



# Township of Wainfleet

*"Wainfleet - find your country side!"*

## NEWS RELEASE

**For Immediate Release – August 17, 2020**

### **Wainfleet Townhall Begins Limited 'In-Person' Appointments**

**Wainfleet, ON** – Since moving forward to the next stage of Ontario's phased reopening plan, Wainfleet today announced that it would begin accepting limited 'in-person' transactions by appointment only.

Prior to this point, with the exception of critical issues requiring immediate intervention, all services and transactions in the Township's municipal buildings have been performed using electronic means. Strict safety protocols and procedures have been in place throughout the municipal complex since March 13, 2020 to help ensure the continuation of government services despite the spread of the COVID-19 pandemic. As part of that process, the Emergency Operations Centre (EOC) activated and facilities were closed to the public to protect both residents and staff. Wainfleet CAO, William Kolasa said that with such a small staff, often composed of single person departments, a single positive case of COVID-19 at Town Hall would be catastrophic to the provision of services that citizens expect.

"Staff have been working tirelessly to provide service as best as they can considering the pressure they are under and the crushing learning curve of new regulations and procedures that adds complexity to even the most routine transaction," advised Kolasa. "That said, I'm very proud of the effort that everyone has put in to adjust to this new normal and carry out their duties in spite of the pandemic - far above what might be expected of them, to carry our Council's direction and assist residents."

Over the course of the summer, Wainfleet has joined the other Niagara municipalities in moving to Stages 2 and 3 of the Province of Ontario's re-opening plan and is now taking next steps toward increased access for those who are not able to conduct their municipal business or transactions electronically.

"Many residents I've spoken to have said they actually finding the virtual approach to be quite workable and efficient for them, once they got used to it," Wainfleet Mayor Kevin Gibson suggested. "There are those however, who simply do not have the ability or technical capacity to conduct their businesses electronically and while we've tried to accommodate up to now, we need to take it one step further – to make it a little easier yet."

Beginning this week, residents who are unable to [conduct their municipal business online](#) or electronically, should call the Township's main line at 905-899-3463 and speak to staff who can arrange 'in-person' appointments to conduct their personal business with the Township.

Residents who are comfortable and able to conduct their business via electronic means and telephone are kindly asked to do so, which will provide time and resources for those who may not be able to do so, such as seniors and more vulnerable persons.

"These appointments will be organized around safety measures to protect residents and staff, including pre-screening, socially distanced meeting rooms and mask use," said CAO Kolasa. "We pride ourselves on providing the highest level of service we can and we are eager to do whatever it takes to make this work safely and well for those who need us."

For up to date information on COVID-19 related information please visit [our COVID-19 page](#).

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**Contact:**

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