

Message from Mayor Rob Keffer:
COVID-19 update - March 17

Once again I need to start by thanking our community for your response to this situation. I have seen numerous local stores setting aside hours just for seniors and anyone else requiring extra assistance or distancing from the public. I have also seen many residents offering support and assistance to their fellow residents. I applaud your consideration for one another and your ingenuity in finding ways to best weather the changes to flatten the curve of this disease.

To further protect staff and residents, we have decided that effective noon tomorrow (Wednesday, March 18) we will be closing municipal offices to the public. Most of our staff will continue to work remotely and we will still provide as many services as possible by phone or online, or by appointment if a face-to-face interaction is necessary. Our website is constantly being updated, and our staff are working to make these resources as easy as possible to find and use. We appreciate your patience as we make whatever changes we can to enable us to continue to serve you.

We are also looking at ways that we can help the community. We have now ceased enforcement of the winter overnight on-street parking prohibition for the rest of this season. If there is snow, I'd still ask you to help by parking off-street so that our snowplow operators can thoroughly clear the roads, but we will not be ticketing vehicles.

During office hours of 8:30 a.m. to 4:30 p.m. our staff will still be serving you via 905-775-5366. Please listen to the options to ensure you reach the correct department. Once the closure of offices to the public is in effect we anticipate a higher than normal call volume, but we will do our best to answer your calls "live" and to respond to all voicemails as quickly as possible. And of course you can access many services via our website at www.townofbwg.com.

I and other members of council are also continuing to support our community as best possible while maintaining social distancing. You are always welcome to reach out to me by email at rkeffer@townofbwg.com.

Best,
Rob Keffer