



Posted on Thursday, April 02, 2020



Kawartha Lakes – The City of Kawartha Lakes continues to operate in a State of Emergency, in keeping with the Province’s extension of its State of Emergency. As the number of cases across the province and country continue to rise, all levels of government are responding to increased health and safety directives to prevent the

spread of COVID-19.

Mayor Letham reminds residents to be vigilant with following physical distancing, self-isolation and hygiene directions as provided by the HKPR District Health Unit and Medical Officers of Health. Staying at home unless absolutely necessary remains the number one priority for all of us. For a list of all affected services and links to up to date health information, visit [COVID-19 information \(/en/living-here/covid-19-information.aspx\)](/en/living-here/covid-19-information.aspx) or call 705-324-9411 extension 4000.

“Through consultation with Mayor and Council, during the month of April and as long as necessary, we will focus resources on critical and essential services while supporting our frontline healthcare providers and partners. We are continuously evaluating the level of services we can provide to residents, while ensuring the safety of staff and the community we serve is the top priority,” commented Ron Taylor, CAO, City of Kawartha Lakes.

Until further notice, the following closures and service level changes will be in effect. This list includes all previous announcements.

Municipal Administration

All municipal buildings are closed to the public.

The municipal call centre is closed.

- For fire, paramedic or police emergencies, please dial 911.
- Call 705-324-9411 and press 4000 for a recording of the latest information on closures.
- If you have a **municipal emergency during business hours of 8:30am to 4:30pm**, requiring immediate attention, please call 705-324-9411 and press 0 to leave a message. Messages will be monitored on a regular basis but only emergencies will be responded to at this time. All other inquiries will be managed when regular services resume.
- For **after-hours municipal emergencies** between the hours of 4:30pm and 8:30am, please call 1-877-885-7337.
- For information regarding the fire/flood index rating please call 705-324-9411 and enter 8.

Waste and Recycling

Curbside waste continues as scheduled. Bag limit increased to three bags weekly while landfills remain closed to public access, effective April 6.

Seasonal curbside collection begins May 4. For residents arriving to their seasonal residences before May 4, please let us know by using [the online reporting tool](http://www.kawarthalakes.ca/reportit) (<http://www.kawarthalakes.ca/reportit>) and choose Waste Collection/Recycling, or call 705-324-9411 extension 1118.

All landfills are closed to the public. Lindsay/Ops Landfill is open to commercial account holders only from 10am to 4pm, Monday to Thursday.

Illegal dumping is a crime.

Roads

Roads are being patrolled regularly to inspect conditions. Roads crews will commence limited road maintenance activity on April 6, focusing on surface conditions to ensure motoring traffic safety.

Road maintenance services will consist primarily of pothole patching and grading activity as weather permits. Until April 15, there will also be limited roadside brushing activity. Work will continue on a limited schedule to ensure health and safety regulations are adhered to.

Residents may [report issues online](http://www.kawarthalakes.ca/reportit) (<http://www.kawarthalakes.ca/reportit>) that require attention. All requests will be recorded and processed as business operations return to normal.

Human Services

The Human Services offices at 68 Lindsay Street North in Lindsay and 49 Maple Avenue in Haliburton remain closed for public access. All critical operations including social assistance applications and payments; housing support and the maintenance of all KLH Housing buildings are continuing.

Staff can be reached at 705-324-9870 or 1-877-324-9870. These numbers are being used for Haliburton County residents as well at this time. Alternatively, emails can also be submitted to CKLhumanservices@kawarthalakes.ca (<mailto:CKLhumanservices@kawarthalakes.ca>). We are operating with greatly reduced staffing levels. We will respond to all messages, but it may take slightly longer than usual.

Social assistance payments to ongoing recipients will continue to be issued on the same monthly schedule and by the existing payment method.

New applications for Ontario Works can be started using the [online application](https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx) (https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx) or by phone at 705-324-9870 or 1-877-324-9870, and press "2".

Effective immediately there is a temporary one-time discretionary benefit available to those in receipt of Ontario Works to address additional costs resulting from the COVID-19 pandemic. This benefit provides a maximum of \$100 to single individuals or \$200 to families of two or more.

Emergency financial support is also available to Kawartha Lakes and Haliburton County residents who are not in receipt of Ontario Works or Ontario Disability Support Program and are in financial crisis as a result of the COVID-19 pandemic. This Emergency Assistance may be available to people who haven't yet accessed other financial supports, such as the Canada Emergency Response Benefit or Employment Insurance Benefits.

To apply for either of these benefits, call our office at 705 324-9870 or toll free 1-877-324-9870 and press "7" to leave a message with your contact information. You can also email CKLhumanservices@kawarthalakes.ca (<mailto:CKLhumanservices@kawarthalakes.ca>) and leave a contact number where you can be reached.

Applications for Emergency Assistance can also be started using the [online application](https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx) (https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx).

For information about federal supports for individuals related to COVID-19, please visit the Benefits please visit the Government of Canada website for [Support for Individuals and Families](https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html) (<https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html>).

Fire and Paramedic Administration

All Emergency Services (Fire, Police and Paramedics) are being maintained.

All administration buildings (Headquarters) for Fire and Paramedic Services are

closed to the public. This includes all Fire Stations across the municipality.

Please note: The Ministry of Natural Resources and Forestry (MNRF) has implemented a Restricted Fire Zone (RFZ) across the entire legislated fire region of Ontario (<https://www.ontario.ca/page/outdoor-fire-restrictions>) due to impacts related to the pandemic. This RFZ is effective April 3, and will remain in effect until the MNRF can determine that emergency response capacity will not be impacted by COVID-19. There is also a burn ban in effect for Kawartha Lakes (</en/living-here/burn-bans-permits-and-by-laws.aspx>).

Boards and Committee Meetings

Municipal Boards and Committee meetings remain suspended.

Building Inspections

Building Officials will not conduct inspections on projects that contain an occupied dwelling (Finished basement, Secondary suites or addition, etc.). We will continue to offer inspections to all other permits during regular inspection hours, until further notice.

Planning and Development

Planning and Development is continuing to process existing applications, but no new applications will be accepted at this time.

Lindsay Transit

Conventional transit is suspended.

LIMO Specialized Transit is available for critical/essential transportation only, from Monday to Saturday, 7am to 7pm by appointment. To book an appointment, contact 705-324-3331.

All fares will be waived in an effort to keep our staff and the public safe.

Municipal Airport

The airport is closed. It will remain open for Orng and any emergency vehicles.

Community Services

All arenas, community halls, libraries, recreation centres, pools, museums and service centres are **closed** until further notice.

The following Parks and Recreation amenities are **closed**:

- Playgrounds
- Sports fields
- Sport courts

- Skateboard parks
 - Picnic areas
 - Outdoor exercise equipment
 - Washroom facilities
-
- Beaches (new)
 - Park shelters (new)
 - Public gardens (new)

We remind residents that **public gatherings are not permitted on municipal property**. Green spaces in parks, trails, ravines and conservation areas that are not otherwise closed remain open for walkthrough access, however a physical distance of at least two metres (six feet) must be maintained at all times.

- Drop Boxes at municipal facilities (City Hall, Service Centres, Libraries) are closed and are not being monitored. Residents are encouraged to use Canada Post for document delivery.

Victoria Manor

In order to provide the highest level of protection to residents, [effective March 14 \(/en/news/victoria-manor-to-limit-public-access-to-essential-visitors-only.aspx\)](/en/news/victoria-manor-to-limit-public-access-to-essential-visitors-only.aspx), Victoria Manor in Lindsay has implemented limited visiting to the home as directed by the Government of Ontario. Learn more about how [Victoria Manor has launched new tools \(/en/news/victoria-manor-launches-new-tools-to-help-families-stay-in-touch.aspx\)](/en/news/victoria-manor-launches-new-tools-to-help-families-stay-in-touch.aspx) to help families stay in touch.

For more information, please visit [Victoria Manor \(/en/victoria-manor-long-term-care.aspx\)](/en/victoria-manor-long-term-care.aspx) OR contact 705-324-3558.

earlyON Programs

[earlyON programs \(/en/news/covid-19-update-4-earlyon-programs-closed-to-participants.aspx\)](/en/news/covid-19-update-4-earlyon-programs-closed-to-participants.aspx) in the City of Kawartha Lakes and Haliburton County are closed to participants, consistent with the direction taken by the province, school boards and many other public sector organizations as a public health measure, until further notice.

Kawartha Lakes Public Library

All branches of the [Kawartha Lakes Public Library are closed to the public \(/en/news/public-library-closed.aspx\)](/en/news/public-library-closed.aspx). Branches will remain closed until further notice.

Provincial Offences Act Matters

All [Provincial Offences Act matters \(/en/news/covid-19-update-8-provincial-offences-act-matters-to-](/en/news/covid-19-update-8-provincial-offences-act-matters-to-)

[be-suspended.aspx](#)) scheduled from March 16 through May 29 will be adjourned and rescheduled to a later date. If you have a matter scheduled during this time, you do not need to attend court. A notice of your new court date will be sent to you by mail to the address on file with the court. For more information, please contact your local Provincial Offences court.

Property Tax

To lessen the financial burden on residents impacted by COVID-19, the City is **deferring the payment of property taxes for 60 days** (</en/news/covid-19-update-20-city-operations-focused-on-front-line-pandemic-and-financial-relief-being-provided.aspx>). The installment due on April 29 is extended to June 27.

Water/Wastewater

Water and wastewater operations are being maintained. The City is **waiving penalty and interest** (</en/news/covid-19-update-20-city-operations-focused-on-front-line-pandemic-and-financial-relief-being-provided.aspx>) on water and wastewater bills for the period of April 1 to June 30. Additionally, **water services will not be disconnected** during this period.

A message from City of Kawartha Lakes Police Service (KLPS)

KLPS would like to share some important information about a few of the measures being taken by the federal, provincial and our local municipal government:

- **Restriction of gatherings:** People are not to gather in groups of more than five either in a public place or private location such as a residence.
- **Quarantine Act:** On March 26, the federal government invoked the Quarantine Act. Travelers permitted to enter the country are mandated to go directly home and self-quarantine for two weeks.
- **Personal Identification:** Members of the public are legally required to identify themselves if they are charged with breaching an emergency order.

To ensure the safety and security of our community, and to enforce the new measure taking place with the implementation of the Emergency Management and Civil Protection Act, KLPS has added extra patrols in our downtown core, local residential and business areas, as well as around parks and outdoor spaces. Our officers will attempt to educate the public about these new restrictions, but enforcement through charges will take place if necessary. For more details, visit [Kawartha Lakes Police Service \(https://kawarthalakespolice.com/\)](https://kawarthalakespolice.com/).

[Media inquiries \(/en/municipal-services/news-room.aspx\)](/en/municipal-services/news-room.aspx)

Contact Us

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[E-Mail the City of Kawartha Lakes](#)

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Toll free at [1-888-822-2225](tel:1-888-822-2225)

After-hours emergencies: 1-877-885-7337

[Email Us](#)

With the support of the
Government of Canada through
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The logo for the Government of Canada, featuring the word "Canada" in a serif font with a small Canadian flag icon above the letter "a".

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