

## Regulatory, service or process changes temporarily put in place in response to Covid-19 to support business

Title of Regulatory, Service, or Process Improvement	Purpose and Description	Department / Entity
Extended Farm Registration Deadline	Farm Registration process is administered by Service Nova Scotia. The 2020 deadline to register was extended from March 31th to April 30th as a one time measure to due to the unavailability of in person services.	Agriculture, and Fisheries and Aquaculture
The opening of sportfishing season was delayed to May 1 to meet public health directives.	Implemented to avoid social gatherings in early days of COVID.	Agriculture, and Fisheries and Aquaculture
Designated Buyer's cards (licenses) for Fisheries are being mailed.	Measure was put in place to limit in person contact and reduce the spread of COVID. Cards are double sided, signed and laminated in the Shelburne office. Potential for emailing was explored but not implemented due to potential for fraud.	Agriculture, and Fisheries and Aquaculture
Business fees were deferred for three months.	All fees were deferred for three months as per provincial directive.	Agriculture, and Fisheries and Aquaculture
Temporarily remove the proof of disease requirement in the Dairy Livestock Insurance Plan.	The Dairy Livestock Insurance has a prescribed list of perils. Confirmation the animal died of an insured peril is required. During early days of COVID, the animal pathology lab had reduced their services to emergencies only. Necropsies require at least two people working closely and the service was not considered essential.	Agriculture, and Fisheries and Aquaculture
Relax the 72 hr window to report wildlife damage	Requirement to report losses from wildlife has a 72 hour window. The 72 hour timeframe is in place because farm owner should be practicing due diligence and monitoring crop and livestock on a regular basis and if too much time has passed, it can be hard to determine the cause of the damage. Intended to be a short term measure until site visits could be resumed.	Agriculture, and Fisheries and Aquaculture
Municipal operating loan program	Municipalities were concerned about their citizens' and businesses ability to pay taxes and were looking for a program to be able to support tax deferrals for severely impacted households by the pandemic. This program allowed each municipality to establish a tax loan program to offer to their citizens and businesses in a deferred payment of their property taxes.	Municipal Affairs and Housing

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Rent protection of 2% on existing leases	The pandemic has exacerbated the challenges with supply of affordable housing. Retroactive to Sept 1, 2020, rental protections have been enacted to limit increase to 2% on existing leases for rental units. The protections will be in place until February 1, 2022 or when the state of emergency is lifted, whichever is sooner.	Municipal Affairs and Housing
Prevention of Renovictions	Similar to the rent protection initiative, there are protections preventing tenants from being evicted due to building renovations.	Municipal Affairs and Housing
Day Care Regulations - flexibility in requirements	Some child care centres experienced a loss in staff during the period that they were closed due to COVID-19. This meant that they need to re-hire or advertise for staff. This was covered via the temporary staffing plan process. Some flexibility with respect to staffing requirements was needed as centres looked to fill vacant positions.	Education & Early Childhood Development
Day Care Regulations - Flexibility with respect to checks/renewals for staff	There was a temporary need to add flexibility with respect to the timing of some required documentation such as, criminal record check renewals, First Aid certificate renewals, and classification letter renewals. This was due to the availability of these services through other service providers and to address potential backlogs once centres reopened.	Education & Early Childhood Development
Extension of time to complete work for (mineral) Exploration Licence holders	Allowed additional time for exploration companies to assess the mineral resource and complete required reporting.	Energy
Deferral of fees owed to government	Deferred fees owed to government related to: Onshore petroleum drilling, underground hydrocarbon storage lease rentals, and mineral lease rentals.	Energy
Expedited border crossing	After the requirement for individuals arriving to Nova Scotia to self isolate for 14 days was introduced, Nova Scotia Environment set up a checkpoint at the New Brunswick border to inform travellers and verify completion of required travel registration. To reduce delays for vehicles crossing the border regularly for work, a dedicated lane for commercial traffic was established.	Environment
Deferral of business fees	To ease the burden small businesses were facing, Nova Scotia Environment identified almost 40 fees that were deferred until after June 30th.	Environment

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Extension of certifications	To keep Nova Scotians working in regulated professions that require certification and testing, Nova Scotia Environment automatically extended certifications and provided new online examination opportunities. This helped business sectors such as pesticide applicators, on-site septic installers and tank cleaners, and water and wastewater facility operators.	Environment
Flexibility for greenhouse gas verification	Nova Scotia requires all companies that participate in the cap and trade program to submit greenhouse gas emission reports each year. Although preparing the reports would usually require a site visit by an independent verifier, Nova Scotia Environment removed the requirement for site visits for this year.	Environment
Winter gas flexibility	The petroleum industry uses a different type of gas in summer than in winter. When demand for gasoline plummeted in the spring, Nova Scotia allowed the petroleum industry to sell winter gasoline past the usual May 15th deadline. Nova Scotia allowed the industry to use the supply up to June 30th before switching to the cleaner summer fuel.	Environment
Review and support for development over 40 industry sector pandemic plans	Support for industry re-opening and operation during pandemic. Includes development of checklists, templates and prevention plans.	Labour and Advanced Education
1-800 call support expansion	Call volume tripled during pandemic, with standard response times maintained.	Labour and Advanced Education
Fee deferral	<p>Deferred fees, including business renewal fees, permits, and licenses, until June 30 to help address cash flow</p> <p>There are 489 fees including those relating to:</p> <ul style="list-style-type: none"> <li>-Elevators and Lifts - Renewal or Reinstatement</li> <li>-Fuel Safety</li> <li>-Boiler Fees</li> </ul>	Labour and Advanced Education

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Suspend proactive audits of employers	<p>To reduce the regulatory burden on employers who may be facing significant challenges as a result of the pandemic.</p> <p>This does not include complaint based audits, self audits, and audits connected to temporary foreign workers which will continue.</p>	Labour and Advanced Education
Level exams for apprentices	Temporarily removed the requirements for apprentices to write level exams after completing training.	Labour and Advanced Education
Extension of certifications	Journeypersons in compulsory trades are required to renew their certification every 5 years. These certification deadlines were extended from March until the end of June 2020.	Labour and Advanced Education
Temporary suspension of on-site inspections	Enforcement officers temporarily suspended on-site inspections to protect safety of staff and worksites. These have been resumed since June. Complaints were still investigated.	Labour and Advanced Education
Vehicle registrations with a December 31, 2019 expiry and thereafter extended until August 31	Service Nova Scotia and Internal Services (SNS-IS) requested that the Registry of Motor Vehicles (RMV) program (Transportation and Infrastructure Renewal) defer the regulatory requirement to renew approximately 250K vehicle registrations to minimize the impacts of COVID -19 to enable SNS-IS to provide essential RMV in-person services while adhering to public health risk mitigation strategies.	Service Nova Scotia and Internal Services
Driver Licences that expired in March, April, May, June, July, and August 2020 have been granted a 5 month extension from the original expiry date.	Service Nova Scotia and Internal Services requested that the Registry of Motor Vehicles program (Transportation and Infrastructure Renewal) defer the regulatory requirement to renew approximately 65K driver licences to minimize the impacts of COVID -19 to enable Service Nova Scotia and Internal Services to provide essential Registry of Motor Vehicles in-person services while adhering to public health risk mitigation strategies.	Service Nova Scotia and Internal Services

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All temporary permits with a March 2020 or thereafter expiry considered valid until August 31	Service Nova Scotia and Internal Services (SNS-IS) requested that the Registry of Motor Vehicles (RMV) program (Transportation and Infrastructure Renewal) defer the regulatory requirement to renew approximately 20K temporary permits to minimize the impacts of COVID -19 and enable SNS-IS to provide essential RMV in-person services while adhering to public health risk mitigation strategies.	Service Nova Scotia and Internal Services
All expired blue permanent accessible parking permits considered valid until August 31	Service Nova Scotia and Internal Services (SNS-IS) requested the Registry of Motor Vehicles (RMV) program (Transportation and Infrastructure Renewal) defer the regulatory requirement to renew approximately 7.5K accessible parking permits to minimize the impacts of COVID -19 and enable SNS-IS to provide essential RMV in-person services while adhering to public health risk mitigation strategies.	Service Nova Scotia and Internal Services
All expired foreign licence plates and driver licences operating within the province considered valid until August 31	Service Nova Scotia and Internal Services (SNS-IS) requested the Registry of Motor Vehicles (RMV) program (Transportation and Infrastructure Renewal) defer the regulatory requirement to exchange 8K foreign driver licences and 20K vehicle registrations to minimize the impacts of COVID -19 and enable SNS-IS to provide essential RMV in-person services while adhering to public health risk mitigation strategies.	Service Nova Scotia and Internal Services
Road tests for driver licences unavailable until June	The Registry of Motor Vehicles program (Transportation and Infrastructure Renewal) cancelled the availability of 8K road tests until they could be safely provided by Transportation and Infrastructure Renewal Driver Examiners within the Health Safety guidelines.	Service Nova Scotia and Internal Services
No new road tests appointments being booked until July	Service Nova Scotia and Internal Services (SNS-IS) requested the Registry of Motor Vehicles program (Transportation and Infrastructure Renewal) defer the availability of 10K knowledge tests until they could be safely provided by SNS-IS Access Centre staff within the Health Safety guidelines.	Service Nova Scotia and Internal Services

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Speciality licence plates unavailable until July	Service Nova Scotia and Internal Services (SNS-IS) requested the Registry of Motor Vehicles (RMV) program (Transportation and Infrastructure Renewal) defer the availability of new applications for speciality licence plates to minimize the impacts of COVID -19 and enable SNS-IS to provide essential RMV in-person services while adhering to public health risk mitigation strategies.	Service Nova Scotia and Internal Services
Payment for defaulted fines not required at this time	The Department of Justice has deferred the requirement to pay fines in default until further notice.	Service Nova Scotia and Internal Services
Family gift affidavits for vehicle transfers do not have to be witnessed at this time	Service Nova Scotia and Internal Services requested the Tax Commissioner to defer the policy requirement to witness signatures of those gifting a vehicle when they are unable to be present in-person to perform their transaction to minimize the impacts of COVID-19.	Service Nova Scotia and Internal Services
Registry of Motor Vehicles application forms being submitted in-person by the applicant do not require signature until July	Service Nova Scotia and Internal Services requested the Registry of Motor Vehicles program (Transportation and Infrastructure Renewal) defer the policy requirement to capture a signature of applicants present in-person to perform their transactions to minimize the impacts of COVID-19.	Service Nova Scotia and Internal Services
Historical signatures permitted on driver licences issued at this time	Service Nova Scotia and Internal Services requested the Registry of Motor Vehicles program (Transportation and Infrastructure Renewal) defer the policy requirement to capture a new signature upon driver licence renewal to minimize the impacts of COVID-19.	Service Nova Scotia and Internal Services
Motor Vehicle Inspections (MVI) that expire in March, April or May are considered valid until June 30.	The Registry of Motor Vehicles program (Transportation and Infrastructure Renewal) deferred the regulatory requirement to have a motor vehicle inspected until licensed service stations could provide the service within the Health Safety guidelines.	Service Nova Scotia and Internal Services

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Registry of Motor Vehicles Counter Appointments	Mandatory appointment process for in-person Access Nova Scotia/Registry of Motor Vehicles in-person visit was implemented in March to restrict client volumes and adhere to public health guidelines. Appointment process was made optional with walk-in service becoming available in July. Current appointment system is temporary until long term Qmatic system implemented.	Service Nova Scotia and Internal Services
Government of Canada Notify Tool	Implemented Government of Canada Notify Tool to enable text message reminders and check-in notification for in-person Access Centre and in-person Registry of Motor Vehicles appointments. This service enables clients to wait in their car and helps prevent large gathering within the office and the spread of COVID-19.	Service Nova Scotia and Internal Services
Reduced In-person Access Nova Scotia/Registry of Motor Vehicles locations and hours of service	Access Nova Scotia/Registry of Motor Vehicles offices initially reduced from 20 to 7 offices in March and gradually increased to current 18. Office hours initially reduced to 9AM-4PM and gradually increased to standard 8:30 to 4:30 (7PM on Tues Weds and Thurs) .	Service Nova Scotia and Internal Services
Extended renewal deadlines for liquor license renewals and gaming registrations so none will expire	To allow for the future operations of businesses without the cost or burden of re-licensing during COVID-19.	Service Nova Scotia and Internal Services
Allowed for cancellation of Special Occasion Licences and issued refunds given limitations on social gatherings	To ensure fairness to citizens and businesses in view of COVID-19 restrictions on social gatherings.	Service Nova Scotia and Internal Services
Allowed extensions of draw dates and temporary postponement of lotteries e.g. Toonie Draws, Chase the Ace) and have extended duration of licences	To ensure fairness to citizens and the charitable sector in view of COVID-19 restrictions on social gatherings.	Service Nova Scotia and Internal Services

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Casino Operator's License renewal fee deferred until further notice	To allow for the future operations of businesses without the cost or burden of re-licensing during COVID-19.	Service Nova Scotia and Internal Services
Prioritizing refunds/rebates to ensure we get funds into the hands of Tax Exempt consumers (farmer, fishers, loggers) as well as Your Energy Rebate Program applicants	All refunds/rebates are processed within normal service delivery standards.	Service Nova Scotia and Internal Services
Property Online Subscription Fees were deferred to June 30, 2020	To postpone fees for Property Online subscriptions to allow businesses more liquidity.	Service Nova Scotia and Internal Services
Registry of Joint Stock Companies annual Renewals (fees and statements) were extended for the months of March, April and May 2020 to June 30, 2020.	Reduction of financial burden during Covid pandemic temporary closure of business.	Service Nova Scotia and Internal Services
Payment of Registry of Joint Stock Companies E-filer monthly access fee and hourly user fees were extended for the months of March, April and May 2020 to June 30, 2020.	Reduction of financial burden during Covid pandemic temporary closure of business.	Service Nova Scotia and Internal Services



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Meetings that are required to pass special resolutions do not need to be held in person but by simultaneous electronic means (Skype, Zoom, other teleconferencing methods).	To comply with State of Emergency Orders to reduce/eliminate personal contact and limit size of groups of people congregating.	Service Nova Scotia and Internal Services
Registry of Joint Stock Companies annual reporting requirements (e.g. Financial Statements) were extended for the months of March, April and May 2020 to June 30, 2020.	To comply with State of Emergency Orders to reduce/eliminate personal contact and limit size of groups of people congregating.	Service Nova Scotia and Internal Services
Renewal fees/notices for Lobbyist Registry were extended for the months of March, April and May 2020 to June 30, 2020.	Reduction of financial and administrative burden during Covid pandemic temporary closure of business.	Service Nova Scotia and Internal Services
Fuel and tobacco permit renewals approved to defer for 3 months	To defer renewals for existing permit holders to June 30th. This allowed businesses to continue to operate using their existing permits.	Service Nova Scotia and Internal Services
Defer vaping products permit requirement date from July 1 to August 1	Delay associated with system implementation and rollout of applications.	Service Nova Scotia and Internal Services

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Submission of documents by electronic means which are currently required to be submitted in paper	To allow authorized submitters to submit paper documents electronically by e-mail.	Service Nova Scotia and Internal Services
Extension of vehicle permits	Extension of vehicle permits from mid-March until the end of August. This was done to ensure safety of public and staff following public health guidelines by limiting transactions and easing financial pressures.	Transportation and Infrastructure Renewal
Extension of all temporary permits	Extension of temporary permits from mid-March until the end of August. This was done to ensure safety of public and staff following public health guidelines by limiting transactions and easing financial pressures.	Transportation and Infrastructure Renewal
Extension of all driver licences	The extension of driver licences that were expiring was extended from mid-March until the end of August. This was done to ensure safety of public and staff following public health guidelines by limiting transactions and easing financial pressures.	Transportation and Infrastructure Renewal
Extended certification for Traffic Control People (TCP) and Temporary Workplace Signers (TWS)	The recognition of existing training and certification of TCW and TWS was extended for the 2020 construction season, if it was due to expire after January 1, 2020. This would limit in-person contact for training sessions and ensure road construction was not negatively impacted.	Transportation and Infrastructure Renewal
Deferral of licence fees to motor carriers	Motor Carrier licence fees were deferred from March until fall of 2020, recognizing the financial impact for motor carriers during the pandemic.	Transportation and Infrastructure Renewal
Suspending ferry fees for commercial and passenger vehicles	The suspension of collecting ferry fees on all 7 provincial ferries was implemented in mid-March. This was to limit exposure between the public and staff. It also had a secondary purpose to reduce financial pressures on users (citizens and business) of the ferries during the pandemic.	Transportation and Infrastructure Renewal
Deferral of safety inspections for vehicles not in use	The Nova Scotia Utility and Review Board has confirmed with Transportation and Infrastructure Renewal that it has no objections to deferring safety inspections on vehicles that are NOT currently being used in operations due to reduced passenger demand. However, any vehicle currently in use for carrying passengers must have a valid inspection (public safety issue).	Transportation and Infrastructure Renewal

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Community Response	Several departments worked together to provide comprehensive supports to communities heavily impacted by COVID 19. Supports included housing, food delivery and cleaning supplies; for those required to self-isolate; income replacement; and community based testing.	Community Services
Extended Hours Service	To ensure during COVID crisis Nova Scotians had access to essential services related to food, medication, housing, and income support.	Community Services
Interim Intake	Policy and process changes allowed caseworkers to complete the majority of the application process over the phone to minimize points of contact.	Community Services
Some relaxation of Casino Regulations 12(5) & 12(5)(A)	Allow extension of certain existing registrations.	Nova Scotia Gaming Corporation
Some relaxation of Casino Regulations 19(3)	Allow changes to floor plans to meet COVID-19 safety requirements.	Nova Scotia Gaming Corporation
Some relaxation of Casino Regulations 125	Allowed video surveillance monitoring of Sydney Casino from Halifax during casino closures.	Nova Scotia Gaming Corporation
Surveillance Systems Recertification deferred	This is being deferred due to casino closures.	Nova Scotia Gaming Corporation
Internal Control System (ICS) Audit delayed (Casino Regs 142(2))	This is the annual requirement to audit internal control systems; could not audit while casino is closed, ICS audit now complete.	Nova Scotia Gaming Corporation
Relaxation of 9(b) of the Atlantic Lottery Regulations	Approval received to extend expiry date of tickets by six months (up to 18 months) to correspond with the initiative proposed by the International Lottery Corporation.	Nova Scotia Gaming Corporation
Deferral of Video Lottery Terminal (VLT) sweep payment	VLT sweeps, which collect the share of funds owed to the province, have been suspended for during VLT mandatory shutdown to provide temporary financial relief to retailers.	Nova Scotia Gaming Corporation

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Nova Scotia Liquor Corporation Process Improvements	<p>NSLC process improvements include:</p> <ul style="list-style-type: none"> <li>• Deferral of Producer permit renewals and related fees (Apr 1 - Aug 31, 2020)</li> <li>• Accepting product returns as required to support impacted licensees.</li> <li>• Any upcoming applications including, but not limited to, Christmas gift packs, promotions, listings, one-time-order products, etc. - flexible on timelines to support vendors requiring more time; and supported and assisted local vendors to ensure they do not miss out on opportunities as they arise (Apr 1 - May 31, 2020)</li> <li>• Deferred planned price increases on 138 items (Apr 1 - May 4, 2020)</li> <li>• Cannabis – reduction of program fees intended to be charged to vendors effective April (charges for display of brand info within the cannabis store).</li> </ul>	Nova Scotia Liquor Corporation
Filing fee deferral	Deferral of deadline for filing fees for annual financial statements and information forms that would have been due between April and June 2020 until June 30, 2020.	Nova Scotia Securities Commission
Relief from certain regulatory filings for market participants	The Nova Scotia Securities Commission (NSSC) along with other members of the Canadian Securities Administrators (CSA) published temporary blanket relief for market participants from certain regulatory filing requirements. Initially, a 45-day extension was granted for certain periodic filings to issuers, investment funds, registrants, certain regulated entities, and designated rating organizations that had filing deadlines on or before June 1, 2020. Subsequently, additional relief was granted to provide other market participants that had certain filing and delivery deadlines between June 2 and August 31, 2020 (issuers) or September 30, 2020 (registrants and investment funds) by granting a 45-day extension from such filing deadlines.	Nova Scotia Securities Commission
Granting permission for motor carriers to reduce or discontinue operations	Motor carrier operations have been given permission to reduce or discontinue operations (case-by-case - essential transit services cannot discontinue). These have been processed on an expedited basis (same or next day).	Nova Scotia Utility and Review Board
Adjustments to motor carrier services	Motor carriers have requested amendments to services in relation to special work being performed related to COVID-19 emergency response. The Nova Scotia Utility and Review Board has processed these requests on an expedited basis (same or next day).	Nova Scotia Utility and Review Board

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Adjustments to utility services	The Nova Scotia Utility and Review Board has allowed electrical, water, and natural gas utilities to make adjustments to services to support customers. For example, the Board has approved requests from some utilities to defer customer payments without interest, and to delay disconnection dates for customers who do not pay their utility bills.	Nova Scotia Utility and Review Board
Interim retail margin relief for gas stations	The Nova Scotia Utility and Review Board has advised retail gasoline stations that they can apply for interim retail margin relief for gasoline and diesel oil on an expedited basis.	Nova Scotia Utility and Review Board
Insurance company rate relief	The Nova Scotia Utility and Review Board has allowed insurance companies to reduce or change auto insurance rates given changes in risk (e.g., driving less).	Nova Scotia Utility and Review Board
Nova Scotia Utility and Review Board moved hearings to a fully virtual format (webinar).	To allow Nova Scotia Utility and Review Board public hearings to continue including public access to the hearings.	Nova Scotia Utility and Review Board
Deferral of required Credit Union Annual General Meetings (AGM)	The Superintendent of Credit Unions has confirmed with Credit Unions that they will be allowed to hold their AGMs beyond the four month deadline as prescribed under Section 65 of the Credit Union Act.	Finance & Treasury Board
Deferral of insurance license renewals	All insurer licences valid as of 31 March 2020 remained valid until June 30, 2020.	Finance & Treasury Board
Extended the expiration date of completed Life License Qualification Program (LLQP) courses.	In person exams were cancelled and the creation of online national exams required time, so the Province extended the certification period to March 31, 2021.	Finance & Treasury Board
Provided extensions on insurer, agency and agent expiration dates	Accepting payments for renewals and getting completed applications was a challenge.	Finance & Treasury Board

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Extended certain filing deadlines for pension plans registered under the Pension Benefits Act	The Superintendent of Pensions granted pension plans with an Annual Information Return (AIR) and/or Actuarial Valuation Report (AVR) due March 31, 2020 and/or April 30,2020 a filing extension. The deadlines for filings due March 31, 2020 and April 30,2020 were extended until May 31, 2020.	Finance & Treasury Board

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Distribution of masks through museums and libraries	Recognizing that some Nova Scotians have difficulty accessing masks, Communities, Culture & Heritage used museums and libraries throughout the province to distribute reusable face masks. The successful program placed 115,747 masks in museums, distributing 78,898 to date; libraries received 294,034 masks, distributing 271,349 to date.	Communities, Culture & Heritage
New focus on digital content development in the Creative Industries Fund	To support the sector's response to COVID-19, the Creative Industries Fund implemented a one-time grant for digital solutions. The grant supported projects that: implement digital technologies to create new or modified programs to foster online sharing of their work on any digital platform, build or improve their online presence to retain and/or create new sales opportunities, engage audiences, expand awareness, and show potential for growth in the long term.	Communities, Culture & Heritage
Broadened outreach and communication with stakeholders and partner networks	As the impact of COVID-19 became clear to partners, stakeholders and communities, Communities, Culture & Heritage found more ways to communicate and collaborate. Sectors needed to quickly pivot; the department increased communication to be able to better support and understand their needs and challenges.	Communities, Culture & Heritage
Collaboration with African Nova Scotian communities on targeted health messaging	Diverse communities need information and support in diverse ways. Working with community committees, Communities, Culture & Heritage helped adjust information around safety, restrictions and services to better serve the community.	Communities, Culture & Heritage
Increased sharing of information through virtual and digital channels	Much like our sector partners and communities, Communities Culture and Heritage pivoted to an enhanced digital platform. We offered more digital content from our museum exhibits and archival holdings, allowing Nova Scotians to more easily access content and broadening our audience beyond our borders.	Communities, Culture & Heritage
Electronic internal approval process for grants administration	To expedite funding, Communities Culture and Heritage changed its internal grants approval processes from paper-based to electronic. This change speeds up grant approval and distribution.	Communities, Culture & Heritage

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The Farm Loan Board enacted its "economic hardship clause"	<p>The Farm Loan Board (FLB) has enacted its "economic hardship clause" in its regulations to allow staff to consider the pandemic as an economic hardship and therefore allowing staff the ability to defer loan payments.</p> <p>The purpose was to allow the FLB as a lender flexibility to work with clients affected by COVID.</p>	Agriculture, and Fisheries and Aquaculture
The Pork Board Annual General Meeting requirements were amended	<p>Section 34 of the Pork Marketing Plan Regulations requires the Pork Board to hold an annual general meeting no later than 4 months after the end of the fiscal year and provide 10 days notice in advance of the meeting. Council was encourage the Board to plan an electronic "virtual" meeting as soon as possible.</p> <p>Alternatives from traditional in person meetings were used.</p>	Agriculture, and Fisheries and Aquaculture
Chicken Farmers of Nova Scotia Annual General Meeting requirements were amended	<p>Subsection 4 (2) Nova Scotia Chicken Marketing Plan Regulations subsection 4(2) requires the Chicken Farmers of Nova Scotia to hold an annual general meeting within 90 days of the end of the operating year, elect candidates to fill Board vacancies, and forward the names of those elected candidates to the Natural Products Marketing Council for ratification via registered mail. The requirement to use registered mail was relaxed to allow names to be sent via email for ratification.</p> <p>Alternatives from traditional processes were used.</p>	Agriculture, and Fisheries and Aquaculture
The Fisheries and Aquaculture Loan Board (FALB) "economic hardship clause" was enacted	<p>The Fisheries and Aquaculture Loan Board (FALB) has enacted its "economic hardship clause" in its regulations to allow staff to consider the pandemic as an economic hardship and therefore allowing staff the ability to defer loan payments.</p> <p>The purpose was to allow the FALB as a lender flexibility to work with clients affected by COVID.</p>	Agriculture, and Fisheries and Aquaculture
Ability to purchase a Recreational Fishing License on line	Electronic licenses would reduce the need for in person meetings, travel and improve customer service options.	Agriculture, and Fisheries and Aquaculture



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Fluid Dairy Pricing Regulations were amended	<p>The sale of milk is a highly regulatory process under a system of supply management. Early days of COVID-19 interrupted supply chains requiring producers to seek alternate markets for their product.</p> <p>Fluid Dairy Pricing Regulations were amended in April 2, 2020, to add a section to allow dairy processors to apply to Natural Products Marketing Council (Council) for an "Emergency Circumstances Exemption". If approval is granted by Council, the exemption allows processors to sell a limited amount of certain fluid milk products below the regulated minimum price, but only to approved retailers during a specified time period. Council is working on an application form to accompany the new exemption request process.</p>	Agriculture, and Fisheries and Aquaculture
Farm Loan Board (FLB) would like ability to accept electronic signatures	Electronic signatures would reduce the need for in person meetings, travel and improve customer service options.	Agriculture, and Fisheries and Aquaculture
Fisheries and Aquaculture Loan Board (FALB) would like ability to accept electronic signatures	Electronic signatures would reduce the need for in person meetings, travel and improve customer service options.	Agriculture, and Fisheries and Aquaculture
Supporting shelters in reducing homelessness	Due to adherence to public health orders there has been a need to reduce the bed counts in shelters, which included using hotels for emergency shelter. This has highlighted the urgency of connecting people with permanent housing solutions.	Municipal Affairs and Housing
Allow mass messaging to communicate with all public housing tenants in programs	Because information was changing so quickly during COVID-19, and new information was required to distribute, the Housing Authorities determined that developing a mass messaging system in order to communicate with public housing tenants and staff would be a more effective and efficient method. The Housing Authorities are looking at how this can be implemented to all vendors including private landlords.	Municipal Affairs and Housing

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Support for Public Health Order	<p>Public Health Order incorporates Occupational Health and Safety (OHS) Act by reference. OHS Division has been using its authority with respect to employer responsibilities under the OHS Act to support public health efforts.</p> <p>This includes activities such as conducting COVID-19 spot checks/inspections in high risk public facing sectors such as restaurants/bars, retail, food production, gym and health facilities.</p>	Labour and Advanced Education
Alternate Electrical Inspection Process	<p>Minimize risk to inspectors and contractors and allow construction business to continue while minimizing safety risks.</p> <p>Alternate Inspection process can substitute for in person inspections on a case by case basis.</p>	Labour and Advanced Education
Where appropriate, provide flexibility with respect to time lines within which employers and employees must respond	<p>To provide flexibility to parties who may be experiencing challenges because of the pandemic.</p> <p>For example, extending the deadline for employers to provide documentary information in response to a Labour Standards complaint.</p>	Labour and Advanced Education
Where appropriate, provide flexibility with respect to time lines within which parties must respond	<p>To provide flexibility to parties who may be experiencing challenges because of the pandemic.</p> <p>For example, extending the timeline for parties to file submissions in relation to a matter before the Labour Board.</p>	Labour and Advanced Education
Collaborate with the Workers' Compensation Appeals Tribunal (WCAT) to change the mode of hearings from in-person to video or telephone hearings where possible and appropriate.	<p>Prior to the pandemic, there were a number of WCAT hearings scheduled for injured workers. In order to avoid delays in appeals and the receipt of benefits by workers, Workers Assistance Program (WAP) and WCAT formed a committee to develop processes to support hearings by video (where workers have internet access) or telephone, with in-person hearings being scheduled only in exceptional circumstances. A series of tips, checklists and handouts were prepared for individuals participating in either a video or telephone hearing.</p>	Labour and Advanced Education

## Regulatory, service or process changes put in place in response to Covid-19 to support business being considered for long-term adoption

Title of Regulatory, Service, or Process Improvement	Purpose and Description	Department/ Entity
Transition all technical training to remote learning	Apprentices were able to continue technical training remotely during the pandemic.	Labour and Advanced Education
E-signatures for Apprenticeship Agreements	Employers are required to sign apprenticeship agreements. During the pandemic, the Nova Scotia Apprenticeship Agency (NSAA) transitioned to electronic signatures to ensure speedy responses and the safety of clients and staff	Labour and Advanced Education
Disbursements of provincial apprenticeship grants	Apprentices were experiencing financial stress. Typically, the grants are issued twice per year. The Agency has been disbursing these grants monthly.	Labour and Advanced Education
Allow for the service of documents via email, rather than in person or by mail as per the usual protocol	To provide flexibility to parties who may be experiencing challenges because of the pandemic; ensure statutory and other service target timelines are met; and maintain labour relations and workplace stability.	Labour and Advanced Education
Online Driver Licence Renewal Service implemented August 4, 2020	New online service that enables the renewal of regular, motorcycle and farm tractor driver licences using historical photo and signature on file. As a result reduce the number of in-person visits to an Access Centre to minimize the spread of COVID-19 and impact of deferrals.	Service Nova Scotia and Internal Services
Enhanced Cleaning / Security	Enhanced cleaning between clients, mid day and evenings. 6 feet distancing, plexiglass on counters, hand cleaning supplies, security for client flow restrictions. All key public health measures to ensure a COVID-19 compliant environment.	Service Nova Scotia and Internal Services
Home delivery of alcohol with food takeout and delivery by employees - Reg change effective March 30, 2020	To allow eating establishments closed by COVID-19 to sell limited amounts of beer and wine with take out or delivery orders.	Service Nova Scotia and Internal Services
Directive issued re: interpretation of "original" documentation	To allow clients (mainly lawyers) to remotely witness signatures for land documents (deeds, mortgages, etc.) and for those documents to be acceptable for registration (in the case of paper documents) or retention (in the case of electronic documents).	Service Nova Scotia and Internal Services

## Regulatory, service or process changes put in place in response to Covid-19 to support business being considered for long-term adoption

Title of Regulatory, Service, or Process Improvement	Purpose and Description	Department/ Entity
Registry of Joint Stock Companies documents can be filed using email, mail or fax without a wet signature, instead using a copy of a signature.	To comply with State of Emergency Orders to reduce/eliminate personal contact.	Service Nova Scotia and Internal Services
COVID-19 Self Assessment to determine if a COVID-19 test is required reducing citizen time from hours to minutes	Online process to navigate through symptoms and other criteria to request a COVID-19 test, to alleviate demand on 811.	Service Nova Scotia and Internal Services
Q-matic Client Flow Management	Implement new Qmatic technologies (client flow management system) to enable clients to book online appointments for in-person Access Nova Scotia/Registry of Motor Vehicles services, obtain a virtual ticket (contactless), get notifications via text and be assisted by staff via mobile applications.	Service Nova Scotia and Internal Services
Evidence upload process, digital forms, changes in Tenancy Information Management System	In July an online evidence submission portal was developed which allows parties to submit their evidence on line for residential tenancies hearings.	Service Nova Scotia and Internal Services
Development of online process for gaming registration	Online processes for gaming registration (e.g., with fillable forms, electronic signatures) were introduced to reduce red tape and increase ease of registration.	Service Nova Scotia and Internal Services

## Regulatory, service or process changes put in place in response to Covid-19 to support business being considered for long-term adoption

Title of Regulatory, Service, or Process Improvement	Purpose and Description	Department/ Entity
E-Courts to improve access to family court matters without requiring in-person attendance in court	The Province's new eCourt pilot program provides an online platform where legal counsel for both parties are able to engage in real time, online exchanges, with a judge for dispute resolution. eCourt is an online platform in Nova Scotia for judicial adjudication and decision making, case management and settlement conferencing used for simple and discreet family law matters. It involves an online chat exchange between a Judge and Counsel (for both parties) without having to attend in person at the courthouse. eCourt promotes electronic filing and exchange of motions, affidavits, and other court documents as directed by the Judge. The online platform will also better support those who would otherwise need to arrange for childcare, transportation, time off from work or other accommodations to attend court in person.	Justice
Virtual Meetings with stakeholders	Meetings may be held using virtual means (MS Team, Zoom, etc.) instead of meeting in-person to reduce in person contact, following public health guidelines.	Transportation and Infrastructure Renewal
Various contract management processes conducted electronically	Various contract management processes such as funding approvals, change orders, and invoice payments are submitted and approved electronically instead of using paper. This was done to remove unnecessary regulatory burden and facilitate economic stimulus roll out.	Transportation and Infrastructure Renewal
Exemptions Increased for Standing Offer Contracts	Extending the limit from \$100,000 to \$1,000,000 for the standing offer list system for tender issue. This was done to reduce regulatory burden and facilitate economic stimulus roll out.	Transportation and Infrastructure Renewal
On-Line Tender Bidding	Allowing for bidders to submit their bids electronically (using Ariba) instead of paper tenders for building construction. This was done to reduce regulatory burden and facilitate economic stimulus roll out.	Transportation and Infrastructure Renewal
Allowing municipal councils to meet virtually	When NS was in the first wave of COVID-19 there were gathering limit and bubble restrictions, which prevented many municipal councils from being able to meet in person. Allowing virtual council meetings to take place ensured councils were still able to operate / function. This power has been given through the current order that is in place as a result of a state of emergency.	Municipal Affairs and Housing

## Regulatory, service or process changes put in place in response to Covid-19 to support business being considered for long-term adoption

Title of Regulatory, Service, or Process Improvement	Purpose and Description	Department/ Entity
Digital Submission of Land-Use Planning Documents and Other By-Laws	The department is looking at what is involved in switching from a system that requires physical copies for planning documents and bylaws to a system that can be all electronic. This reliance on a paper based process has created challenges with municipalities sending and DMAH receiving and reviewing documents during COVID. Businesses are often asking municipalities to change land-use bylaws and developing a system of fully electronic submissions could potentially improve timing and create a process that is more transparent.	Municipal Affairs and Housing
Child Abuse Registry Checks	Making it easier for the public to apply for a Child Abuse Register check by allowing citizens to apply on line thus replacing the existing process that involves submitting applications by mail.	Community Services
Centralization of Procurement of Personal Protective Equipment (PPE)	Prior to the Covid-10 pandemic government, departments and agencies procured their own PPE. To streamline the approach, benefit from economies of scale and, above all, ensure the needs of medical professionals, first responders, front-line workers, vulnerable communities were met, this process was integrated into a central management system for PPE demand and supply.	Coordinated by Office of Regulatory Affairs and Service Effectiveness
Allowed individuals to register/apply for insurance licenses four ways - without an original signature	Applications can now be accepted by mail, fax, courier and online because the need for an original signature on the application was removed.	Finance & Treasury Board
Approved online exams for property and casualty insurance course providers	General insurance agents are required to complete certain courses to be licensed. Online exams were approved when in-person was not possible.	Finance & Treasury Board
Established wait list procedure for individuals wishing to challenge the Life License Qualification Program exams	With in person exams suspended, and the time required to establish an online exam program, there was a backlog of those wishing to challenge the exam so we established a system to ensure those waiting the longest got priority.	Finance & Treasury Board