



CORONAVIRUS (COVID-19) Frequently Asked Questions

Q1: The Province announced on March 23 that all non-essential workplaces must close. What is a non-essential workplace and does that include work done from home?

A1: Officials are taking all necessary steps to slow the spread of COVID-19 and this now includes enhanced measures necessary to protect the health and well-being of Ontarians. Work that can be done remotely from home can continue and businesses are encouraged to prepare and adapt if possible. Essential services may continue their operations to maintain supply chains and ensure the people of Ontario have access to necessities, including groceries, medicines and other essential products

At Town Hall, we closed facilities and where possible staff is working from home. Services provided include those that need to be delivered under one of the following categories:

- Are required to meet certain legislative requirements;
- Support employee and public health, safety and security;
- Enable critical community services and supports, including COVID-19 mitigation and recovery;
- Support services necessary to keep essential services operating;
- Protect and operate vital infrastructure; and
- Fulfill contractual, legal and financial obligations.

For a [full list of essential services](#) visit Ontario.ca

Q2: What about take-out and drive-thru restaurants? Are they still safe?

A2: We know food is an essential. Whether you are picking up food from the grocery store or a take-out restaurant is not significantly different. The virus can live on surfaces for 2 days. The same can be said for picking up essentials from our local food banks, or accepting at-home deliveries from grocers, Wal-Mart or Amazon. We are relying on both types of business to exercise precautions in their food handling and staff hygiene, and to ensure sick employees and customers stay home. The most important thing is to use good judgement, employ physical social distancing, wash your hands, and stay home if you're sick.

Q3: I saw my neighbour at the grocery store and he just returned from a trip? Is that allowed?

A3: The Federal Government has mandated that all individuals who are returning from travel outside of Canada self-isolate for a period of 14-days and self-monitor for symptoms of COVID-19. That means that recent travelers have additional restrictions and should not be going to work, the grocery store, or other appointments. They must rely on delivery services or ask healthy friends and neighbours to drop off supplies for them.

At this time, the Halton Regional Police Service (HRPS) does not have the authority to enforce directives to self-isolate or isolate. The HRPS will continue to educate members of the public and raise awareness regarding the risks of non-compliance. In this regard, if someone has concerns of this nature, they can contact police via their non-emergency number (905-825-4777) to request that an officer follow up.

Q4: Can I still go for a walk with my family?

A4: Yes, you can still go for a walk or bike ride and get outside to stay active and get some fresh air, as long as you are doing so with the people from within your own household. If you encounter others while out for a walk, remember to physically distance yourself and maintain at least a 2 metre (6 foot) gap from everyone except those in your own household and/or immediate family. These steps are critical in minimizing the spread of COVID-19, especially by those with mild or minimal symptoms.

Q5: Why are Town facilities closed?

A5: To aid efforts in reducing the spread of the COVID-19 virus in the community, the Town of Halton Hills made the decision to close all Town facilities until further notice. Also as a result of the Provincial declaration on March 17 under the Emergency Management and Civil Protection Act closures of specific public facilities including libraries and recreational facilities are legally required to close.

Q6: How long will Town facilities be closed?

A6: Town facilities are closed until further notice. Decisions about Town services will be made based on the most up-to-date information and advice from our healthcare partners. The health and well-being of our community and staff is the top priority for everyone at the Town of Halton Hills.

Q7: What programs and services are still being offered?

A7: Essential services including emergency response by Halton Hills Fire, ActiVan, Traffic Services, Bylaw Enforcement (with some exceptions) and Canine Control will continue to operate to support our community. Cemetery services will be by appointment. Planning and Building departments continue to operate. For information on how to access any of these services, please visit the [Town's COVID Information](#) website.

Q8: Are Council meetings still being held?

A8: On March 19, 2020, the Ontario government passed the Municipal Emergency Act, 2020 which gives municipalities the ability to conduct meetings of Council electronically when faced with local and province-wide emergencies. Currently, as the Mayor has declared an emergency, Council meetings are suspended until further notice.

Q9: I need to pay my taxes. How do I pay them since Town Hall is closed?

A9: Tax payments will continue to be accepted and processed by the Town through the following means:

- Directly through financial institutions – by internet, telephone banking or ATM
- Pre-authorized Payment Plans
- Regular mail or physical drop box (entrance of Town Hall)
- 3rd party credit card processing companies

Q10: I don't think I'll be able to pay my taxes? Will Town of Halton Hills defer property tax payments?

A10: We know many of our residents and businesses are struggling with concerns around health, finances and supplies so we are taking steps each day to help. In recognition of the disruption caused by the COVID-19 outbreak, the Town of Halton Hills will be offering temporary relief for taxpayers by removing all penalties and fees for those who need to defer paying their property taxes. This grace period will begin April 1 and end June 30, 2020.

Taxpayers who are on the preauthorized tax payment plan or those who have sent post-dated cheques for their upcoming installments, have the option of staying with the current terms or cancelling the payment by emailing taxdepartment@haltonhills.ca or calling 905-873-2600 before 4:30 p.m. April 15, 2020.

For additional information, visit the [Property Tax Information page](#).

Q11: What about garbage pick-up in parks?

A11: There is no garbage pick-up in parks at this time. Garbage pickup in parks is suspended. Please carry out anything you carry into a park and dispose of pet waste at home with your regular household waste.

Q12: What else is important to know right now?

A12: The most important thing everyone should know right now is to be thoughtful, responsible, and kind. Follow the advice of healthcare experts and local leaders. Avoid the temptation to blame others and treat people the way you would like to be treated. We are all in this together.

Our top priority remains the health and well-being of our residents. We are committed to keeping you informed in a clear and timely manner and encourage you to stay updated via the Town's dedicated [COVID-19 web page](#). A dedicated page has also been created for business specific COVID information at investhaltonhills.com

Additional information on all COVID-19 related matters can be found at the [Halton Region website](#), the [Ministry of Health of Ontario's website](#), and [the Federal Government's website](#).

Stay healthy, stay calm, and be kind to one another.

Q13: What can I do if I want to help my community?

A13: For residents looking to get or offer support, the Town has created a community letstalk page to share information and encourage community discussion around how you may be able to help. Visit LetsTalkHaltonHills.ca

The Town of Halton Hills is committed to engaging with and supporting the business community. We are monitoring the situation and are continuously gathering information and supports to help navigate through the available resources being announced through all levels of government. Please visit investhaltonhills.com for more information.

Q14: How else can I stay up to date on what is happening at the Town with COVID-19?

A14: Residents can stay informed at haltonhills.ca as well as on our social media channels:
Twitter: [@ HaltonHills](#)
Facebook: [Town of Halton Hills](#)