

COVID-19 (Coronavirus): Town of Woodstock Response

Please be advised that, following the Province's State of Emergency Declaration on March 17, 2020, all staff working in non-essential Town services have been directed to stay home in order to slow the transmission of the COVID-19 virus. Our office staff will nevertheless be working remotely. While Town services may be affected as we focus on essential services, every effort will be made in order to return messages and answer questions as quickly as possible.

April 1st, 2020-New Brunswick has extended its state of emergency declaration for another 14 days until April 15th. [Renewed April 2nd, 2020](#)

The Town of Woodstock Department Heads & Mayor are actively monitoring the COVID-19 (coronavirus) situation and taking appropriate actions to protect the public and staff while continuing to deliver essential services. We are following the advice and recommendations of the [Office of the Chief Medical Officer of New Brunswick](#) and the [Public Health Agency of Canada](#).

What is the Town doing?

Here are the steps we are taking to protect the public and staff while continuing to deliver essential services.

What Town facilities are closed?

- Town Hall
- AYR Motor Centre
- Town operated Daycare Facilities
- Public Works Garage
- Woodstock Fire Hall **closed to the public**
- Woodstock Police Force **office to the public**
- LP Fisher Public Library & Thompson Centre
- McCain Community Theatre
- Community Van- 15 passenger
- Playgrounds- Connell Park Road, Jules Drive, Eastwood Drive, Slipp Street, Poole Street & Grant Street

What essential services continue to operate?

- **911 Communications Centre.** In the event of an emergency, the public should continue to call 9-1-1. For those **exhibiting symptoms** of COVID-19 (coronavirus), please call 8-1-1
- **Other essential services** that will continue to operate include:
 - potable water
 - sewage treatment
 - Police (The Woodstock Police Force remains dedicated to our core functions of serving and protecting everyone in our community in the wake of COVID-19.)
 - Fire services
 - In the Event of a fire During fire alarms in your buildings, PLEASE keep physical distance from the fire crews responding and each other.
 - If you have information on why the alarm activated, and can help us mitigate the situation, identify yourself from a distance.
 - Please keep hallways, stairs, entrances and rooms clear. Spread out outside of the building. Keep us safe, while we keep you safe!
 - Garbage & recycling collection continues, as well as pickup at recycling bins depots.
 - Roadway operations, such as snow removal & pothole filling
 - public communications.
- **Payments and Permits.** The payment and permit desks at Town Hall are closed. Many Town payments and permits can still be processed online. See the list that follows:
 - Water & Sewer – Payments can be made through the customer portal <https://woodstock.ws.townsuite.com/>, telephone or online banking, or mail your cheque to 824 Main Street, Woodstock, NB, E7M 2E8. If these options are not available to you, please call Town Hall 325-4600. During COVID-19, the Town will not be disconnecting water for customers who are in arrears. If you are unable to pay your utility bill at this time, please email clerk@town.woodstock.nb.ca or call Town Hall at 506-325-4600 to make payment arrangements.
 - Building / Sign Permits – email: buildinginspector@town.woodstock.nb.ca or call 325-4617.
 - Other Permits – Please call Town Hall 325-4600 or email townhall@town.woodstock.nb.ca

- **Town Council Meetings.** Council-in-Committee and Regular Council meetings will occur by conference call. Agenda items for those meetings will focus on matters of governance related to keeping the Town running.

Protective Measures

- Staff carrying out essential services will follow all provincial safety protocols to protect themselves and the public from COVID-19.
- This includes practicing social distancing, washing hands and/or using hand sanitizer, wearing protective gear, as appropriate, and cleaning high touch surfaces. Employees who feel ill will immediately be asked to self-isolate.

Travel

- All travel involving Town of Woodstock employees has been suspended until further notice.
- An employee who has travelled abroad is required to self-isolate for 14 days upon their return to Canada as per the Public Health Agency of Canada's guidelines

Fires

- All open fires are prohibited until May 1, 2020. "Open Fires" means any burning where combustible products are not vented through a stack or chimney. This includes the burning of grass, debris and other woody material. It does not include stoves and BBQs that burn gaseous materials or briquettes, CSA-approved screen outdoor fireplaces, wood fires for purpose of boiling sap to produce maple syrup or burning under a valid permit issued by the Department of Natural Resources and Energy Development.

What can you do?

Here's what YOU can do to help to reduce the possibility of spreading the virus:

- Stay informed about COVID-19 (coronavirus) and observe all safety protocols listed on the [GNB.ca/coronavirus](https://www.gnb.ca/coronavirus) website.
- Your mental health is important in these situations. Here are some [tips on how to deal with stress in emergencies.](#)
- Stay HOME at all times possible

GROCERY SHOPPING TIPS

- Designation one person in your household to get essential items, such as groceries, prescriptions, fuel, etc.
- Do not make daily visits to the store.
- Wait your turn when shopping and avoid reaching over others.
- Always maintain social distancing and make sure there is 6-feet (2-metres) between you and another individual at all times.
- Pay very close attention to the instructions provided by the store.
- Use one of the delivery or pick-up options available.
- Wherever possible, stay home.

How can I stay informed about the Town's response?

- For updates about the Town of Woodstock and our COVID-19 response, follow us on [Facebook](#), [download the Town App](#) and sign up for [Town email alerts](#). You can always reach out to us if you have any questions during this difficult time by email townhall@town.woodstock.nb.ca or phone 506-325-4600.