

Date: 3 April 2020
Subject: Woodlands County COVID-19 Update

The COVID-19 situation is rapidly changing; Woodlands County continues to monitor information as it comes available and is committed to keeping its residents informed.

Woodlands County has faced challenges in recent years with oil and gas industry businesses and anticipates further consequences as industry players navigate the COVID-19 pandemic and the continued decrease (suppressed) oil pricing. Administration continues to seek resources and look at all aspects of our operations as the municipality deals with the same hardships that are falling upon individuals, organizations, and industries.

Through the evolving situation, Woodlands County continues to offer programs and services and is providing updates on all changes and new supports that have been made available.

Municipal Utility Payments (and other municipal invoices)

Woodlands County has waived utility penalties until June 30, 2020; however, you are able to make payment on your invoices using the following options:

- Make a credit card payment by phoning our office: 780-778-8400 or toll-free 1-888-870-6315
- Request automatic withdrawal from Woodlands County
 - Call 780-778-8400, toll-free 1-888-870-6315 or email administrator@woodlands.ab.ca to receive pre-authorization form
- Set up Woodlands County as a payee through your online banking
- Pay in-person at your bank/ financial institution

Planning & Development Department Updates

During the temporary office closure, the Planning and Development Department continues to service residents. Processing times for permit applications, fee payments, and general inquiries on development, subdivision and land use amendment applications may be longer than average.

In-person permit applications (at our counters), and inspections will not be accommodated at this time. Application forms for development services are available online at <https://woodlands.ab.ca/planning-and-development/development-permits/>. Payments for application fees may be made by credit card.

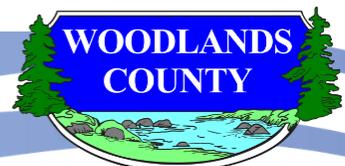
Public Works

Woodlands County Infrastructure Services are effectively managing the current safety protocols put into place by health authorities and continue to provide services for our residents. Operators are maintaining roadways through the late winter conditions, transfer stations are open during their regular hours, and water and wastewater treatment services remain as usual.

Main reception is open to receive calls and answer questions during regular business hours (Monday to Friday, 8:15 am to 4:30 pm). 780-778-8400 or toll-free 1-888-870-6315.

COVID-19 Emergency Social Services Funding

On March 17, 2020, the Alberta government announced additional emergency funding to charities, non-profits and civil society organizations through the Family and Community Support Services (FCSS) program to support their COVID-19 response.



For services to be eligible, they must address the social well-being of those most affected by COVID-19 and the measures implemented to limit the spread of the virus. Those impacted may include seniors, individuals with chronic medical conditions, caregivers, families with children at home and individuals with limited access to supports.

Access guidelines and the funding request form at <https://woodlands.ab.ca/covid19>.

SPCA, One Family Welfare Program

The SPCA wishes to remind Albertans who are distressed and struggling to care for and provide feed for their animals, that they have supports in place. Contact SPCA directly to learn more about their programs and register: <https://www.albertasPCA.org/one-family-welfare/ofw-get-help/>

Alberta Health Public Health Orders

To protect the health and safety of Albertans, law enforcement agencies now have full authority to enforce public health orders and issue fines for violations.

- **Mandatory 14-day self-isolation** for returning international travellers or close contacts of people with confirmed COVID-19.
- **Mandatory 10-day self-isolation** for people with symptoms that are not related to a pre-existing illness or health condition: cough, fever, shortness of breath, runny nose or sore throat.
- **Restrictions on mass gathering and businesses are now legally enforceable and subject to fines.**
- **New operational protocols, including limited visitation, are now enforceable for all nursing homes**, designated supportive living and long-term care facilities, seniors lodges and any facility in which residential addiction treatment services are offered under the Mental Health Services Protection Act.
- **New outbreak standards are now in place for operators, managers and staff at all congregate health settings**, including all hospitals, nursing homes, designated supportive living and long-term care facilities, seniors lodges and facilities in which residential addiction treatment services are offered.
- **Submit a violation complaint** at <https://ephisahs.microsoftportals.com/create-case/>

To learn more from the Province, visit <https://www.alberta.ca/covid19>.

The Government of Canada is continually offering new supports for individuals and businesses. For the latest on Canada's economic response plan visit <https://www.canada.ca/en/department-finance/economic-response-plan.html>.

To help you navigate the information from various channels; federal, provincial, health authorities, and business resources, we have created a one-stop shop to direct you to the appropriate place.

Visit <https://woodlands.ab.ca/covid19> regularly for updates.

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