

PRESS RELEASE - March 17, 2020

FOR IMMEDIATE RELEASE

Hastings County response to the COVID-19

As the COVID-19 situation continues to evolve, Hastings County is taking action to safeguard the health and well-being of its staff, clients and the public, while continuing to ensure access to essential/critical County Services. At this time Hastings County has not declared a state of emergency however, the Emergency Control Group has been enacted to provide a coordinated effort and stay informed as the situation continues to evolve and is meeting regularly

The County of Hastings administration office and sub offices continues to be open however, the public is encouraged to contact the County via phone (613-966-1311 or 1-866-267-0575) and avoid attending in person where possible. The hours of operation for these buildings has changed and will now be open from 8:30 am to 12 pm and 1:30 pm to 4:30 pm Monday to Friday. The following measures have been put in place in order to ensure services can be provided to the public.

Community and Human Services offices will be managing all inquiries and requests via telephone but will remain open for those individuals who visit the office due to an emergency situation. Clients are encouraged to call their Caseworker or Property Supervisor directly or contact the office through our Intake Access Centre 613-771-9630 or 1-866-414-0300. Where possible essential services that are non-emergency cases clients are encouraged to complete as much of the process over the phone and email as possible. All non-essential in person appointments with clients have been cancelled.

Visitation to the County's two Long Term Care Homes, Hastings Manor – Belleville and Hastings -Centennial Manor- Bancroft is restricted to essential visitors only. By Ministry of Health directive only people visiting residents who are very ill or requiring end-of-life care are permitted to enter the homes. All staff continue to be screened upon entering the home.

Provincial Offences Courts – All Provincial Offences Act matters scheduled from Monday, March 16, 2020 through to and including Friday, April 3, 2020 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 Provincial Offences Court. Before attending the POA office in person you are encouraged to call 966-0331 ext. 3400 to set up an appointment.

The County recognizes that the situation continues to evolve quickly and will continue to provide new information as it becomes available.

Individuals who are concerned that they may have COVID -19 are advised to visit hpePublicHealth.ca for more information. If they have recently travelled or have been in close contact with an individual who has probable/confirmed case, individuals are asked to contact HPEPH at 613-966-5500 or **Telehealth Ontario** at 1-866-797-0000 for more information and Guidance.