

Public Statement
Essential Services Update
March 24, 2020

The Bishop's Falls Town Council's *Essential Services Plan (ESP)*, which is instituted in response to COVID-19, remains in effect. Below you will find a summary of the *ESP* along with several updates regarding the delivery of services through the Town Hall.

- All Town facilities remain closed to public access.
- The Town continues to deliver the following essential services:
 - o Snow clearing
 - o Water system maintenance/monitoring (i.e. waterline break repairs, chlorine sampling, etc.)
 - o Wastewater system maintenance/monitoring
 - o Sewer/Water lateral service repairs
 - o Major asphalt repairs (i.e. large potholes)
 - o Fire hydrants snow removal
 - o Emergencies (i.e. fire, localized flooding, etc.)
 - o Garbage removal from recreation sites
 - o Payroll
 - o Accounts payable
 - o Accounts receivable
 - o Public inquiries
 - o Permits and licences
- Payments will only be received by mail, through BMO online banking, email money transfer (EMT), or over the telephone by credit card.
- Payments by telephone will only be received on Wednesdays, Thursdays, and Fridays. Council will continue to waive the credit card convenience fee while the *Essential Services Plan* is in effect.
- To pay by email money transfer (EMT), please;
 - o use info@bishopsfalls.ca.
 - o reference your account number, civic address, and other details regarding the payment (i.e. tax, fee, etc.) in the comments/notes section of the EMT.
- Vendors must mail invoices and statements to the Town Hall or send them by email to vperry@bishopsfalls.ca. Once invoices are approved by Council, payments will be issued on Mondays and Tuesdays.
- The Town will continue to check the mail daily, Monday to Friday.
- We have converted all the Town's forms (i.e. development permit, business licence, etc.) to fillable PDFs. Each form contains a "submit" button. Once the form is completed, click

“submit”, and you will automatically email the form to the appropriate Town employee for processing. You can also save the form on your computer, and email it as follows:

- Development permit applications: danoldford@bishopsfalls.ca
- All other forms/applications: info@bishopsfalls.ca

We will continue to process permit and licence applications electronically. You'll find the forms on our website at <https://bishopsfalls.ca/cms/one.aspx?pagelid=9985667>.

- Public inquires will be addressed Monday to Friday, between the hours of 8:30 am – 12:30 pm and 1:30 pm – 4:30 pm. If you have a general question/concern/issue, you must contact us by telephone (258 6581), email (info@bishopsfalls.ca), or through our website (submit a concern button <https://bishopsfalls.ca/cms/One.aspx?portalId=9965316&pagelid=12934885>).
- We have a dedicated page on our website for all municipal related COVID-19 updates. Please visit <https://bishopsfalls.ca/covid-19updates> for information.

The Bishop's Falls Town Council continues to monitor the developments surrounding COVID-19 closely, and it will adjust its approach where circumstances warrant.

For information regarding COVID-19, please visit the following website:

<https://www.gov.nl.ca/covid-19/>