



WELLAND ADJUSTS OPERATIONAL PRACTICES TO PROTECT PUBLIC AND CITY STAFF FROM COVID-19

Welland, ON - The Provincial Government has set new guidelines to protect the public from COVID-19 by placing the Province of Ontario in a state of emergency. The City of Welland is working with upper-tier governments by staying consistent with strategies to safeguard Niagara residents from COVID-19 exposure; therefore, the city is adjusting its procedures on how city staff interact with residents and how services are delivered in the community. As a result, Welland Civic Square and city offices are closed to the public effective Tuesday, March 17, 2020, at 4:30 p.m. Essential services and communication with City of Welland Departments will remain open to the public.

The following city facilities or services have changed operational practices:

- Welland Civic Square, all Welland Fire halls, Public Works Municipal Centre, and Transit Office will be closed to the public effective Tuesday, March 17, 2020, at 4:30 p.m. until further notice; however, staff can be reached via telephone at 905-735-1700 or email info@welland.ca
- The East Main Street Transit Terminal will remain open to the public
- Inspections for new commercial and residential construction will continue by appointment and must be prearranged first by calling 905-735-1700 Ext. 2257 (Inspections for occupied dwellings will be suspended)
- Building Permit applications will continue by appointment and must be prearranged first by calling 905-735-1700 Ext. 2257
- Pre-Construction meetings will take place by telephone and must be prearranged first by calling 905-735-1700 Ext. 2217
- Water meter installations for new home construction will continue
- Water Quality Complaints will continue by appointment only and must be prearranged first by calling 905-735-1700 Ext. 3000
- Planning pre-consultation meetings are cancelled

Moving forward, city staff will limit public interaction while continuing to provide essential services. All City of Welland Council Meetings, Committee Meetings, and public consultations are presently cancelled until further notice. Although the City of Welland is changing how staff interact with the public over the next few weeks, staff remain committed to keeping communication open to the public and addressing their concerns.

For more information on City of Welland facility closures, programs and events cancellations, and how to reach city staff, visit <https://www.welland.ca/hottopics/COVID-19.asp>. For more information on how to stay healthy during the COVID-19 outbreak, visit <https://www.niagararegion.ca/health/covid-19/default.aspx?topic=1>.

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