

Still Serving You.

Email	info@dufferincounty.ca
Call	519-941-2816 (2500)

“In keeping with the advice from the Ontario Chief Medical Officer of Health, the County of Dufferin has moved to close most County facilities in an effort encourage social distancing and to help limit the spread of COVID-19,” said Warden Darren White. “During this difficult and unprecedented time, the County of Dufferin is committed to supporting the community in the best way possible. We want to ensure the safety of staff, clients, and the public.”

At this time County staff are at full capacity with some personnel working remotely and some on-site to continue to provide services to the community. The following is a list of County services which identifies closures or cancellations, those that can be accessed online or via telephone and those that are operating at a limited capacity.

Community Services

Income Supports [\(Click here\)](#)

- Clients currently in receipt of Ontario Works benefits will continue to receive them automatically
- New applications for Ontario Works benefits can be accessed over the phone by calling 519-941-6991 ext. 2112 and online [\(Click here\)](#)
- Essential in-person visits will be available by appointment from 8:30 am to 11:00 am Monday through Friday
- If you have been laid off as a result of this pandemic please contact Service Canada to apply for financial assistance [\(Click here\)](#)

Community Housing ([Click here](#))

- Staff are available to respond to tenant concerns and will be providing support over the phone. Please contact us directly at 519-941-6991 or email communityservicesinfo@dufferincounty.ca
- Staff able to work remotely but will be available if required to bring things to tenants
- Potential visitors to the facility are asked to self-screen, notices have been posted at entrances
- Homelessness Prevention Program – for information ([Click here](#)) or please call 519-941-6991 ext. 2110, or email hpp@dufferincounty.ca
 - For an application ([Click here](#))
- Homeownership Program – open for applications
 - For an application or additional information, [Click here](#)

Child Care ([Click here](#))

- EarlyON Centre Sites – Closed
 - Virtual programming, online support and resources – [Click here](#) for more information
 - Outdoor programming is offered on a rotation for all three sites (Orangeville, Grand Valley and Shelburne) – follow *EarlyON–Dufferin* on Facebook or email communityservicesinfo@dufferincounty.ca for more information
 - Follow EarlyON Instagram: [dufferinearlyon](#)
 - 'Ask EarlyON' – phone line available Monday to Friday 9:00 a.m. – 4:00 p.m.
- Child Care Fee Subsidy – Families can contact their Community Services Worker directly via email or voicemail. Alternately, families can email childcarefeesubsidy@dufferincounty.ca or call (519) 941-6991 ext. 2223
 - For a Child Care Fee Subsidy application ([Click here](#)) Completed applications can be emailed to childcarefeesubsidy@dufferincounty.ca
*Please note that there is currently a waitlist in place for regular fee subsidy

Employment Resource Centres ([Click here](#))

- Orangeville – Only available for essential visits between 8:30am and 11:00am. Required documentation can be submitted by placing the documents in the mail box located at Entrance B, or scanning and emailing the documents to your caseworker. Alternately, if you require immediate assistance or have a need outside of submitting documentation, call 519-941-6991 or email communityservicesinfo@dufferincounty.ca or contact your caseworker directly

- Shelburne – Open for essential visits between 8:30am and 11:00am
Required documentation can be submitted by placing the documents in the mail box located outside of Entrance E at the Mel Lloyd Centre, or by scanning and emailing the documents to your caseworker

Office of the CAO

Emergency Management Division ([Click here](#))

- Coordination of resources

Human Resources ([Click here](#))

- Interviews and hiring via Zoom, Skype and telephone

Corporate Services

Clerks Division

- Communication – social media and website
- Main phone reception and inquires
- Commissioning of documents – currently not being offered

Treasury

- Payables Processing
- Payroll Processing

Dufferin Oaks

Dufferin Oaks Long Term Care ([Click here](#))

- For current updates on visiting, please reference the [guidelines available online](#).

Dufferin County Community Support Services ([Click here](#))

- Meals on Wheels Hot Meals and Frozen Meals
 - Frozen Meals on Wheels program remains available
 - Hot Meals programs in Orangeville and Shelburne continues to operate
- If you have any concerns about access to food, or other essentials please call 519-925-5452
- Only essential transportation services will be available
- Adult Day Program - Suspended

- Bathing Program - Suspended
- Congregate Dining Program - Suspended

Mel Lloyd Centre

- All public and group rentals – Suspended
- New Horizons events and bookings – Suspended. For inquires please contact Pat Batchelor at 519-925-3764

Public Works

- All services can be accessed via phone and online
 - Emergency Numbering ([Click here](#))
 - Entrance Permits & Opinions ([Click here](#))
 - Excess Load Permits ([Click here](#))
 - Road Occupancy Permit ([Click here](#))

Waste Services ([Click here](#))

- Curbside collections are currently continuing as normal, with some adjustments. Some of our programs, including event days are also being impacted. The County will ensure there are timely updates on waste collections, programs and events if/when any changes are required. Stay connected! Follow Dufferin Waste on Twitter and Facebook, download the Dufferin Waste app or check our website at www.dufferincounty.ca/waste.
- \$2.00 bag tags can be purchased for additional garbage bags/containers
- [Click here](#) for a list of locations where bag tags can be purchased
- Winter events are currently pending as we work on dates, times and locations. Please visit www.dufferincounty.ca/waste for updates
- The 2020/2021 Waste Services Guide is now available [online](#). Mailing of the new guide has been postponed until further notice
- 55 Zina Street office is closed to the public for Bulky Item bookings and Green Bin and Blue Box replacements/distribution
- For curb side collection issues or to book a Bulky Item collection, please contact GFL directly at 1-888-941-3345, ext. 1. For all other inquiries including Green Bin and Blue Box replacement/distribution, please contact Dufferin Waste Services at 519-941-2816, ext. 2620 or by email at dufferinwaste@dufferincounty.ca

County Forest – Currently closed. For additional information ([Click here](#))

Development and Tourism

Economic Development ([Click here](#))

Museum of Dufferin ([Click here](#))

- Under the new Provincial COVID-19 framework, the Museum of Dufferin will be closed to the public until Thursday, January 28, 2021
- Based on Public Health directives, on Thursday, January 28, 2021 the MoD will open to the public Thursday to Saturday from 10:00 a.m. to 4:00 p.m.
- MoD staff will begin working remotely and respond to inquiries on January 4, 2021. Please visit www.DufferinMuseum.com for further information and updates

Building Division ([Click here](#))

- Front counter – Closed
- In support of the Provincial Government's emergency order, effective January 14, 2021, the following procedures have been implemented:
 - Building inspections will continue for all construction deemed as essential by the Province of Ontario provided all persons onsite are wearing non-medical masks and maintain a minimum of two (2) meter physical distancing for the duration of the inspection.
 - County Building Inspectors have the right to refuse an inspection if exposure to the COVID-19 virus is suspected or if individuals onsite are not practicing COVID-19 safety protocols.
 - In the event of suspected undue exposure to the County Building Inspector, a third party inspection report and photos from an engineer will be reviewed if submitted and may be approved. A third party inspection may only be submitted for issued building permits that are deemed as essential construction by the Province of Ontario and the inspection has been refused by the County Building Inspector.
- Building Permits
 - The Building Services Division will be accepting, reviewing and issuing building permits electronically through the e-permitting system ([Click here](#)) for more information
 - **Construction without a permit is prohibited.**
- If you have any questions or concerns please contact:
 - Building Services Division - building@dufferincounty.ca or via phone 519 941-2816 ext. 2700
 - Greg MacNaughtan - Chief Building Official cbo@dufferincounty.ca or via phone 519 941-2816 ext. 2701