

Open Orangeville



Town of Orangeville

COVID-19 General Recovery Plan 2020-21







Contents

MESSAGE FROM THE MAYOR	4
.....	
INTRODUCTION	6
.....	
GOALS	8
.....	
SAFETY MEASURES	12
.....	
ORANGEVILLE RESPONDS	14
.....	
KICKSTART ORANGEVILLE	22
.....	
RECOVERY PHASE I – COMMUNITY	24
.....	
RECOVERY PHASE I – BUSINESS	25
.....	
RECOVERY PHASE II – COMMUNITY	26
.....	
RECOVERY PHASE II – BUSINESS	27
.....	
RECOVERY PHASE III – COMMUNITY	30
.....	
RECOVERY PHASE III – BUSINESS	31
.....	
CONCLUSION	32
.....	
RECOVERY TIMELINE	34
.....	
APPENDIX	42



Message from Mayor Sandy Brown



Living through a pandemic takes its toll on everyone. Let's face it, we have been through a lot. None of us would have ever dreamt of curbside pick-up outside a closed library, restaurant dining outdoors only, wearing facial coverings, using hand sanitizer and washing hands infinitum, lining up outside businesses just to get in the door, keeping your distance from fellow humans and standing on markings to make sure you know your spot, being quarantined, and no hugging.

Social isolation became a problem for many but even simple tasks such as how to enter your bank was a learning curve. And who would have thought we'd take part in so many virtual meetings?

So it's great news when we see more and more services and businesses reopen and many of the simple things we take for granted become accessible again ... with a new approach and safety protocols in place. These scenarios are no longer beyond our comprehension or imagination.

The road to recovery does not happen overnight. It's a long and winding road, as the song goes. We all need to be patient and kind as we figure out this new reality and forge ahead to recover and to thrive.

It's a brave new world out there as we maneuver our way through a lot of unknowns and as we try to keep our communities safe. The pandemic hasn't disappeared but we are doing our best to get through it, with directives from Public Health and the provincial and federal governments.



Little by little we see a light at the end of the tunnel, from outdoor restaurant patios to splash pads, places and amenities are coming back to life. For the most part, people have been respectful of the new rules and the fact that there's still a need to heed Public Health advice to reduce the risk of transmission. Perhaps the new normal will be different for quite some time but that's okay if we keep our eye on the goal and we pull together.

The pandemic brought people together in many different ways. Never in the history of the world has every person in every country been focused on one issue. Our ability to communicate virtually and around the world is remarkable. During the recovery we will reach out to connect and support our local businesses and our community members.

Please maintain physical distancing as we tread down the road to recovery with our increasing social circles. We will continue to respond to the provincial recommendations for reopening and keep the safety of our residents at the forefront of all decisions. Be safe, be responsible, and be ready to enjoy the little things again! Together, we can continue the downward trend of new COVID-19 cases and emerge stronger to enjoy a successful recovery.

What does recovery from a pandemic look like ?

Recovery from a pandemic is not as straightforward as other recoveries may be. It's not a single event at a point in time after which there is a clear path forward. There have been uncertainties and unknowns. It's an event that continues to evolve and is expected to be with us for the foreseeable future; therefore, response and recovery need to be measured and monitored as reopening begins and the community comes together.



This plan is intended to guide the Town of Orangeville's pandemic recovery while taking into consideration a number of factors and variables that have and will continue to change. It is intended to guide decision-making and actions taken, laying out a path forward that may not be always in a straight line, and will be designed to acknowledge that as things change adjustments will need to be made and flexibility will be required. It is also intended to level set expectations on internal service recovery, while supporting the external recovery of the community at large. The

Town recognizes that it may not lead all recovery efforts, but may serve as facilitator or collaborator in a much larger discussion.

This plan will also acknowledge, recognizing that this situation is continuing to evolve, there are multiple factors that must come into the decision-making process. The safety of staff and the community is paramount and cannot be compromised in the process to reopen. There will be economic and social considerations that will influence the well-being of the community that will need to be evaluated as part of the

process. And there is an acknowledgment that for the foreseeable future, the way things have always been done, needs to change.

With change there can be growth and a new foundation. While undoubtedly there will be phases that are challenging; on that new foundation we will emerge as a community that is positioned not just to recover from this pandemic, but to thrive.



Mapping our way forward

Recognizing the Town may not be the lead in all cases but may play an advocacy role with other levels of government or serve as a collaborator in larger discussions.



Guide

To guide the Town of Orangeville's recovery efforts in the short, medium and long term

Restore

To restore operations in the Town with attention to guidance being given by [public health](#) and the [provincial government](#) while supporting access to community services

Monitor

To allow a gradual and phased return, mindful that the COVID-19 pandemic is expected to continue for the foreseeable future and the Town may need to adjust to new information rapidly

Support

To support the community recovery at large be that through the [Town's core service offerings](#) or through advocacy and support

Enable

To enable consultation throughout the reopening process to ensure the community's needs are understood

Promote

To support the community and promote a well-being perspective as much as possible

Advocate

To advocate for and [provide support to the businesses community](#) in emerging from the crisis

Balance

To find a balance between fiscal responsibility and the stewardship of community resources while supporting the well-being of community as we emerge from recovery



Things to consider ...

Safety

Community
Feedback

Well-being

Services &
Operations

Economic
Recovery

Embrace
Innovation



Safety measures ...



What you can expect.

- ▶ new layouts in Town facilities
- ▶ one primary point of entry and exit for the public
- ▶ screening process upon arrival for employees, visitors, and vendors – with a declaration
- ▶ depending on the situation – temperature checking may be considered

1

Access Controls

Physical/ Social Distancing

2

- ▶ there will be reduced people flow and occupancy limits on facilities including lobbies, elevators, workspaces, staircases, reception areas and hallways
- ▶ some staff will continue to work from home for the foreseeable future to limit the number of people in the facility at a given time
- ▶ markers on the access points and in the walkways to ensure distancing
- ▶ service desk plexiglass has been installed
- ▶ access to some open/common areas may be restricted

- ▶ protocol for staff has been established
- ▶ where physical/social distancing cannot be maintained, appropriate PPE – mask or face shield will be required for staff

3

Personal Protective Equipment

Facility Cleaning & Hygiene

4

- ▶ enhanced cleaning will be maintained, frequency is increased with a regular schedule – high touch areas are sanitized regularly
- ▶ sanitizer is being provided throughout facilities in addition to locations where handwashing is available

Orangeville responds

We will emerge as a community that is positioned not just to recover from this pandemic, but to thrive.



- ▶ all municipal facilities closed to the public
- ▶ council meets regularly online to move Town business ahead
- ▶ many services available online or by appointment with most staff working from home
- ▶ access to outdoor municipal areas is open in accordance with provincial guidelines
- ▶ recreation programs and events remain cancelled
- ▶ information is regularly shared and made available to the community
- ▶ council passes a community relief program
- ▶ council engages the community on key topics
- ▶ the community comes together to support healthcare workers and each other
- ▶ businesses move to new models



COVID-19 Website information resource page








Orangeville
Historic Charm Dynamic Future

 **#essentialworkers**

Thank You!

Inspiration from Gratitude

Area children thank health care workers through art



Online updates ●●●



Today's

Town Coffee Chat

Library e-Services
Small Business Help
Education
Earth Day

Food Supply & Distribution
Sports
Inclusive Community
Parks & Trails

Ask an Expert

Small Business Resources & Guidance
Workforce Issues Reopening Protocols



Gratitude Videos

A series of 'Thank You Essential Workers' videos from Mayor Sandy Brown, and Councillors Andy Macintosh, Lisa Post, Joe Andrews, Grant Peters, Todd Taylor and Debbie Sherwood.

More >

Full List: recovery portal, news releases, social media, print ads, radio commercials ...



In this fight,
YOU are the frontline.



Orangeville
Stay Home
Stay Safe and Save Lives

Ongoing information and support ●●●

COVID-19 Provisions

What Residents Need to Know from Public Works

Critical services in Town still operating

- Waste collection www.dufferincounty.ca/waste
- Drinking water treatment, testing and delivery remains unaffected
- Sewage treatment remains unaffected
- Roads operations and maintenance remains unaffected

Town staff will not be entering private residences for sewer back-ups or water complaints. Staff will assist with troubleshooting via the phone, check municipal infrastructure, perform locates and water shut-offs

COVER UP

The Wellington-Dufferin-Guelph Public Health Unit has ordered everyone entering a commercial premise to wear a face covering.

Face coverings include medical masks or non-medical masks, bandanas, scarves or cloths that cover the mouth nose and chin.

Come Prepared!

Questions or Concerns
Orangeville Office 1-800-265-7293
Wellington-Dufferin-Guelph Health Unit

As the weather warms remember these physical distancing practices

Do not gather in groups of more than 5 people (unless from the same household)

If you are sick stay home

Sports fields, tennis & basketball courts, dog park, Rotary Skatepark, parks & trails **are open**

Keep a distance of **2 metres** from others

Closed Play structures, splash pads & public washrooms

We all play a part in stopping the spread of COVID-19

Kickstart Orangeville

The plan for the recovery phases will continue to be anchored in the advice and guidance of the provincial government and public health.





Library curbside pick-up ●●●



The following three-phased recovery plan includes highlights of both community related and business related objectives and actions. Changes and modifications to the plan may be made as recovery from the pandemic progresses, timelines change, and unforeseen, new issues arise. In keeping with the Province's guidelines, response and recovery phases may occur in sequential order, concurrently or even regress as surges of the virus appear and public health measures change. All actions taken will reflect directives provided by the Province and requirements of local Public Health.

COMMUNITY

Recovery Phase I - Restart

Adhering to requirements

Objective

Adhering to Provincial and Public Health requirements, support efforts to ensure the protection, health and well-being of staff and community

Identify and respond

Objective

Review and identify new ways to deliver Town services. Identify physical changes to Town facilities to support reopening

Information and access

Objective

Ensure the community is informed with key information about services and programs from the Town, Province and Federal governments

Phase one is concentrated on adhering to requirements of the Province and Public Health officials to ensure the protection, health and well-being of community and staff. This remains in effect for the duration of any Declaration of Emergency.

Actions

- ▶ access to outdoor municipal areas is opening in accordance with provincial guidelines
- ▶ buildings and facilities remain closed
- ▶ council meetings support virtual public delegations in real time
- ▶ committee meetings are being planned and starting to move ahead
- ▶ service availability continues to be updated and begins to expand
- ▶ access to outdoor municipal areas opening in accordance with provincial guidelines, community gardens, dog parks etc.
- ▶ recreation programs and events remain cancelled
- ▶ library curbside pick-up has opened
- ▶ staff are assessing Town facilities and outdoor spaces to prepare for reopening
- ▶ the Town is adjusting spaces in facilities
- ▶ many staff continue to work from home to reduce person-to-person contact and limit the number of people in Town facilities
- ▶ services are being assessed to plan for reopening – identifying service adjustments to enable safe reopening
- ▶ information is regularly shared and consultation with the community begins on reopening and prioritization



BUSINESS

Recovery Phase I - Restart

Adhering to requirements

Objective

Adhering to Provincial and Public Health requirements, support efforts to ensure the protection, health and well-being of the business community

Identify and respond

Objective

Identify and respond to the needs and challenges of business owners during closure periods

Information and access

Objective

Ensure that owners are informed of regulations and initiatives and can access programs that will support them and their employees

Phase one is concentrated on adhering to requirements of the Province and Public Health officials to ensure the protection, health and well-being of the business community. This remains in effect for the duration of any Declaration of Emergency. A [detailed business recovery document](#) is available.

Actions

- ▶ creation and maintenance of an online recovery portal
- ▶ situational impact assessment
- ▶ communication of information, resources, initiatives and services
- ▶ proactive outreach and support to business community across all sectors
- ▶ buy local initiative launched
- ▶ online business webinars for COVID-19 related management and response
- ▶ advocacy for business-related relief opportunities
- ▶ outreach to Manufacturing Sector for opportunities
- ▶ Tourism Strategy and Action Plan
- ▶ promotion of arts initiatives to support artists where possible



COMMUNITY

Recovery Phase II - Relaunch

Adhering to requirements

Objective

Support staff and community to prepare for reopening through education and communication of new safety measures as required

Find a balance

Objective

Begin reopening Town programs being mindful of community well-being, safety and physical responsibility

Engage and Inform

Objective

Continue to engage with residents and partners in the community to identify what reopening should look like as the situation continues to evolve

Phase 2 recovery continues to focus on public health and work place safety as the municipality aligns with the Province to introduce required health and safety protocols and a gradual, staged reopening of public spaces and businesses.

What's being done

- ▶ as buildings begin to reopen safety is the top priority
- ▶ most Town services remain available virtually, more in-person will be available but may continue to be by appointment – [check the service listing](#)
- ▶ spaces in Town facilities have been adjusted (social distancing markings, plexiglass installation) to support physical/social distancing
- ▶ enhanced cleaning of the building continues
- ▶ anyone entering the buildings will be required to complete a self-screening
- ▶ limits on how many people can be in each Town building at a time
- ▶ many Town staff will continue to work from home to reduce/limit contact in the buildings and enable more capacity for the public
- ▶ staff will wear personal protective equipment where physical/social distancing is not possible
- ▶ adjustments to services to support reopening have been made
- ▶ the community should expect changes in what programs are available and how they are offered
- ▶ recreation and parks programs are being redesigned to support a safety-first priority
- ▶ some programs and services will remain unavailable, some buildings remain closed to the public
- ▶ monitor and pursue any applicable opportunities for grant or stimulus

More to come ... *This section will be expanded over the coming months as we progress further into phase 2, towards phase 3*

BUSINESS

Recovery Phase II - Relaunch

Adhering to requirements

Objective

Support businesses to prepare for reopening through education and communication of protocols required. Assist businesses to adapt to “new normal” practices and procedures that are in place

Identify and respond

Objective

Focus on business retention, assist with reintegration efforts and completion of detailed analysis of sector needs through in-depth surveying

Information and access

Objective

Explore workforce implications and trends

Phase 2 recovery continues to focus on public health and work place safety as the municipality aligns with the Province to introduce required health and safety protocols and a gradual, staged reopening of public spaces and businesses. A [detailed business recovery document](#) is available.

What’s being done

- ▶ share and support reopening preparedness protocols/reintegration
- ▶ PPE Database established
- ▶ [Business Resiliency Map \(What’s open\)](#)
- ▶ Tourism Strategy and Action Plan
- ▶ expand role of Business and Economic Development Advisory Committee (BEDAC)
- ▶ launch business retention initiatives
- ▶ workforce planning
- ▶ review of municipal practices/bylaws
- ▶ showcase cultural and artistic talents
- ▶ support preparedness for infrastructure projects



More to come ... *This section will be expanded over the coming months as we progress further into phase 2, towards phase 3*

Monitoring and adjusting

- ▶ the Town will monitor facilities, open spaces, programs and services to ensure safety remains a top priority, while also working to meet the needs of the community
- ▶ services and programs will be regularly reviewed, updated and adjusted in line with new information
- ▶ residents will be asked for feedback to support community programming reopening prioritization
- ▶ this phase is expected to last several months
- ▶ monitor and pursue any applicable opportunities for grant or stimulus





COMMUNITY

Recovery Phase III - Recover

Reopening most remaining workplaces and community spaces, while carefully and gradually lifting restrictions. Public health advice and workplace safety guidance will remain in place and available. Large public gatherings will continue to be restricted.

Most Town facilities are open, safety measures remain in place

Many programs and services have returned



BUSINESS

Recovery Phase III - Recover

Phase 3 occurs as all business sectors have transitioned from re-integration to more routine and regular operations, with acknowledgment that “new normal” practices and procedures are in place. Public and worker health and safety remain top priorities.

Encourage Innovation

Objective

Plan for and encourage business uptake of innovations, processes and services that will protect and expand revenue generating capacities

Resume plans

Objective

Resume regular efforts to fulfill the Town’s Economic Development Strategy and new Tourism Strategy and Action Plan

Internal review

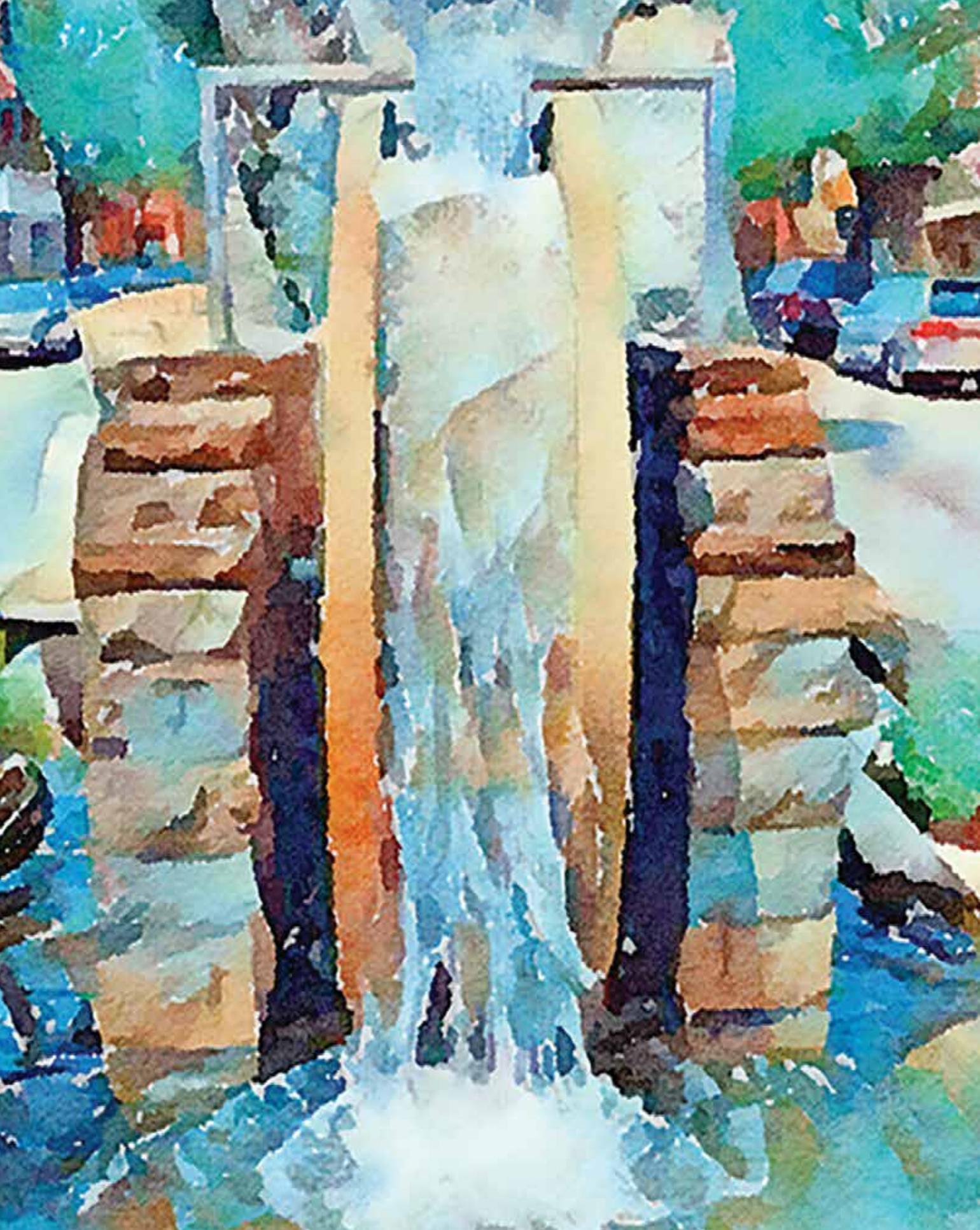
Objective

Complete internal review for new normal efficiencies and best practices to be implemented ongoing

What to expect

- ▶ Provision of learning/planning opportunities for SMEs
- ▶ Situational Impact assessment
- ▶ Advocacy
- ▶ Programing
- ▶ Workforce Development
- ▶ Infrastructure stimulus projects - tourism/cultural focus
- ▶ Implementation of Orangeville Tourism Strategy and Action Plan
- ▶ Examine new Community Improvement Plan (CIP)
- ▶ Preparedness and mitigation planning
- ▶ Review and adoption of new internal processes impacting external practices





Conclusion

Throughout the pandemic there has been a lot of unpredictability. At each step a tremendous amount of effort has gone into gathering critical information to make timely, informed decisions. The Town has acted incrementally to keep things moving forward, while ensuring safety and transparency are paramount. It started with understanding how to provide as many services as possible in new formats and ensuring what's critical never stops.

In a rapidly changing environment, the Town has and continues to take guidance and direction from public health and the provincial government. This now includes how and when to reopen while keeping people safe. Asking what's possible to support as more services relaunch -- and understanding in each case what the risk is and how to mitigate it. The truth is right now in some cases it can't be mitigated and so some services are going to be different, at least for a little while longer.

As recovery progresses staff will continue to work with other levels of government, community partners and external associations to understand how to bring people back together and programs back online safely. Be that through reduced capacity or program changes. The Town also recognizes the dual role it plays in both financial stewardship and supporting community well-being. So what does that mean? It means there will need to be new models of service, and choices will need to be made as progress continues through the fall. Community input will be critical to understanding what matters most and where the priorities should be in the final stage of the plan. Recognizing the way programs have been offered in the past is not an option currently.

And as recovery progresses some uncertainty will remain. Yet what is certain is that during a challenge that is unprecedented in our time, people came together – and hope – an essential human emotion, made the community stronger. Things slowed down, a great pause ensued, people stood farther apart but in some ways, closer together. People acted in support: thanking health care workers, painting rocks, giving donations, making signs, smiling at a stranger on the street.

Businesses worked to pivot to new delivery models and all levels of government offered support to both people individually and the economy. There is an understanding that this is not over. And by extension this recovery is probably not going to be a straight line.

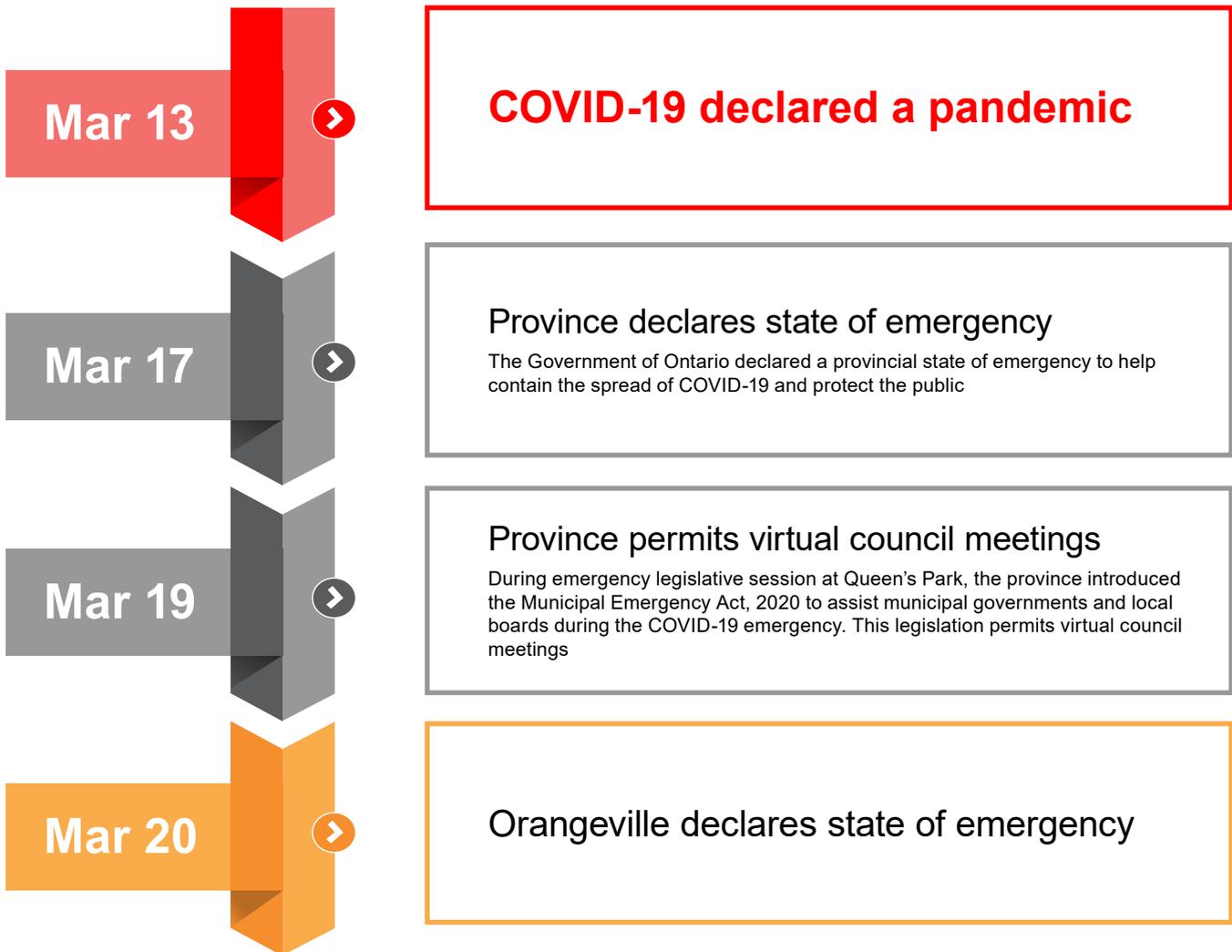
In turn, Open Orangeville is going to be a living plan that gets updated as things continue to evolve, more information is available and more services reopen. Recovery is providing an opportunity to look at things differently. To shift how services are delivered going forward, modernizing government through more online availability and in some ways there is no going back. This is a period of change and there is no denying it is difficult, but with change there will come growth and this community will emerge stronger and more resilient.

Timeline

This timeline reflects the actions taken during the response and recovery phases

Phases
 Federal Government
 Provincial Government
 Town of Orangeville

Response





Orangeville’s first virtual council meeting
 Council held first virtual meeting via Microsoft Teams and streaming to YouTube. Council voted to waive all fees and interest related to late payment of property taxes, for residents and businesses, for a three-month period. Penalties on overdue water fees are waived for 90 days



Canada Day to be celebrated virtually
 Federal government announces that Canada Day will be celebrated virtually this year; no mass gatherings permitted. <https://www.canada.ca/en/canadian-heritage/news/2020/04/statement-by-minister-guilbeault-on-canada-day-celebrations.html>

Recovery Phase I - Initial restart



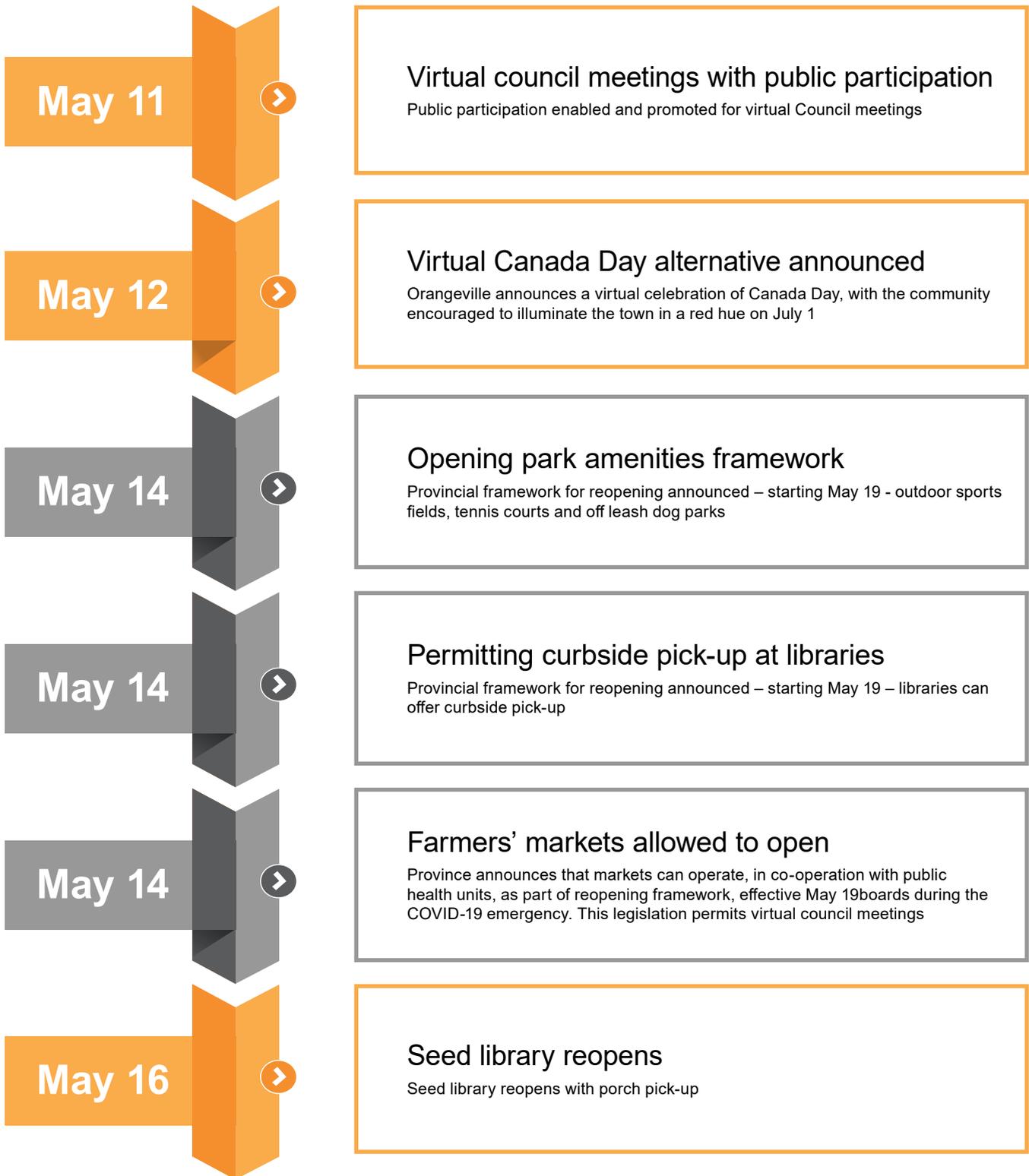
Province allows community gardens to open
 Province allows community gardens to open – essential source of fresh food for many families, including those who face food insecurity



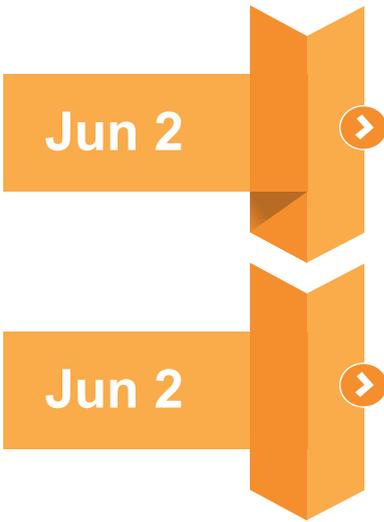
Community garden opens
 Community garden opens with COVID-19 rules and gardening by appointment



Orangeville moves operational projects forward
 Decision made on transit transfer point







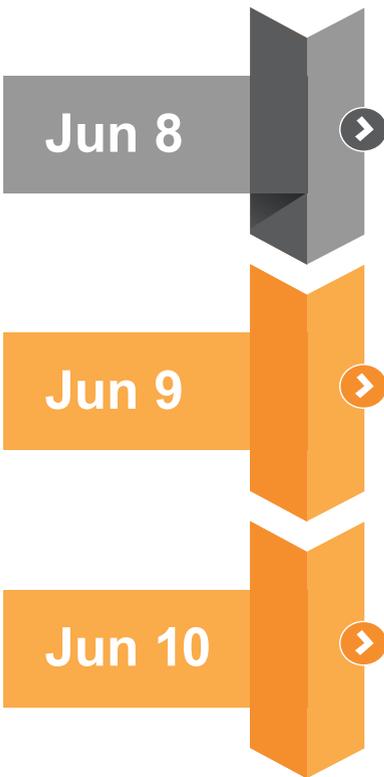
Jun 2 >

Business Resiliency Map launched
Town launches Business Resiliency Map – showing businesses that have reopened and their new safety measures, with online submission form for businesses

Jun 2 >

Rotary Skateboard Park reopens

Recovery Phase II - *Gradual restart*



Jun 8 >

Outdoor Patios can open
Province announces outdoor patios can open and be extended on June 12

Jun 9 >

Town opens boulevard café permit process

Jun 10 >

Simplified outdoor patio applications
Town introduces simplified outdoor patio application process

Jun 15



Town resumes commissioning of documents

Town resumes commissioning of documents, two days per week (on Mondays and Thursdays) by appointment only. <https://www.orangeville.ca/faqs/question/does-the-town-have-a-notary-or-commissioner-of-oaths>

Jun 18



Issuance of marriage licences

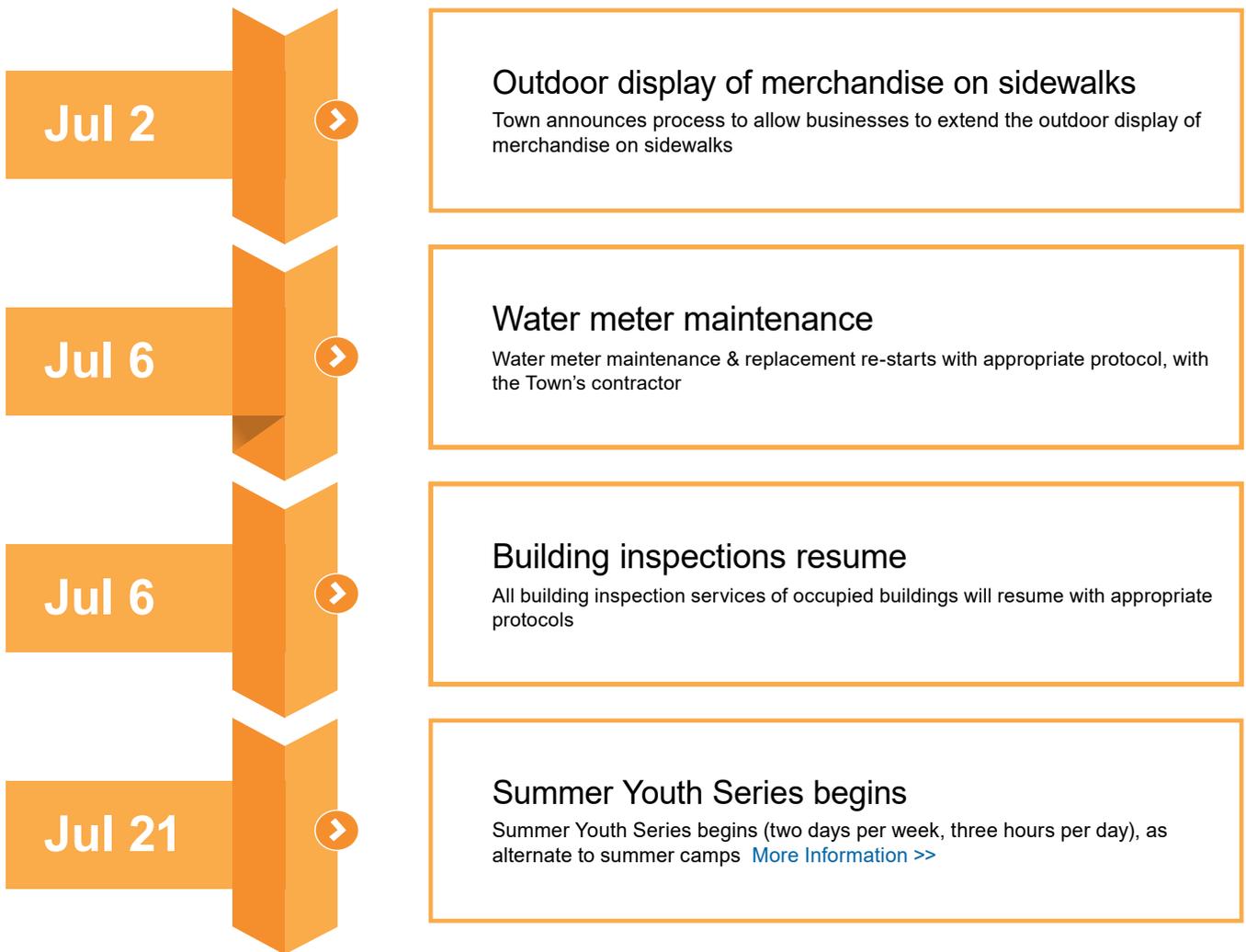
Town opens up issuance of marriage licences, one day per week (on Thursdays) by appointment only. <https://www.orangeville.ca/clerk/marriage-licences>

Jun 26

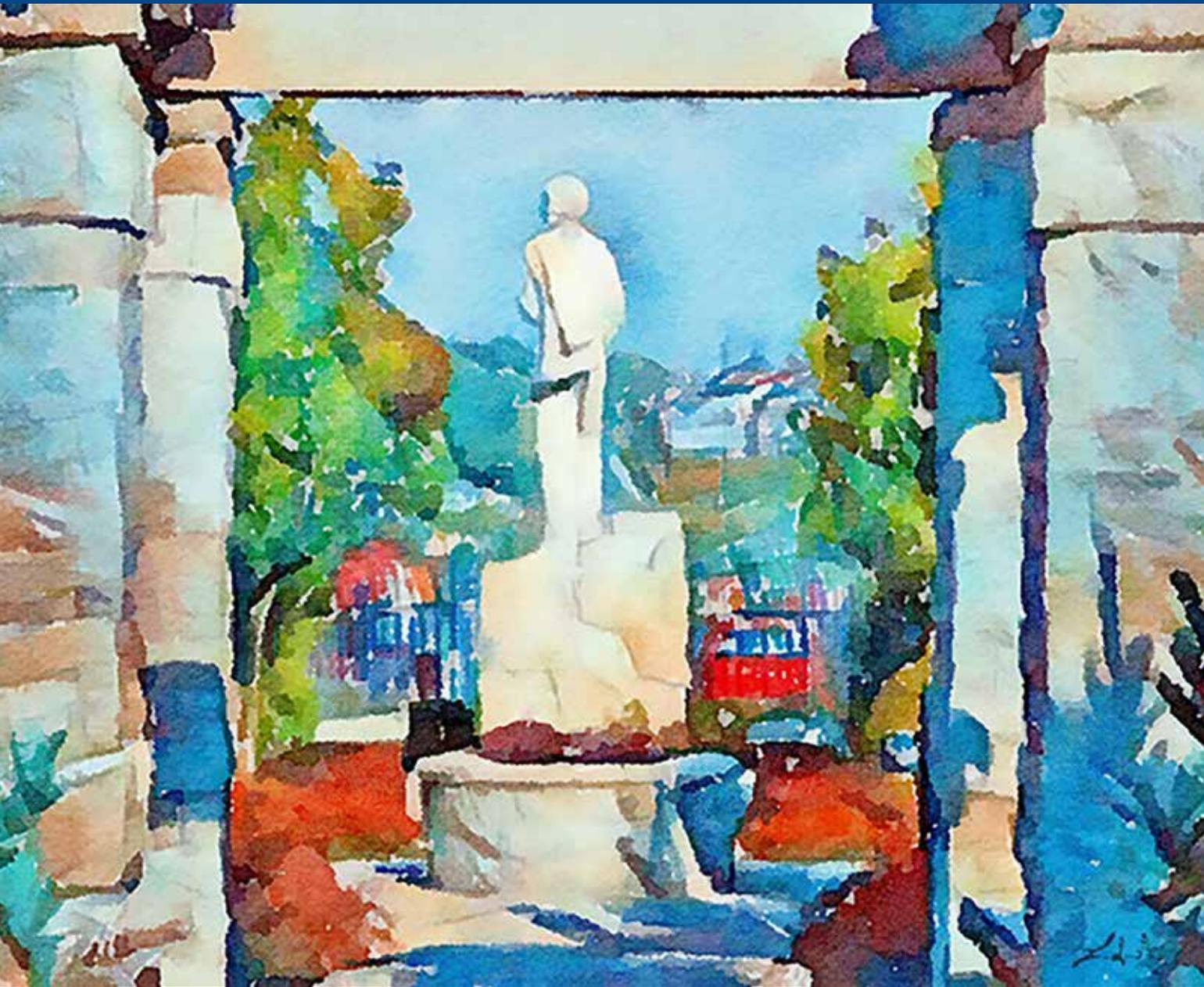


Splash pads open





Appendix



Communications & Engagement during the pandemic ●●●

March 12	Announce that Town is monitoring the COVID-19 situation (news release, online)
March 12	Create COVID-19 section on Town's website
March 13	Mayor's Video Message re pandemic
March 13	Announce March Break library programs cancelled (news release, online)
March 14	Announce that some municipal offices will close or alter hours (news release, online)
March 14	Announce recreation centres, libraries, Opera House & seniors centre closed to public
March 14	Notify Recreation participants of cancellation of programs via PerfectMind; refunds/credits to be issued
March 14	Mayor's Video Message re pandemic
March 15	Promote closure of recreation centres on digital signs at recreation centres
March 16	Announce more municipal facilities will close (news release, online)
March 16	Mayor's Video Message re pandemic
March 16	Launched "buy local" initiative and online services/products, Take-Out Tuesday starts
March 17	Announce that remaining municipal offices will close, with many services still available (news release, online)
March 17	Create online COVID-19 section on business website/recovery portal to support businesses
March 19	Announce that COVID-19 assessment centre opens at Headwaters Health Care Centre
March 19	Start of ongoing proactive outreach to business community – info on pandemic programs & support in accessing programs
March 20	Announce closure of play equipment (news release, online)
March 20	Announce that Town declares emergency (news release, online)
March 20	Promoted playground closures on digital signs at recreation centres
March 20	Mayor's Video Message re pandemic
March 23	Promoted closure of dog park on digital signs at recreation centres
March 25	Town Coffee Chat – Helping Businesses Navigate the COVID-19 Storm
March 26	Promoted PPE need on town's digital signs at recreation centres
March 26	Announce closures of some municipal facilities (news release, online)
March 26	Banner ad re Town services during pandemic
March 26	Town Page ad re Town services during pandemic
March 27	Mayor's Video Message re pandemic
March 27	Promoted new food bank address on digital signs at recreation centres
March 27	Announce changes to transit system to implement distancing (news release, online)
March 27	Economic Development subscriber email notice re supports & info available to businesses
March 27	Town Coffee Chat – Accessing Government Programs for the Average Citizen
March 31	Economic Development newsletter re business survey to be completed by April 6
March 31	Video on Dufferin Food Share and Town donation
April 1	Second virtual Council meeting announced
April 1	Announce that Town Hall & facilities closed until further notice (news release, online, print ad)
April 2	Announce that social distancing is the rule during pandemic (news release, online)
April 2	Economic Development newsletter re restaurants & food shops open for delivery
April 2	Banner ad re Town services during pandemic
April 2	Town Page re COVID-19 – social distancing, town services
April 3	Mayor's Video Message re pandemic
April 3	Town Coffee Chat – Library e-Services
April 3	Outreach to manufacturing sector for PPE opportunities
April 3	Announce layoffs of 143 employees (news release, online)

- April 6 [First Council meeting where public could email or call with questions/comments](#)
- April 6 [Town Coffee Chat – Emergency Management](#)
- April 6 Issue survey of local businesses to identify issues, needs and establish benchmark
- April 7 Email notification to 14,246 recreation participants via PerfectMind system re COVID-19 recreation cancellations
- April 8 [Town Coffee Chat – Small Business Assistance](#)
- April 9 [Mayor’s Video Message re pandemic](#)
- April 9 Town Page ad re COVID-19 – social distancing, testing, town services
- April 9 Banner ad re Town services during pandemic
- April 15 [Essential Workers video – Mayor Brown](#)
- April 15 Mayor’s Video Message re pandemic
- April 16 [Town Coffee Chat -- Enforcement of Pandemic Regulations](#)
- April 16 Town Page re COVID-19 – testing, social distancing, town services
- April 16 Banner ad re Town services during pandemic
- April 17 [Essential Workers video – Councillor Sherwood](#)
- April 17 [Mayor’s Video Message re pandemic](#)
- April 17 [Town Coffee Chat -- Arts and Culture](#)
- April 17 [Announce that Earth Day can be celebrated at home](#) (news release, online)
- April 20 [Town Coffee Chat – Education](#)
- April 21 Announce that [Town continues working towards OPP transition](#) (news release, online)
- April 21 Announce that [Emergency Measures By-law goes into effect](#) (news release, online)
- April 21 [Essential Workers Video – Councillor Post](#)
- April 22-27 [Public call for children’s art thanking essential workers](#)
- April 22 [Town Coffee Chat – Earth Day](#)
- April 23 [Essential Workers video – Deputy Mayor Macintosh](#)
- April 23 Banner ad re Town services during pandemic
- April 23 Town Page ad re town services during pandemic
- April 24 Economic Development subscriber email notice re supports & info available to businesses
- April 24 [Essential Workers video – Councillor Andrews](#)
- April 24 [Mayor’s Video Message re pandemic](#)
- April 24 [Town Coffee Chat – Small Business](#)
- April 27 [Town Coffee Chat – Food Supply & Distribution](#)
- April 28 [Essential Workers Video – Councillor Peters](#)
- April 28 [Town Coffee Chat – Health Care & Programs](#)
- April 29 [Ask the Expert video series launches \(Financial & Operational Guidance\)](#)
- April 29 [Inspiration from Gratitude video released online of children’s banners thanking essential workers](#)
- April 30 [Essential Workers Video – Councillor Taylor](#)
- April 30 Town Page ad re town services during pandemic
- May 1 [Mayor’s Video Message re pandemic](#)
- May 1 Public unveiling of banners displaying children’s art at Headwaters Health Care Centre
- May 1 [Town Coffee Chat – Sports](#)
- May 5 [Signs are installed at Community Garden re rules during pandemic](#)
- May 6 [Town Coffee Chat – Inclusive Community](#)
- May 7 Town Page ad re COVID-19 – social distancing, testing, town services
- May 8 [Mayor’s Video Message re pandemic](#)
- May 8 [Town Coffee Chat – Parks & Trails](#)
- May 12 [Announce closures of events and programs until July 6](#) (news release, online)
- May 13 [Announce Seed Library to re-open with porch pick-up](#) (news release, online)
- May 14 Town Page ad re COVID-19 – social distancing, testing, town services

May 15	Mayor's Video Message re pandemic
May 16	Publish PPE database of local and provincial resources for PPE purchasing to support business reopening efforts
May 20	Announce reopening of some recreation amenities (news release, online, print ad)
May 21	Town Page ad re COVID-19 – social distancing, testing, town services
May 22	Signs installed at tennis courts and off-leash dog park re rules during pandemic
May 25	Ask the Expert video series (employment issues & solutions)
May 25	Announce launch of library curbside pick-up (news release, online, print ad)
May 25	Ask the Expert video series – (Employment & Workforce Planning)
May 27	First Committee meeting (Committee of Adjustment) that allowed community participation where public could email or call with questions/comments
May 28	Radio commercials start re businesses being open and parking accessible during Little York reconstruction (two-week period)
May 28	Arts & Culture newsletter re new farmers' market operation – online order, parking lot pick-up
May 28	Town Page ad re COVID-19 – social distancing, testing, town services
May 30	Radio commercials for library's curbside pick-up start
June 1	Announce Backyard Challenge for Recreation & Parks Month (news release, online)
June 2	Town launches recreation survey to gauge interest in program participation once some form of programming can re-open
June 3	COVID-19 recovery component in tourism strategy – survey, stakeholder interviews
June 3	Recreation Re-Launch Survey sent via PerfectMind and released to public – (responses totalled 1,248)
June 4	Signs are installed at Rotary Skateboard Park & BMX Park re rules during pandemic
June 4	Town Page ad re COVID-19 – social distancing, town services
June 4	Survey CBD area businesses re patio/street closures to support social distancing and storefront expansions
June 5	Announce Orangeville Business Resiliency Map
June 10	Diversity video series with Mayor Brown, police chief, OPP rep, Phil Dewar, and Simran Bhamu. Theme: racism
June 15	Ask the Expert video series – Reopening Protocols
June 17	Diversity video series with Mayor Brown, Councillor Andrews, Elder Shelley Charles. Theme: Indigenous Peoples.
June 23	Expand role of BEDAC to support situational impact assessment & identify best practices (motion made at Council on June 23, seeking approval on July 13)
June 24	Diversity video series with Mayor Brown, Councillor Post, Ricky Schaede, Sharyn Ayliffe & Beckie Morris. Theme: LGBTQ2S.
June 24	Online auction of one copy of children's art banners
June 25	Town presents one copy of children's art banners to parents of those who submitted
July 1	Virtual Canada Day celebration – red & white illumination with "paint the town red" theme, televised Canadian Heritage shows, virtual fireworks
July 7	Virtual meeting with community members to discuss issues and needs for tourism during recovery period
July 14	Virtual meeting with stakeholders re supports to be implemented for tourism
July 20	Launch business retention engagement – in-depth business surveying
Ongoing	Government announcements and Town actions on COVID-19 section of website, business section of website, digital & physical signage, news releases, social media & media interviews

Response to pandemic & closings ●●●

March 13	Regular management meeting transitioned to a COVID-19 planning meeting, meeting regularly throughout pandemic
March 22	Town launched its Incident Management System (IMS)
March	Town staff develop pandemic-focused business continuity plans; individual services evaluated to enable continued service and operations with adjusted models, determining changes and resources needed where possible
March	Town staff identified supply chain issues and contingency plans for supplies or for personnel
March	Quick implementation of a work from home strategy for staff, with deployment of laptops
March 14	Town closes recreation centres, libraries, seniors centre & Opera House
March 17	Town closes Operations Centre to public
March 18	Town closes remaining buildings and facilities, including Town Hall, Fire Hall, and Lakeview Annex. Most services still offered to public -- by phone, by email, virtual and personal appointments, and online services
March 19	Town staff shift to work remotely, online and by appointment
March 20	Town declares emergency
March 20	Town closes outdoor play equipment/structures
March 20	First Orangeville Emergency Operations Centre meeting; followed by daily meetings, moving to weekly meetings in May
March 23	Orangeville Council holds virtual meeting
March 23	Orangeville Council approves emergency relief measures <ul style="list-style-type: none"> ▶ Waiving of all fees and interest related to late payment of property taxes, for residents and businesses, for a three-month period ▶ Penalties on overdue water fees are also waived for 90 days ▶ Orangeville Hydro has suspended account collection activities including late payment interest on incremental balances and the provincial winter disconnect ban has been extended by an additional three months. The province is also assisting with energy costs by switching to the evening and weekend price of 10.1 cents per kilowatt hour for next 45 days. ▶ Orangeville Transit fares waived for 90 days. Riders, except those with need accessibility assistance, are encouraged to board from the rear door to reduce the risk to transit operators and further support physical distancing.
March 23	Council takes further actions – <ul style="list-style-type: none"> ▶ Closing the Orangeville off-leash dog park on Hansen Boulevard to further discourage people from gathering together ▶ Library Board approved a virtual library card to allow community to access online databases ▶ Lifts winter parking restrictions with respect to on-street parking
March 30	Town implements changes to Orangeville Transit to respect physical distancing
April 3	Laid off 143 casual and part-time employees in the areas of recreation and events, libraries, crossing guard services, and recreation facility support
April 6	Redeployed some staff members
April 20	Emergency Measures By-law introduced
April 22	Residents encouraged to celebrate Earth Day at home, usual events cancelled
May 12	Town cancels events and programs until July 6, including Canada Day celebration

Recovery from pandemic & openings ●●●

May 25	Moving planning matters forward with call-in and virtual public participation, including approval of the 541-unit Orangeville Highland development
May 6	Opening community garden with COVID-19 rules
May 16	Seed library re-opens with porch pick-up
May 21	Some outdoor recreation amenities re-open, starting May 21 -- sports fields (soccer fields, baseball and softball fields), courts, basketball and tennis courts, and off-leash dog park)
May 25	Orangeville Public Library launches curbside pick-up, effective May 25
May 25	Town presents framework for pandemic recovery plan to Council (May 25)
May 30	Market reopens with e-commerce/pick-up model, in town parking lot
June 2	Town launches Business Resiliency Map on June 2. It shows businesses that have re-opened and their new safety measures, with online submission form for businesses
June 2	Rotary Skate Park re-opens
June 8	Council voted to permit outdoor patio extensions
June 8	Council extends emergency relief measures
June 9	Town opens boulevard café permit process
June 10	Town introduces simplified outdoor patio application process
June 13	Farmers' Market opens to public in parking lot across from town hall
June 15	Town resumes commissioning of documents, two days per week (on Mondays and Thursdays) by appointment only. https://www.orangeville.ca/faqs/question/does-the-town-have-a-notary-or-commissioner-of-oaths
June 18	The Town resumes issuance of marriage licences, one day per week (Thursdays) by appointment only https://www.orangeville.ca/clerk/marriage-licences
June 26	splash pads open
July 2	Town announces process to allow businesses to extend the outdoor display of merchandise
July 6	Water meter maintenance & replacement re-starts with appropriate protocol, with the Town's contractor.
July 6	All building inspection services of occupied buildings will resume with appropriate Covid protocols
July 21	Summer Youth Series begins (two days per week, three hours per day), as alternate to summer camps
August 4	Town Hall opens, by appointment

Open Orangeville



Town of Orangeville
2020 - 2021 COVID-19

