



March 17, 2020

Community Message from Mayor Virginia Hackson on COVID-19

On behalf of Council, we are deeply concerned about the health and safety of our community and the impact of COVID-19. The Town has been working with York Region, provincial, and national health agencies to monitor the response to COVID-19. The Town will continue to monitor developments and will provide further updates as appropriate. I would like to take this opportunity to share how the Town of East Gwillimbury is working to address this pandemic.



Firstly, please know that we have designated staff who are in continuous contact with York Region, neighbouring municipalities and our Emergency Services. As you know this is a fast-moving situation that changes hourly. This designated group is working to ensure that we have the most up to date information available at all times, which allows us to implement appropriate action.

It was previously announced that all Town facilities will be closed until further notice and all Town programs and events are cancelled until April 6, 2020. This decision was not made lightly and is focused on the interest of adhering to the social distance directive. The Civic Centre, while closed to the public, is staffed and our Customer Service Centre is accessible by phone and email.

I have received inquiries from residents who have concerns related to the economic impact of this situation and the timing of payments for tax and water bills. No late charges or penalties will be applied for payments that are due during the closure of Town facilities, provided payments are received no later than one week after the Civic Centre is opened to the public. However, residents are encouraged to use online banking or the drop box at the front of the Civic Centre to make payments during this time.

In addition, it is times like these that we need to remember our seniors and vulnerable residents in East Gwillimbury. It has been amazing to see the many messages from individuals offering to help others who need it. It is important that we support each other and I encourage everyone to please check in on your elderly or vulnerable neighbours.

Most importantly, please take every precautions to protect yourself from COVID-19 by following the advice of our Public Health experts. Below are some helpful links where more information is available on how best to do this and where up to date information can be accessed.

Updates will continue to be provided through the Town's website as new information becomes available. The Town's Customer Service Centre is available by phone 905-478-4282 and email customerservice@townofeastgwillimbury.ca should you have any questions or concerns.