



## TOWNSHIP OF NORWICH

July 8, 2020

### **Update from the Township of Norwich on Service Delivery - COVID-19 Response**

As the Provincial and Federal governments, with advice of Health officials, continue in efforts to re-open services, the Township of Norwich has also made further alterations to the delivery of its services. The continued intent of the alterations is to ensure that the Township will be able to provide its services as much as possible and in compliance with provincial orders, while also ensuring the health and safety of the public and its staff.

The following is a brief outline of principle alterations to services at this time:

#### **Council Meetings**

Council meetings continue to be held electronically via teleconference. The next meeting is scheduled for July 14, 2020 commencing at 9:00 am. Details will be included on the published agenda for the meeting available on the Township website ([www.norwich.ca](http://www.norwich.ca)) the Friday evening preceding the meeting.

Additionally, public meetings to be held pursuant to the Planning Act are now also being conducted via teleconference. Please see the Township events calendar at <https://www.norwich.ca/Home/Our-Community/Events-Calendar> for posted meetings.

#### **Municipal Offices/Administration**

The Township Administration Offices are now re-opened to walk-in visitors. Services continue to be offered via email, on-line ([www.norwich.ca](http://www.norwich.ca)) and over the phone, and customers are encouraged to use those methods whenever possible. With the need to maintain physical distancing and other health protocols, meetings will continue to be offered by teleconference only.

#### **By-law Enforcement**

By-law Enforcement continues to be enforced on a complaint basis. Complaints that are deemed to be a safety concern will be investigated during this time. Matters of non-safety will be kept for future investigation. Please send all complaints by email to [fireadmin@norwich.ca](mailto:fireadmin@norwich.ca).

## Burn Permits

Burn Permits also continue to be issued and be processed electronically. Please complete the online Burn Permit Form, including signature, and send to [fireadmin@norwich.ca](mailto:fireadmin@norwich.ca).

## Public Recreation Facilities

Township of Norwich recreational facilities continue to be offered where permitted under provincial orders, and where associated safety requirements can be met. At this time, the following facilities are now open:

Outdoor recreational amenities including sports fields, basketball and tennis courts, benches, picnic areas, park shelters, park and trail areas. Please note that each facility may have additional restrictions/operational requirements that will be posted. In all cases, individuals must maintain the safe physical distance of at least two metres.

Note also that the status of facilities may be amended on a regular basis, in accordance with provincial orders and health requirements. Please monitor the Township website for any updates.

## Planning Services/Approvals

Submission and review of planning applications, including site plan applications, continues on a modified basis.

Public meetings held pursuant to the Planning Act are now being conducted via teleconference. Please see the Township events calendar at <https://www.norwich.ca/Home/Our-Community/Events-Calendar> for posted meetings.

## Finance/Taxes

The Township has waived penalty and interest on property taxes for the months of June and July only. Penalty and interest will resume effective August 1<sup>st</sup>, 2020.

Vendors are reminded that emailing invoices is preferred, to [accountspayable@norwich.ca](mailto:accountspayable@norwich.ca). Utilizing email increases the speed of processing and issuing payments.

## Public Works

Public Works continues to provide maintenance and construction activities, giving priority to critical infrastructure work. Regular maintenance duties continue, subject to compliance with provincial orders and public health directives.

## Building and Drainage Services

Building Permit services have returned to usual practice, and are re-opened to walk-in visitors. Services continue to be offered via email, on-line ([www.norwich.ca](http://www.norwich.ca)) and over the phone, and customers are encouraged to use those methods whenever possible. Building and Drainage Inspections continue to be provided, subject to compliance with any provincial orders and safety practices.