



FOR IMMEDIATE RELEASE – March 20, 2020
**City Implements Further Measures to Protect Essential Services Staff
and Public During the COVID-19 Response**

DUNCAN, BC – The City of Duncan is working to ensure the safety of all staff in order to maintain essential services during the COVID-19 event.

Fire protection, water and sewer utilities, garbage collection, emergency management, communications, finance, and governance will continue. Rotation of some Public Works staff will occur, along with other measures to limit exposures.

Bylaw enforcement staff will be conducting additional daytime and nighttime patrols throughout the City. Staff will prioritize bylaw enforcement complaints according to their risk to public health and safety. Enquiries and complaints can be directed to 250-746-6126, bylawenforcement@duncan.ca; or www.duncan.ca/issue-reporting/.

Many City staff members are now working from home where possible. At this time, the following non-essential services continue in a limited capacity:

Development services staff will continue to process existing development permit and building permit applications. This will include the building inspector conducting site inspections with only the site supervisor or designate present. New applications are not being accepted at this time. There will be no in-person meetings with the public. Enquiries may be directed to developmentsservices@duncan.ca

Parks and trails remain open to the public. Public washrooms are also open, with additional sanitization measures put in place. The public is encouraged to follow social distancing precautions and to exercise caution when allowing children to use playground equipment.

The Duncan Farmers' Market will take place on Saturday, March 21, on a very limited basis. In consultation with the Cowichan Medical Health Officer, and the Island Health Environmental Health Officer, the City approved the continuation of farm and food product sales only, which will reduce its size from over 100 vendors to a maximum of 20 vendors. The limited Farmers' Market will provide retail access to food, similar to a grocery store, and will also support local farmers and reduce food and crop losses. Measures will be in place to protect vendors and patrons, such as distancing between vendors, advising customers and vendors not to attend if sick, providing hand washing and sanitization, cleaning high touch surfaces, and canceling product sampling and entertainment.

Duncan Street watermain replacement, which started on March 2, will continue until the new water main has been completed. Additional measures to protect the staff and contractors on site have been put in place. Completion of the surface works (new sidewalk, rain garden, landscaping, etc.) may be delayed if required to maintain other essential services. All other planned infrastructure improvement projects in the downtown area will be deferred for the foreseeable future.

Water billing late penalties have been waived for those customers with payments due on March 31, 2020. If customers are unable to make arrangements to pay their water bills at this time, they will not be penalized.

More information about our delivery of essential and non-essential services will be communicated as it becomes available or as service levels are modified.

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