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**FOR IMMEDIATE RELEASE**  
**November 24, 2020**

## **‘City of Duncan Following New Provincial Health Officer Orders’**

DUNCAN, BC – In response to the recent spike in COVID-19 cases and new provincial orders and guidelines from Dr. Bonnie Henry, the City of Duncan is requiring all persons entering its buildings to wear masks.

Effectively immediately, mask wearing is mandatory for members of public and staff while in all City of Duncan offices and facilities. Residents are encouraged to conduct all business with the City online or over the phone and avoid in-person visits to its offices if possible. Council and Committee meetings will continue to be conducted electronically as required. Size-limited business meetings are still permitted in-person but are required to meet COVID-19 response requirements, including mask use and physical distancing.

City Hall is open for in-person payment transactions (cheque, debit, or cash) Monday to Friday with the following schedule:

- 8:30 am to 10:00 am for seniors or people who are immune compromised; and
- 10:00 am to 4:00 pm for all other customers.

The City does not accept credit cards for property taxes or utility bills. Customers who can make payments through their online banking and file home owner grants through the website ([www.duncan.ca](http://www.duncan.ca)) are encouraged to do so. The drop box at City Hall will continue to be monitored for payments or correspondence.

Other City business can still be done by phone (250-746-6126) or email (general inquiries to [duncan@duncan.ca](mailto:duncan@duncan.ca)). In accordance with new restrictions from the Provincial Health Officer, all employees who can work from home are being encouraged and accommodated to do so for the remainder of the calendar year.

“We continue to closely follow the recommendations of Dr. Henry and will be updating the City of Duncan COVID-19 Safety Plans to reflect the most recent Provincial Health Orders,” said Peter de Verteuil, CAO of the City of Duncan, “and we do not anticipate any disruptions to our core service delivery at this time”

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