



March 25, 2020

### **Community Update from Mayor Virginia Hackson**



On behalf of Council and our community, I want to thank everyone for doing their part as we navigate this unprecedented global crisis. Practicing social distancing, self-isolating, washing hands, helping your neighbours, and being diligent will help towards planing the COVID-19 curve.

We recognize it is a difficult time and not being able to do our normal day to day activities such as going to the playground, visiting with friends, and shopping as usual can be challenging, but remember that home is a good place to be right now. It is what we do today, tomorrow and in the coming weeks that are critical to getting through this together.

Your Council and Town staff continue to work hard to keep our community protected and operational. Here are some of the ways we are working to help our community:

- 1. Water & Tax Payments:** For bills due at the end of March/early April, a short-term deferral plan has been put in place until May 1. Staff are working with York Region and other neighbouring municipalities to assess this evolving situation. Longer term deferral programs for bills due on April 30 or after are being investigated and will be shared in the coming days. If you have concerns regarding the ability to pay your bill, staff are available to discuss your account, please contact the Town's Customer Service department.
- 2. Waste Collection:** Waste collection will continue to be collected as per the waste calendar. For the week of March 30 to April 3, residents may place out up to five bags of untagged garbage for collection. Staff will continue to assess this evolving situation and work with our municipal partners to provide updates as necessary. If you have concerns regarding collection please contact Customer Service for assistance.
- 3. By-Law Enforcement:** The Town is currently prioritizing essential services. By-law offences, such as overnight parking, are not being enforced unless there are significant traffic and/or community safety concerns. Please be respectful of one another and park in your driveway and garage where possible.
- 4. Trails:** Self-isolation can be hard, and we know there is an interest and need to get outside and enjoy the weather. Our trails remain open for those who want to enjoy our beautiful outdoor spaces, but you are reminded to please practice social distancing and proper hand washing/sanitizing if heading out on the trails. The parking lot located at Yonge St. and Mount Albert Rd. is now open for access to the Nokiidaa Trail.
- 5. Parks:** Consistent with Northern York Region municipalities playground equipment, skate parks and bike parks have been closed to prevent the spread of COVID-19. Feel free to continue to use park open spaces, sports fields and trails while maintaining social distancing (2 metres).
- 6. Business Support** – Our Economic Development team has prepared information to support our local business community. Visit [www.eastgwillimbury.ca/covidbusiness](http://www.eastgwillimbury.ca/covidbusiness) for more information.

Town updates will continue to be posted on our website at [www.eastgwillimbury.ca/COVID19](http://www.eastgwillimbury.ca/COVID19)  
If you require assistance, the Town's Customer Service Centre is available at 905-478-4282 or [customerservice@eastgwillimbury.ca](mailto:customerservice@eastgwillimbury.ca).