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COVID-19 impact on Town services – Update March 24

NEW TECUMSETH, ON – We all have a part to play in stopping the transmission of COVID-19 in our community and our country. The Town of New Tecumseth’s focus is and always has been in making sure our community and our residents are as safe as possible.

“In these unprecedented and ever evolving times, we are committed to doing our part to flatten the curve,” said New Tecumseth Mayor Rick Milne.

The Town is taking the appropriate steps to ensure the safety of our employees while still being able to focus on continuing to deliver the most essential and critical services for the community.

“However, we have taken steps to ensure continuity of business operations and have implemented changes to our regular processes in order to adapt to the current situation,” he said.

Office employees from the Administration Centre and the JOC who are able to work offsite are now being directed to work from home. Those able to complete their daily tasks remotely will be working their regular scheduled shifts. These arrangements will be continually reviewed and revised as appropriate.

“The municipality will continue to be here for our residents. We will continue to serve our community. We will answer your calls. We will continue to complete any and all services that we can – remotely wherever possible,” Milne said.

During this time, our Customer Service team will continue to answer your calls and emails. For general inquiries, please call the Town of New Tecumseth at 705-435-3900 or 905-729-0057 or email info@newtecumseth.ca

The Town’s most critical services will continue ensuring our community has emergency services from our New Tecumseth Fire Rescue, safe drinking water and required wastewater treatment and necessary road maintenance.

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Services will continue onsite including fire, water and wastewater operations, road maintenance and snow removal if required, bylaw requirements, construction and building inspections.

Town staff are continuing to work with all levels of government through this fluid situation.

“We thank our community for their patience and understanding through this trying time. We urge each and every one of you to be responsible and practice and maintain physical distancing so we can help flatten the curve. We ask you to work together and support each other during these difficult times,” Milne said.