



## COVID-19 UPDATE

APRIL 14, 2020

# EMERGENCY OPERATIONS TO DATE

- Emergency Operations Centre activated on March 16, 2020
  - Operational Periods scheduled with daily teleconference updates
  - Daily co-ordination with POC ( Provincial Operations Center)
- Ongoing operational updates with all business units and external stakeholders i.e. Alberta Health Services, RCMP, PSD 70, Evergreen Separate Schools
- Safety protocols implemented for staff:
  - Self-quarantine when returning from travel or feeling unwell
  - Physical distancing, workspace sanitizing and hand washing guidelines
  - Majority of office staff set up to work from home
    - With exception of essential workers (911/customer service/field staff)
    - Technical and equipment support provided to enable staff to successfully fulfil their duties remotely
    - Information Services arranged virtual meeting options
  - Staff asked to avoid in person meetings and business travel

# COUNTY SERVICES

- Offices **CLOSED** to the public as of March 16, 2020:
  - Parkland County Centre, Agricultural Services Building, County Services Building and the Tomahawk shop
    - Contact Customer Service for emergent issues /time sensitive business to book an appointment
    - Services to residents will continue over the phone or by email
  - All Parkland County Fire Stations
    - Fire response services remain the same
  - Enforcement Services
    - Enforcement response services remain the same

# COUNTY SERVICES

- Areas OPEN to the Public:
  - Animal Control
    - Amended public hours 12:00 pm – 4:30 pm, Monday to Friday
  - Transfer Stations
    - Regular hours maintained
    - Residents to limit visits / use only when necessary
    - Take it or Leave it areas closed

# COUNTY SERVICES AND SUPPORT

- Customer service - telephone and online services
  - Payments, invoices, appointments
  - Council deferred tax penalty deadline to August 31, 2020
  - Council deferred utility bill penalties up to 90 days
- Safety codes inspections
  - Unoccupied interior spaces continue/occupied delayed where possible
  - Some inspections able to be completed virtually with technology.
- April 14, 2020 Council meeting will be conducted virtually
  - Future meetings to be determined
- Call 211 for information on existing County resident supports
- Communications staff continue Parkland County website updates
  - Parkland County continues to support provincial messaging

# COUNTY AND REGIONAL FACILITIES - CLOSURES

- Facilities Closures:
  - TransAlta Tri-Leisure Centre closed March 14, 2020
  - All Parkland County Libraries closed March 16, 2020
  - All Parkland County Schools and Daycares closed March 16, 2020
  - Meridian Sports Park closed until further notice
  - County School Playgrounds closed and marked with signage
- County Recreational Areas such as Chickakoo Lake have been marked with safety protocol signage
  - Enforcement and Parks staff are monitoring

# COUNTY FACILITIES CONSTRUCTION

- Entwistle HUB construction continues
  - Swimming Facility to open 2021
  - Library will open in late fall 2020.
- Wabamun arena site demolition tender closed
  - To commence in next three weeks / on schedule
- Parkland County Transfer Station construction
  - Commenced March 6<sup>th</sup> / on schedule
- Contractors required to provide COVID-19 and mitigation plans to ensure safety of work environment and site personnel