



Revised April 3, 2020

UPDATE #14

COVID-19 – Affected Municipal Services & Facilities

To help slow the rate of COVID-19 infection, Mayor Mayhew of Southwest Middlesex declared a local emergency. All municipal non-essential services are cancelled and facilities are closed to the public.

Effective Tuesday, March 24, 11:59 p.m., the Ontario Government ordered the mandatory closing of all non-essential workplaces. This action will be in effect for 14 days, with the potential for extension of the order as the situation related to COVID-19 continues to evolve. A list of impacted workplaces can be found on the Ontario Government site [here](#).

The municipality remains prepared to respond to emergencies.

[Animal Services Shelter](#) – 519-287-2974

The Glencoe Animal Shelter continues to operate, but with measures in place to limit interaction. The Shelter will respond to calls about a sick or injured animal, animals threatening public safety, and stray dog pickup. Dog bite investigations are proceeding, most likely in conjunction with the OPP.

[Building Permits and Inspections](#) – 519-287-2015 x103

Currently there are limited changes to building services, as applications and inspections are ongoing, however, there are NO INSPECTIONS of an occupied dwelling or building. Applications and payments may be submitted to the mail drop box and received by making an appointment with dgiles@southwestmiddlesex.ca or by calling and leaving a message.

[Council and Committee Meetings](#)

Regular meetings of council (by electronic participation) are being held in a virtual format starting April 8, 2020 and will be streamed live on our website (<https://www.southwestmiddlesex.ca/Public/Council-Committees-Agenda-Minutes>) for the public. Committee meetings have been postponed. A special, or emergency, meeting can be called to discuss urgent business as required.

Emergency Response – 9-1-1

Fire Department

The Southwest Middlesex Volunteer Fire Department continues to respond to emergency calls. Training and other events are temporarily cancelled.

Police (Ontario Provincial Police)

The Ontario Provincial Police provides police service to SWM and continue to respond to calls. Emergency – Dial 9-1-1

Non-Emergency – 1-888-310-1122

Report Online - <https://www.opp.ca/index.php?id=132>

Middlesex-London Emergency Medical Services (MLEMS)

MLEMS continues to provide 24-hour emergency and non-emergency pre-hospital medical care and transportation to individuals experiencing injury or illness.

Emergency Management

The Emergency Control Group (ECG) for SWM met in response to COVID-19, and the pandemic response is led by the Medical Officer of Health for Middlesex-London. The municipality continues to promote the recommendations and follow directions and orders from the health unit.

Employment and Social Services

The County of Middlesex's Ontario Works (OW) program continues to operate in a limited services capacity. New applications are still being accepted online or by calling 519-434-7321 ext. 2224

If you are currently in receipt of OW, please provide information to your caseworker using the following delivery options, as soon as possible:

- Outdoor Social Services Mailboxes (Glencoe, Parkhill and Strathroy)
- Canada Post Mail
- Fax to 519-434-9050
- Email your caseworker

Ontario Works clients continue to receive monthly cheques, via bank deposits, or mailed cheques.

Information is available online at www.middlesex.ca and [here](#).

Food Bank and Free Take-Out Meals Available in Southwest Middlesex

St. Johns Anglican
Church

Available Tuesdays
and Fridays at noon

186 Main St.,
Glencoe, ON.

Hot meal (take out)
plus one frozen meal
to go.
Contact:
528-287-2727

Garbage and Recycling - 519-287-2015 Ext 119

Curbside collection of garbage and recycling, as well as the Trillium Drive temporary transfer station are continuing as scheduled.

Please ensure that all garbage for curbside collection is tagged.

Housing Support – 519-434-7321 ext. 2224

Homeless Prevention Supports

Middlesex County continues to provide Homeless Prevention Supports to those who require it. Individuals who require support or wish to have more information should contact the County of Middlesex.

Social Housing

The City of London Housing Access Centre (HAC) services will continue to be provided over the phone by calling 519-661-0861 or email hac@london.ca.

Supports for London-Middlesex Housing Corporation tenants will continue. If you require support, please call 519-434-2765.

Libraries

All Middlesex County Library branches are closed. This includes all 3 branches within SWM – Glencoe, Melbourne and Wardsville.

Licensing and Permits

Staff are responding to licensing requests (e.g. lottery licenses, animal licenses) via email and phone, you can contact the info@southwestmiddlesex.ca email with requests.

Parking Enforcement

MEU continues to operate, but with measures in place to limit interaction. Parking enforcement questions or concerns should be directed to Municipal Enforcement Unit at their toll free number 1-855-900-9119 or by email to bylaw@cogeco.ca

Parks and Playgrounds

Our playground structures are closed to the public, following direction received on the afternoon of March 23, 2020 from the Medical Officer of Health (and then required by the Province as of March 30).

On the evening of March 30, 2020, the Province of Ontario ordered the closure of all outdoor recreational amenities. For our municipality, this means that in addition to playground structures being closed, that the tennis courts at the high school are closed, as well as the skateboard park beside the arena, the dog park beside the Glencoe water tower, all of the pavilions, baseball diamonds and soccer fields.

Parks are still open, but the public is reminded to follow the advice of the Health Unit regarding COVID-19. Individuals who are sick, or who have recently returned from abroad, should self-isolate, and all others should be practicing social distancing and respiratory etiquette.

Planning

Land use planning inquiries will be responded to either via telephone or email.

Police

Emergency calls (involving and immediate threat to life or property) are being responded to. Non-emergency incidents can be reported to or using the online reporting system.

Be extra vigilant when it comes to people trying to sell or provide products or services associated with COVID-19. If you believe that you have been approached by someone misrepresenting themselves in an effort to sell goods or services, report it to the police online.

OPP detachments are locked, but not closed. Before a member of the public is allowed into the building, they are required to pick up the phone outside the detachment where they will be screened for COVID-19 symptoms. If the matter can be dealt with over the phone, it will be.

Fingerprinting and Criminal Records Checks continue for employment purposes only.

Property Tax and Utility Bills – 519-287-2015 ext.109 or info@southwestmiddlesex.ca

During the emergency, and for 30 days following, the municipality will not apply interest and penalties to outstanding water, property tax, or dog tag accounts.

What this means for our residents is, if COVID-19 situation has impacted the earnings in your household, Council is reassuring you that you will not be penalized for not paying your water/tax/dog tag invoices immediately.

Once the state of emergency has been lifted, you will have one month to catch up on the outstanding invoices until the regular practice of applying interest and penalty will be resumed.

While the municipal office is closed, we will be continuing to check the mail and drop box should any payments come in, and we continue to take payments online through most banking institutions.

Public Consultations

All public consultations are cancelled, including those hosted by Planning.

Recreation and Community Centres

All recreation programs cancelled.

Glencoe & District Lions Club's White Elephant Sale is tentatively rescheduled until late June.

South Middlesex Acting Krew's spring production in Appin is cancelled.

Upcoming spring & summer recreational programs could be subject to delayed start dates, depending on the length of the pandemic.

Closed Facilities:

- Glencoe Memorial Arena
- Ekfrid Community Centre
- Glencoe Historic Train Station
- Glencoe Historical Society

Road and Sidewalk Maintenance

Critical road and sidewalk operations and maintenance, winter maintenance and emergency road and sidewalk repairs will continue.

Some routine operations will continue in a limited capacity.

For questions about road and sidewalk safety – 519-287-2015 x119

To report an emergency - 24 hour Roads on Call Phone (519)-494-0901

Water and Wastewater

Critical water and wastewater operations will continue and include:

- Providing safe drinking water
- Safe collection and treatment of wastewater
- Stormwater management

Water is an essential service for residents and businesses. SWM municipal water is safe to use and drink directly from the tap. It is continuously monitored and analyzed to ensure it meets the strict standards of all public health and government requirements.

Any emergency repairs and response will continue including watermain break repairs.

For questions about water and wastewater – (519)287-2015 x119

To report an emergency - (519) 435-6539