

WE ARE HERE WORKING BUT IN A DIFFERENT WAY

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 the necessary services. 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 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 [\(click here\)](#)

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
- Enhanced cleaning will be carried out at Community Housing complexes
- Staff will be checking in with vulnerable tenants (for example seniors with no family nearby) to provide support, most vulnerable first
- Working with the food bank and other agencies to be prepared to do deliveries if required
- 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
- For information about or to access our Homelessness Prevention Program [\(Click here\)](#) or please call 519-941-6991 x2110, email hpp@dufferincounty.ca
For an application [\(Click here\)](#)

Child Care [\(Click here\)](#)

- EarlyON Centres - Closed
- Jean Hamlyn – Closed
- 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 [\(Click Here\)](#) for a Child Care Fee Subsidy application. Completed applications can be emailed to childcarefeesubsidy@dufferincounty.ca

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 - Closed

Corporate Service

Building Division [\(Click here\)](#)

- Front counter – Closed

- Building Permits - The Building Services Division will be accepting, reviewing and issuing building permits electronically through the e-permitting system [\(Click here\)](#)
- Inspections of Existing Building Permits – Suspended as of 11:59pm March 24, 2020 until 11:59pm April 7, 2020 with the possibility of an extension.
- A third-party inspection report and photos from an engineer will be reviewed if submitted and **may** be accepted upon approval. A third-party inspection report will only be reviewed for issued building permits and for only **one** mandatory inspection per permit.
- If you have any questions or concerns please contact Greg MacNaughtan - Chief Building Official via email at cbo@dufferincounty.ca or by phone 519-941-2816 ext. 2701

Clerks Division

- Communication – social media and website
- Main phone reception and inquires

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

- Coordination of resources

Dufferin Oaks

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

- Only essential visitors are permitted and only those passing a screening process as they enter. Essential visitors are defined as "someone who is visiting a resident who is dying or who is gravely ill"
- Resident activities will be limited to small groups conducted by internal staff only

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

- Meals on Wheels Hot Meals and Frozen Meals - Suspended until further notice
- 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

Waste Services [\(Click here\)](#)

- Curbside collection to continue as normal. Any service information will be posted as required
- 55 Zina Street office is closed to the public for bulky item bookings and green bin and blue box replacements/distribution
- For curbside 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

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 [\(Click here\)](#)

Human Resources [\(Click here\)](#)

- Interviews and hiring via Skype and telephone

Planning, Economic Development and Culture

- Economic Development [\(Click here\)](#)
- Museum of Dufferin [\(Click here\)](#) – Closed

Treasury

- Payables Processing
- Payroll Processing