



**MEDIA RELEASE
STATE OF EMERGENCY
FOR IMMEDIATE RELEASE**

August 26, 2020

Town Hall reopens to the public effective Sept. 1, with restrictions

Smiths Falls – The Town of Smiths Falls is pleased to announce the municipal complex will be reopening, effective Tuesday, Sept. 1 at which time the complex will be open for regular business hours, Monday to Friday, 8:30 a.m. to 4:30 p.m.

“We are pleased to once again be welcoming the public into the municipal complex,” said Shawn Pankow, Mayor of the Town of Smiths Falls. “It’s been several months since we closed our doors at the height of the COVID-19 pandemic and we’re looking forward to once again greeting visitors in person. While COVID-19 remains a concern, we encourage visitors to take advantage of our online services, but for those who wish to come in person we are ready and happy to serve you.”

The municipal complex was closed to the public on March 16 in response to provincial restrictions while under a State of Emergency and to help reduce the spread of COVID-19. Since that time municipal services have been available online and staff have been accessible to residents and taxpayers via phone or email.

Beginning Sept. 1, restrictions will be in place at the municipal complex to continue to reduce the spread of COVID-19 in the community. Visitors to the complex must take the following precautions and conform to these restrictions:

- A mask or face covering must be worn at all times.
- All visitors must sign in when entering the complex.
- Physical distancing measures will be in place and access will be limited to the front lobby area.

- There will be designated lines for entering and exiting. Members of the public will enter through the main central doors located off Beckwith Street and exit through the doors leading to Church Street.

While all municipal services will resume in Smiths Falls, virtual meetings or telephone meetings will continue to be encouraged. If an in-person appointment is required with the Mayor or staff, arrangements must be made in advance.

Meetings arranged through appointment will require sign-in at the customer service counter at which time reception will inform the appropriate staff member who will arrive to provide escort to the designated meeting area. During in-person appointments staff will remain behind clear barriers and physical distancing must be maintained with masks continuing to be worn for the duration of the appointment.

Residents are encouraged to continue to use online payments when possible. Residents can register for e-Bill payment through the Town of Smiths Falls website, www.smithsfalls.ca; online payments can be made via credit card, PayPal, or through online financial institutions.

The Town of Smiths Falls appreciates the public's patience while staff and management navigate through this new way of doing business.

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