

# FAQ'S NORFOLK COUNTY SERVICES DURING COVID-19

Norfolk County is actively monitoring the global outbreak of coronavirus and taking steps to protect the health and safety of our community. Those steps include closing all County buildings to the public at least until 8:30 a.m. on April 6, 2020.

Below are the answers to a range of the most frequently-asked questions about accessing Norfolk County services over the coming weeks.

## How do I protect myself and others?

- Wash your hands often with soap and water or use an alcohol-based hand sanitizer.
- Avoid touching your eyes, mouth and nose as much as possible.
- Avoid contact with people who are ill and their items.
- Cover your coughs and sneezes with a tissue. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands. Wash hands after coughing and sneezing.
- Maintain a healthy lifestyle, including a healthy diet, exercise and enough sleep, to enhance your body's immune system.
- If you need to self-isolate, please follow the advice from your healthcare provider.
- Symptoms of COVID-19  
Common signs include fever, and respiratory symptoms such as cough, shortness of breath, and breathing difficulties. In more severe cases, infection can cause pneumonia and acute respiratory distress.

## Can I still contact Norfolk County for information and services?

- Yes, Norfolk County will continue to operate as usual through phone, email and online at [www.norfolkcounty.ca](http://www.norfolkcounty.ca).
- **Use Any Number, Dial the Extension:**  
**Simcoe 519-426-5870**  
**Delhi 519-582-2100**  
**Langton 519-875-4486**  
Health and Social Services  
519-426-6170
- Email: [askus@norfolkcounty.ca](mailto:askus@norfolkcounty.ca)
- In person services will be suspended through to 8:30 am Monday April 6, 2020.

## Can I still apply for a marriage licence?

- No marriage licences will be issued at this time as offices will remain closed through to 8:30 am Monday April 6, 2020.

## Updates:

<https://www.norfolkcounty.ca/covid-19>

<https://hnhu.org/covid-19>

## Business Licensing

- All business licensing renewal and new applications such as (peddlers, auctioneers, amusements, hotel/motels, bed & breakfasts, mobile food premise, food premise, tow trucks, pawnbrokers, salvage yard, personal aesthetic services and taxicabs) will be suspended through to 8:30 am Monday April 6, 2020.
- Email [clerks@norfolkcounty.ca](mailto:clerks@norfolkcounty.ca) or dial ext. 1357 for information.

## I had booked a civil marriage ceremony. What happens now?

- All civil marriage ceremonies scheduled through to 8:30 am on Monday April 6, 2020 are cancelled as County facilities are closed during this time. Fees paid for any civil ceremonies cancelled during the closure will be fully refunded.
- Email [clerks@norfolkcounty.ca](mailto:clerks@norfolkcounty.ca) or dial ext. 1070 for information.

## Will I be able to obtain a burial permit?

- Yes, special service delivery with County funeral homes will be established.
- Email [clerks@norfolkcounty.ca](mailto:clerks@norfolkcounty.ca) or dial ext. 1237 for information.

## Can I still get documents commissioned?

- No documents will be commissioned at this time as offices will remain closed through to 8:30 am Monday April 6, 2020.
- Email [clerks@norfolkcounty.ca](mailto:clerks@norfolkcounty.ca) or dial ext. 1237 for information.

## Can I still inquire about Freedom of Information and/or file a request?

- For more information please contact Norfolk County's Information and Privacy Coordinator by email [kevin.klingenberg@norfolkcounty.ca](mailto:kevin.klingenberg@norfolkcounty.ca) or dial ext. 1261.

## Will By-Law Enforcement services continue?

- Minimal staffing will be maintained to address essential requirements (e.g. parking and by-law enforcement and animal control, etc.).
- Residents can continue to report critical requests by dialing ext. 6015 or [bylaw@norfolkcounty.ca](mailto:bylaw@norfolkcounty.ca).
- For after-hours emergency assistance please contact 1-888-310-1122 (OPP).

## Can I still apply for building permits? Are inspections continuing?

- The Building Department will be closed to walk-ins through to 8:30 am Monday April 6, 2020.
- Building applications can be submitted electronically to [permits@norfolkcounty.ca](mailto:permits@norfolkcounty.ca) and forms for this purpose are online. Permits will be reviewed and issued by staff in the normal course. Payments will be resolved at a later date.
- Inspections are suspended for the time being. However, other options may be considered on a case by case basis, as approved by the Chief Building Official. Please email [inspections@norfolkcounty.ca](mailto:inspections@norfolkcounty.ca) or call 519-426-5877 ext. 4677
- For all inquiries general inquiries to building please dial ext. 6016

## Can I still apply for planning permissions? Are pre-consultations occurring?

- The Planning Department will be closed to walk-ins through to Monday April 6, 2020.
- Applications following a pre-consultation meeting (where pre-consultation is required) may be submitted at the Robinson Administration Building drop box on the 2nd floor. However, this must be prearranged. Please email [planning@norfolkcounty.ca](mailto:planning@norfolkcounty.ca) for instructions.
- Any pre-consultations that may have been booked during this period will be rescheduled or rearranged to be held by electronic means. Please email [planning@norfolkcounty.ca](mailto:planning@norfolkcounty.ca) to inquire about pre-consultations.
- For all general inquiries to planning please email [planning@norfolkcounty.ca](mailto:planning@norfolkcounty.ca) or dial ext. 1829

## Is the POA court house open?

- No. The Provincial Offences Court at 185 Robinson Street, Suite 100, will be closed through to 8:30 am Monday April 6, 2020.
- All Provincial Offences Act matters scheduled from Monday, March 16, 2020 through to and including Friday, April 3, 2020 have been adjourned and rescheduled to a later date.
- Staff in POA Court Administration will be in the office for a limited number of hours each day to accept filing from Enforcement Agencies as per legislative timelines. A drop box is available at the main entrance to the facility for this purpose. It is also available for public filings as necessary.
- Payments may be made online at [www.paytickets.ca](http://www.paytickets.ca).
- Email [poa@norfolkcounty.ca](mailto:poa@norfolkcounty.ca) or dial ext. 2506 for information.

## Can businesses continue to submit bids on County procurement projects?

- Bidders are advised that during this period of time, the bidding process will proceed as normal, including submitting questions and issuing addenda.
- Bidders may submit questions pertaining to a specific bid call to the Purchasing Representative through the bids & tenders using the 'Submit Question' button.
- Some procurement processes could take longer than usual due to the County facilities closure.
- For general inquiries, vendors may contact Corporate Support Services at [purchasing@norfolkcounty.ca](mailto:purchasing@norfolkcounty.ca). Emails will be monitored by Purchasing staff.

## I am scheduled to make a delivery at a County building. Will deliveries still be accepted?

- Deliveries can still be made to County buildings and contact information will be posted on the door.

## What is happening with programming and March Break Camps?

- All programming has been cancelled or postponed. All program participants will be contacted and refunds or credits will be issued.

- Email [recreation@norfolkcounty.ca](mailto:recreation@norfolkcounty.ca) or call 519-426-8866 ext. 2233 or ext. 2204 for information.

## How do I apply for a refund for programming?

- Please contact [recreation@norfolkcounty.ca](mailto:recreation@norfolkcounty.ca) or call 519-426-8866 ext. 2233 or ext. 2204.

## Are Spring/Summer registered recreation programs still continuing?

- Programming outside of the closure is still planned at this time.
- Please follow us on Facebook at NorfolkRecreation or contact [recreation@norfolkcounty.ca](mailto:recreation@norfolkcounty.ca) or call 519-426-8866 ext. 2233 or ext. 2204.

## Can I still register for Summer Programs?

- Summer Program registrations are still being accepted by calling 519-426-8866 ext. 2233.

## Are Recreation Centres closed and are rentals cancelled?

- All recreation centres, seniors centres, community halls and arenas are closed and all rentals during the closure have been cancelled or re-scheduled
- Email [Facility.bookings@norfolkcounty.ca](mailto:Facility.bookings@norfolkcounty.ca) or call 519-426-8866 ext. 2226 or ext. 2204 for more information.

## Will my Swim or Fitness Pass be extended?

- All 3 month, 6 month or 12 month swim and fitness passes will be extended for the length of the closure.
- For more information email [recreation@norfolkcounty.ca](mailto:recreation@norfolkcounty.ca) or call 519-426-8866 ext. 2233 or ext. 2204.

## Can I still make payments on outstanding accounts?

- Payments for facility rentals, program registrations or other bookings, can be made online by logging into your NORA Customer Account at [nora.norfolkcounty.ca](http://nora.norfolkcounty.ca) or call 519-426-8866 ext. 2233 or ext. 2200.

Use any telephone number below, dial the extension.  
519.426.5870 • 519.582.2100 • 519.875.4485

## **A loved one has just passed away. How can I purchase a plot at Oakwood Cemetery?**

- Pre-need services have been suspended during the closure, however, urgent plot purchases can be arranged by dialing ext. 2214.

## **Who do I contact to arrange a burial at Oakwood or other Norfolk County cemeteries?**

- For more information please dial ext. 2214.

## **Will Forestry Services be impacted?**

- Forestry services will continue to operate as usual, however, staff will be limiting in-person site meetings where possible.
- For more information contact ext. 2224.

## **Is Ride Norfolk service impacted?**

- No, Ride Norfolk will continue to operate under the existing schedule. Cash fares will be accepted on the bus. If you would like to purchase a multi-ride pass, they will be available on the bus for exact cash of \$25.00. If you would like to purchase a pass by credit card please call 519-428-3178.
- For more information contact Ride Norfolk by email at [transit@norfolkcounty.ca](mailto:transit@norfolkcounty.ca) or by dialing ext. 2233 or visit [norfolkcounty.ca/transit](http://norfolkcounty.ca/transit)

## **What are you doing to keep Ride Norfolk buses and bus shelters clean?**

- Vehicles have been equipped with face masks, disposable gloves, disinfectant spray and wipes. Buses will be wiped down at each library stop and all main touch surfaces such as railings, handles etc will be wiped down.
- Passengers with a cough will be asked to wear a mask. Please practice social distancing. Cough or sneeze into your elbow while on the bus or at the bus shelter.
- Please only travel if necessary.

## **When will the Marinas be Open for the season?**

- At this time, the Port Dover Marina opening has been moved to May 1st, 2020. Port Rowan Marina's

opening will remain at May 1st, 2020. Boats will not be permitted to be launched until after this date. Boats will also not be permitted to be launched until dockage fees are paid in full and signed contracts and proof of insurance is received by the County.

## **When are seasonal dockage payments due?**

- Payment in full for seasonal dockage has been extended to May 1st, 2020. During the closure payments can be made over the phone using credit card by contacting the Community Services Department at 519-426-5870 ext. 2200 or ext. 2204. Copies of signed seasonal dockage contracts & proof of insurance can be emailed to [PortDover.Marina@norfolkcounty.ca](mailto:PortDover.Marina@norfolkcounty.ca) (this if for both Port Dover and Port Rowan Marina patrons). Payments can also be made by cheque and mailed/couriered, along with the seasonal dockage contract and proof of insurance to Community Services, 95 Culver Street, Simcoe, Ontario, N3Y 2V5.

## **Can we access our boats that are stored for the winter in the Port Dover Marina during the closure?**

- Access to the marina will be limited and only open to existing winter storage patrons to conduct boat checks. The marina is NOT OPEN to the public and we ask that you refrain from daily walks, or general visits. If you wish to check on your boat or have work that requires to be completed, we ask that you please contact the Marina Manager at the 519-583-1581 or at 519-426-5870 ext. 2225, or by email at [PortDover.Marina@norfolkcounty.ca](mailto:PortDover.Marina@norfolkcounty.ca)

**For more information regarding the Marina closures please contact the Marina Manager by email at [PortDover.Marina@norfolkcounty.ca](mailto:PortDover.Marina@norfolkcounty.ca) or by calling 519-426-5870 ext.2225 or 519-583-1581 and leave a message.**

## **Is curbside garbage and recycling pick up impacted?**

- Curbside garbage and recycling collection services will not be impacted at this time and will continue to operate as usual.
- Email [pwcustomerservice@norfolkcounty.ca](mailto:pwcustomerservice@norfolkcounty.ca) or dial ext. 6027 for more information.

**Use any telephone number below, dial the extension.  
519.426.5870 • 519.582.2100 • 519.875.4485**

### **Are transfer stations still open?**

- Transfer stations will be closed through to 8:30 am Monday April 6, 2020.
- Email [pwcustomerservice@norfolkcounty.ca](mailto:pwcustomerservice@norfolkcounty.ca) or dial 6027 for more information.

### **Will leaf and yard waste pickup be impacted?**

- Leaf and yard waste will not be impacted and will continue to operate as planned.

### **Is the bulky pickup still scheduled?**

- Bulky pickup will not be impacted and will continue to operate as planned.

### **Will road and sidewalk maintenance continue?**

- Road and sidewalk maintenance and repairs will continue as necessary.

### **Will scheduled construction projects be impacted?**

- Construction projects will not be impacted and will continue as usual.

### **How do I report an issue with a streetlight?**

- All Outages of Norfolk County streetlights should be reported to 1-855-647-6589 or [Norfolk.Transtest@gmail.com](mailto:Norfolk.Transtest@gmail.com).
- You must provide: Street Name, Town or Village, and SL# (which appears on the yellow plate located on all of our streetlight poles).
- Standard repairs can take up to 30 days to complete.

### **Are water and wastewater services impacted?**

- Water and Wastewater services will not be impacted and will continue to operate as usual.

### **Are water and wastewater billings suspended?**

- No. Water and wastewater billings will continue to be issued by Erth Solutions.

### **What if I am unable to pay my water and wastewater bill at this time?**

- If you need make flexible payment arrangements please contact Erth Customer Service at 1-877-485-6050 or email [customerservice@erthsolutions.com](mailto:customerservice@erthsolutions.com)  
Water disconnections and collection activities have been suspended during this unprecedented time.

### **Are public events still happening at County Facilities?**

- All public events scheduled at County facilities will be closed through to 8:30 am Monday April 6, 2020.
- Community events taking place in County facilities will also be cancelled during this period.

### **Are Council meetings still taking place?**

- All Council, Committee and Advisory Committee meetings are cancelled through to 8:30 am Monday April 6, 2020.
- The Mayor can call a special meeting of Council to discuss urgent business if required.
- Council meeting information and schedules will be updated at: <https://www.norfolkcounty.ca/government/agendas-minutes/>

### **When are taxes due?**

- In an effort to help alleviate the financial pressures being placed on residents during the COVID-19 pandemic, Norfolk County is delaying the property tax payment deadline until April 30, 2020.
- Penalties will not be charged if the first interim installment is not paid by the original March 31 due date.
- Pre-authorized payments will proceed as previously scheduled. Those who take part in the pre-authorized payment program should contact the County's tax department by 4:30 p.m. March 26 if they'd like to opt out of the payment plan.
- Those who previously submitted post-dated cheques and do not want them cashed on March 31 as normal should also contact the County's tax department by March 26.
- Those who typically pay their property taxes as part of their mortgage payments should get in touch with their financial institution.

**Use any telephone number below, dial the extension.  
519.426.5870 • 519.582.2100 • 519.875.4485**

- Questions and concerns can be directed to [propertytaxes@norfolkcounty.ca](mailto:propertytaxes@norfolkcounty.ca) or ext. 1666.

### **If I cannot make the tax payment due date, will the County waive the late fee?**

- No, the tax due dates, penalty and interest are legislated; late payment fees will be automatically added to the tax account.
- There are many easy options to make tax payments despite the office closures, including through financial institutions, drop box at the Delhi, Langton or Simcoe Administration offices for cheque payments, credit card payments, etc. See options below.

### **What other options are available for tax payments?**

- At a bank or other financial institution: Property taxes are payable at most banks or trust companies (financial institutions may charge for this service).
- Internet/telephone through financial institutions: When making the transaction, enter your 15-digit Tax Roll Number as the requested account number.
- Credit card payments: are not accepted directly by Norfolk County. However, Property Taxes can be paid online by credit card using an online bill payment service provider such as Plastiq or Paytm. The service provider may charge service fees and there may be restrictions on the types of credit cards accepted. Norfolk County receives only the billed tax amount. Payment is processed by the County on the date we receive the funds which may be a few days after payment is made. Please refer to the service provider's website for terms and conditions of their service, charges and payment processing times.
- Cheques: payable to "Norfolk County" can be dropped off at the drop box at the following locations. Do not leave cash in drop boxes.

### **County Administration Building (Simcoe)**

50 Colborne St. South  
 Simcoe, ON N3Y 4H3  
 Phone: 519-426-5870  
 Fax: 519-426-8573  
 (Talbot Street Entrance)

### **Delhi Administration Building (Delhi)**

183 Main St. of Delhi  
 Delhi, ON N4B 2M3  
 Phone: 519-582-2100  
 Fax: 519-582-4571

### **Langton Administration Building (Langton)**

22 Albert St.  
 Langton, ON N0E 1G0  
 Phone: 519-875-4485  
 Fax: 519-875-4789

- Cheques may also be mailed to 50 Colborne St., S. Simcoe ON N3Y 4H3. Write your 15-digit Tax Roll Number on each cheque. Postdated cheques are also accepted.
- Pre-Authorized Tax Payment Plan: the County withdraws your tax payments automatically from your bank account on a monthly basis. There are no service charges or fees for enrolling in the plan. More information is available at <https://www.norfolkcounty.ca/download/Pre-Authorized-Payment-Form-Rev.-1.pdf>
- Completed forms or inquiries may be emailed to [propertytaxes@norfolkcounty.ca](mailto:propertytaxes@norfolkcounty.ca)

### **How do I obtain a receipt or statement for my property?**

- Property Tax Statements can be requested by email to [propertytaxes@norfolkcounty.ca](mailto:propertytaxes@norfolkcounty.ca). A fee of \$8.15 will be applied to the applicable tax account.

For general tax inquiries email [propertytaxes@norfolkcounty.ca](mailto:propertytaxes@norfolkcounty.ca) or press option 3 after calling into our offices.

### **Is Norview Lodge open to visitors?**

- Visiting restrictions have also been placed on all long-term care facilities in Haldimand and Norfolk counties, as recommended by the Ministry of Health
- The restrictions are part of the province-wide effort to contain the spread of COVID-19, a respiratory virus which can be quite serious for the elderly or those with a compromised immune system.
- Only essential visitors will be permitted into long-term care homes until further notice.

**Use any telephone number below, dial the extension.  
 519.426.5870 • 519.582.2100 • 519.875.4485**

- The Ministry of Health defines essential visitors as those whose loved one is near end-of-life or who is very ill or a parent/guardian of an ill child or youth in a live-in treatment setting.
- These visitors will continue to be screened prior to entering the facility.
- Staff will take advantage of technology to ensure loved ones remain connected while visiting is limited.

#### How can I contact Norview Lodge?

- Call 519-426-0902 for more information.

#### Norfolk County Contacts for Non-Health related Matters:

##### General information

519-426-5870

[askus@norfolkcounty.ca](mailto:askus@norfolkcounty.ca)

##### Property Taxes

dial ext. 1666

[propertytaxes@norfolkcounty.ca](mailto:propertytaxes@norfolkcounty.ca)

##### County Clerk's Office

519-426-5870

[clerks@norfolkcounty.ca](mailto:clerks@norfolkcounty.ca)

##### POA Office

dial ext. 2506

[poa@norfolkcounty.ca](mailto:poa@norfolkcounty.ca)

**Public Works** (roads, garbage, recycling, water and wastewater, drainage)

##### During business hours

519-582-2100

519-428-0020

[pwcustomerservice@norfolkcounty.ca](mailto:pwcustomerservice@norfolkcounty.ca)

##### After hours emergencies

1-877-298-5888

#### Ontario Works Note: Submission of March income card is not required for benefits

##### Ontario Works new applicants

519-426-6170 or 905-318-6623 ext. 3132

##### Ontario Works existing clients

Contact Case Manager for a telephone appointment

**Ontario Works clients who normally come to the office to pick up their benefits cheque need to contact their Case Manager to make pick up arrangements in advance.**

##### Emergency Housing and Homeless Prevention Services

519-426-6170 or 905-318-6623, ext. 3134

**Social Housing, Housing Stability Bank applicants, new or existing** 519-426-6170 or 905-318-6623, ext. 3234

#### Contacts For Health-related Matters:

##### Telehealth Ontario

24/7 advice

1-866-797-0000

##### H-N Public Health COVID-19 Hotline

519-426-6170 ext. 9999

weekdays 8:30 am – 4:30 pm

##### Emergency Homeless Intake

519-426-6170 or 905-318-6623 ext. 3134

Updated March 27, 2020

**Use any telephone number below, dial the extension.  
519.426.5870 • 519.582.2100 • 519.875.4485**