the period of March 21 to May 31. Service is planned to resume on June 1.

WESTJET 

Effective this Thursday, March 26 through to April 30, WestJet will have a daily flight departing Moncton to Toronto departing at 1500 arriving in Toronto at 1700 and returning daily departing Toronto at 1030 arriving in Moncton at 1352.



All southern destination carriers such as Sunwing Vacations and Air Transat are concentrating their efforts on repatriation flights to bring people back to Canada.

Thank you to our cargo partners, your services as a crucial cargo link for our community are appreciated!



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Related News from our Business Partners:



The seating area is closed until further notice. This is being done to contribute to social distancing that has been called for by public health officials.

4:30 p.m. and remain closed until further notice.

Tim Hortons will remain open on Tuesday, March 24, until 6 p.m. Tim Hortons will close on Wednesday, March 25, at

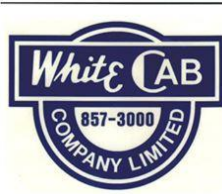
Beginning on Thursday, March 26, our food services provider Aramark will continue to provide limited services on the post-security side. No food services (other than vending machines) will be available pre-security.

- Express bar location only offering limited selection of grab-and-go sandwiches, salads, hummus, juices, soft drinks, water, snacks such as chips and chocolate bars. No coffee or tea.
- Hours of operation will be Monday to Friday from 8 a.m. to 4:30 p.m. (no weekends) until further notice.
- Vending machines inside the Airport Terminal Building will remain fully stocked.

All bar services (Bistro Altitude) are discontinued until further notice, as per government direction.



The daily business hours at the Relay store inside the Airport Terminal Building have changed until further notice: 7 a.m. to 6 p.m.



Air Cab and White Cab – the taxi companies serving the airport – have advised us of new safety standards in relation to COVID-19. Effective immediately, no passengers are allowed in the front seats of their taxis. Also, a maximum of two passengers are allowed in the back seat. (Exceptions are made for parents accompanying minor children.) These new

standards are in effect until further notice.

Although taxi services continue to operate at this time, delays can be expected.



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Our rental vehicle partners: Avis/Budget, Hertz/Thrifty, Enterprise/National/Alamo remain open at this time; however, they have adjusted their hours of operation to reflect the modified airline schedule. If these services are required, please contact them directly.



In light of the evolving coronavirus situation, Canadian Air Transport Security Authority's (CATSA) priority remains the well-being of its screening officers and those working in and travelling through Canadian airports. In response, we have made the following changes at the checkpoint:

If you wish, you can hold on to your own electronic or printed document of entitlement (boarding pass, Nexus card) while it is scanned.

You can also carry one bottle of hand sanitizer up to 350ml in addition to the 100ml bottles to be placed in the 1 L clear resealable bag.

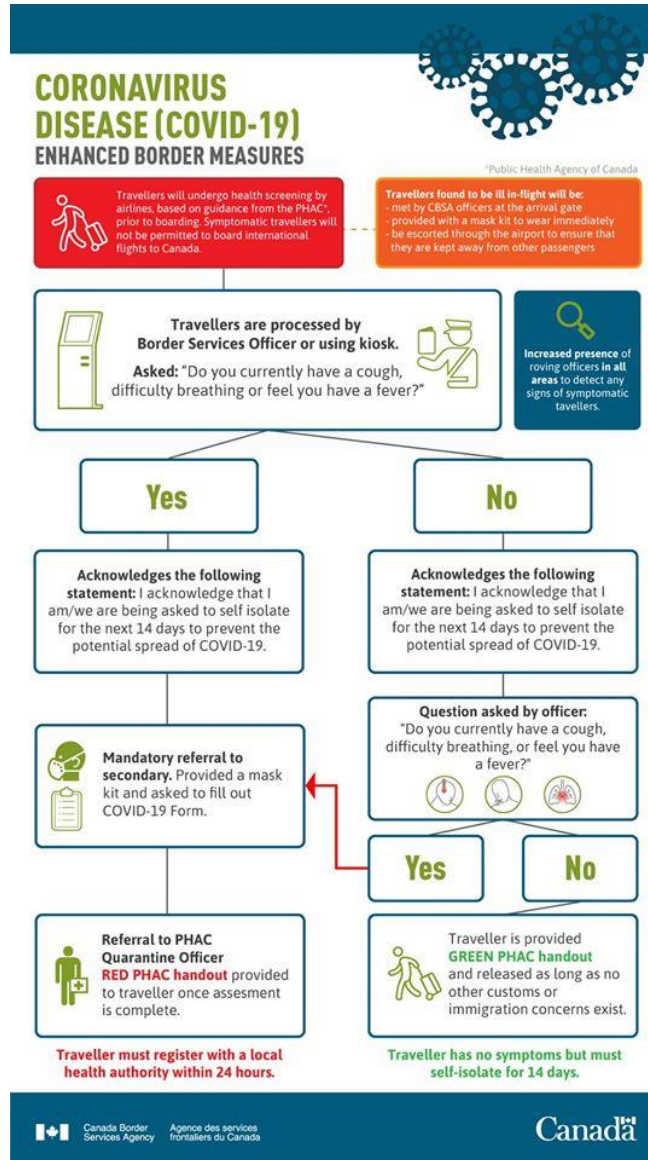
At major airports, additional hand sanitizing units have been placed by the checkpoints to be used by the screening officers and the public, and CATSA has ordered additional supplies of gloves, recognizing that screening officers will change them more often.



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Enhanced measures implemented in Canada's international airports. Help #FlattenTheCurve



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Related Government News:



Canadians returning home from other countries, you must self isolate for 14 days. If you are returning by air, have a family member drop off a vehicle at the airport for you if possible.

Do not go to the grocery store yourself when you return. Arrange to have someone pick up groceries for you before you get home – and continue to do so during your 14 days of isolation. This is for everyone's safety and must be taken seriously.

**COVID-19
Self-Assessment**



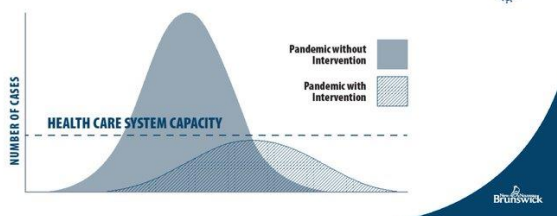
www.gnb.ca/coronavirus



Before calling 811, use this self-assessment tool to help determine whether you should be tested for COVID-19. You can complete this assessment for yourself or on behalf of someone else, if they are not able. <https://bit.ly/3dlkKNB>

Coronavirus (COVID-19)

GOAL OF PUBLIC HEALTH MEASURES:



Social distancing is a measure which will help to flatten the curve to prevent overburdening the health care system with ill patients all at once.

[#FlattenTheCurve](https://www.gnb.ca/coronavirus) <http://gnb.ca/coronavirus>



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Notice to all passengers returning from an international destination: it is now mandatory to self-isolate for 14 days upon your arrival. This also applies to anyone who has been in contact with you once you arrive.

CORONAVIRUS DISEASE (COVID-19)

WHILE OUTSIDE OF CANADA, YOU MAY HAVE COME IN CONTACT WITH THE VIRUS THAT CAUSES COVID-19

For the next **14 days**:

- self-isolate (stay home and keep your distance from others)
- do not have visitors, especially older adults or those with medical conditions, who are at a higher risk of developing serious illness
- monitor your health for **fever (greater or equal to 38°C), cough and difficulty breathing**
- wash your hands often with soap and warm water for 20 seconds, or use an alcohol based hand sanitizer if soap and water are not available
- cover your mouth and nose with your arm when coughing or sneezing

MONITOR YOUR HEALTH

- FEVER**
- COUGH**
- DIFFICULTY BREATHING**

IF YOU START HAVING SYMPTOMS OF COVID-19

- Separate yourself from others as soon as you have a symptom of COVID-19.
- Visit the provincial or territorial public health website where you are located for more information, including when to contact your public health authority.

Public Health Agency of Canada / Agence de la santé publique du Canada

Canada



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Meet the new [#COVID19](#) virtual assistant! It can help you find important information on symptoms and treatment, travel advice, prevention and more. <http://ow.ly/qUtn50yRfb4>



Think you've been exposed to [#COVID19](#)? Use the [#COVID19](#) self-assessment tool to help you determine if you need further assessment or testing. Try it now: <http://ow.ly/GPc950yRYwO>



Message from the Premier Justin Trudeau on Twitter:

[@JustinTrudeau Mar 21](#) As we work to bring home Canadians stranded abroad, I want say thanks to the airport staff and [@CanBorder](#) personnel who will be greeting them when they land. Thank you for your professionalism, your dedication, and for always rising to the challenge.



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We would like to thank our passengers, staff, visitors, business partners and stakeholders for their understanding and patience during this very difficult time. We are all in this together. At some point, this crisis will end and we will strive to return to a sense of normalcy. In the meantime, please follow all government directives and be kind.



From everyone at the airport – many thanks for your cooperation and assistance during this time of crisis as we aim to mitigate the potential impacts of COVID-19.

We will continue to work with our airline partners, business partners, stakeholders and government regulators to maintain operations at YQM and most importantly, to resume normal operations when possible.

Our goal is to provide you with regular updates on new developments or changes in YQM's operations. We recommend that you follow our social networking platforms to get this information more quickly:

Twitter : @MonctonYQM

Facebook : @MonctonYQM

Website: www.cyqm.ca

Stay safe!

Bernard LeBlanc, President and CEO, and YQM employees



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