

Check out our list of Frequently Asked Questions to help you navigate through these difficult times.



## COVID-19 - Frequently Asked Questions

### Topic: Health & General Information on COVID 19

**Q:** What can I do to help stop the spread of Covid-19?

**A:** As we support our fellow community members and front-line workers, please do your part by **STAYING HOME** and:

- 1) Wash your hands frequently with soap and water or use hand sanitizer
- 2) Avoid touching your eyes, nose, and mouth
- 3) Don't visit neighbours or family but do pick up the phone and call to stay connected.
- 4) Don't have gatherings of more than 10 people (up from 5 as of June 12).
- 4) Anytime you are in public, ensure you are keeping at least 6 feet (2m) distance from others.
- 5) Only go outdoors for walks **if you are not required to self-isolate**.
- 6) Do not let kids play in outdoor playgrounds, picnic areas or sports fields. Walking on trails or through parks is ok but you are reminded to **maintain physical distancing**.

**Q:** What are the best sources of information for getting updates on COVID-19?

**A:** If you are looking for more information about COVID-19 visit the following resources:

- Leeds, Grenville and District Health Unit – <https://healthunit.org/coronavirus/>
- Province of Ontario – [www.ontario.ca](http://www.ontario.ca)
- Government of Canada - [www.Canada.ca/coronavirus](http://www.Canada.ca/coronavirus)

**Q:** What are the symptoms of COVID-19?

**A:** Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are like a cold or flu.

Symptoms may take up to 14 days to appear after exposure to COVID-19. This is the longest known incubation period for this disease. Experts believe that it is possible for the virus to be transmitted to others if someone is not showing symptoms, but it is considered less common.

Symptoms have included: cough, fever, difficulty breathing.

Self Assessment Tool: <https://covid-19.ontario.ca/self-assessment/#q0>

Q: What should I do if I am experiencing symptoms?

A: There is a COVID-19 Assessment Centre in Almonte behind the Almonte General Hospital. This Centre is exclusively for the purpose of COVID-19 assessments. It is for people who have worsening, but not severe, COVID-19 symptoms (such as fever and cough).

The Assessment Centre is not open for walk-in visits. **Appointments Are Required.** Residents with mild to moderate symptoms should contact their primary care provider or the Health Unit (1-800-660-5853) for a referral. Once a resident has been referred, the Assessment Centre will call to confirm the appointment time. Not everyone will be tested. Testing will be based on Ministry of Health guidelines.

Anyone experiencing severe symptoms such as difficulty breathing should call 911 or go to a hospital emergency room.

More Questions? • Visit the Health Unit website at [www.healthunit.org](http://www.healthunit.org) or the Hospital websites at [www.agh-fvm.com](http://www.agh-fvm.com) and [www.cpdmh.ca](http://www.cpdmh.ca). • Call the Health Unit at 1-800-660-5853 ext. 2499.

Q: I am finding it extremely difficult dealing with social isolation and the constant talk of COVID-19. Is there someone I can talk to?

A: Listed below are key resources to help people experiencing anxiety, stress and other mental health challenges, including people who are unable to access their regular in-person counselling supports.

- Lanark County Mental Health crisis services are available by phone at 613-283-5915 Monday -Friday 8 – 4 or the Lanark Leeds and Grenville Crisis Line at 1-866-281-2911 if you need help after hours.
- For those over 17, [www.lanarkmentalhealth.com/](http://www.lanarkmentalhealth.com/) Carleton Place 613-257-5915 or Smiths Falls 613-283-2170
- For those over 18, contact [ConnexOntario](http://ConnexOntario.com), Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.
- For Seniors (over age 55) "A Friendly Voice" run by trained volunteers – call 613-692-9992 (Ottawa area), 1-855-892-9992 (outside of the Ottawa area).
- Seniors Centre without Walls: Interactive group conversations and events through the phone, to help break isolation and forge social connections: <https://thegoodcompanions.ca/programs-services/seniors-centre-without-walls/>
- Open doors for Lanark Children and Youth – Under 17 [www.opendoors.on.ca](http://www.opendoors.on.ca)
  - Carleton Place 613-257-8260; Smiths Falls 613-283-8260; Perth 613-264-1415; Toll free 1-877-322-8260
- Children and youth under 18 can locate mental health services through <https://www.ontario.ca/> or <https://kidshelpphone.ca/> or contact Kids Help Phone (1-800-668-6868) for 24/7 support.

- Good2Talk is a free confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7. Learn more at [www.good2talk.ca](http://www.good2talk.ca)
- To access BounceBack and their guided self-help program using workbooks with phone coaching support, visit <https://bouncebackontario.ca/> or ask your primary care provider for a referral.

Q: What are my options for getting access to food if I am self-isolating?

A: Many local grocery stores are offering online and/or telephone ordering services, as well as pick-up and/or delivery services. Residents can call the grocery store from Monday to Friday between 9 and 12 to place their order. You will need to your credit card and expiry date ready. For the Patrice's YIG in Almonte, call 613-256-2080 ext. 312 or 313. For Mitchell's YIG in Carleton Place, call 613-253-6206 ext. 121.

Carebridge Community Support also offers Seniors Support and Meals on Wheels, See [www.carebridge.ca/](http://www.carebridge.ca/) or call 613-256-1031.

Q: How can I get in touch with the Local Food Bank?

A: The Lanark County Food Bank is located in Carleton Place at 84 Mill Street. Please call ahead to get the latest information on hours and shopping protocols 613-257-8546 or email [lcfb.thehungerstop@gmail.com](mailto:lcfb.thehungerstop@gmail.com). Delivery service options may also be available.

Q: Is there someone who can help me understand what government support is available?

A: Yes, **The Table Community Advocates** are available to check in with community members and help them navigate the new benefit programs and to get referrals to other services. Call 613-267-6428 x 29 or email [advocacy@thetablecfc.org](mailto:advocacy@thetablecfc.org)

The federal government has also launched a web-based benefits finder tool »»» "[Find financial help during COVID-19](#)" to help people living in Canada determine which government benefits programs best meet their needs.

Q: How can I help?

A: Call, message or email friends, family, neighbours.

Reach out to people who may be feeling particularly vulnerable or disconnected.

Consider supporting the most vulnerable in our community through:

- United Way's Local Love in a Global Crisis Campaign: <https://www.unitedwayeo.ca/>

- Lanark County Food Bank:  
<https://lanarkcountyfoodbank.ca/>

- MMTogether program at Carebridge [www.carebridge.ca](http://www.carebridge.ca)

Q:	I own a small business in Town. How can I get information about assistance for certain businesses during the pandemic?
<p>Businesses who have questions about closures of at-risk workplaces or how emergency measures impact their business or employment can call the <b>Stop the Spread Business Information Line</b> at 1-888-444-3659. For more information, please consult <a href="#">the government of Ontario's website</a>.</p> <p>Regular updates will also be posted on our <a href="#">municipal website</a> and <a href="#">Facebook page</a>.</p>	
<p><b>Topic: Garbage Collection</b></p>	
Q:	How many bags of garbage can I put out each week?
A:	<p>During the declared emergency residents were allowed to place <b>two (2) untagged bags/bins</b> curbside for garbage collection.</p>
<p>Council approved this initiative at the onset of the pandemic however the rules have now reverted back to 1 bag/bin with all additional bags/bins requiring a garbage tag.</p>	
Q:	If I need garbage tags, where can I buy them?
A:	<p>Garbage tags are available for purchase at the municipal office, as well as the following locations for \$2/tag:</p>
<ul style="list-style-type: none"> <li>- Almonte Ace Country &amp; Garden 5736 County Road 29, Almonte (613) 256-1633</li> <li>- Clayton General Store 2862 Tatlock Road, Clayton (613) 256-1947</li> <li>- Nicholson's Sundries 2529 County Road 29, Pakenham (613) 624-5505</li> </ul> <p>Call ahead to be sure they're open and have a supply available.</p>	
Q:	Are the Recycling and Waste Depots still open?
A:	<p>Yes, the Beckwith Transfer Station at 9271 Cavanagh Road, Carleton Place is open from 7 am – 1pm Monday-Friday, closed Saturday and Sunday.</p>
<p>The Pakenham Depot is open Saturday from 8 am – noon (except holiday weekends)</p>	
<p>The Howie Road Depot is open Saturdays 9am - 1pm and Wednesdays 3pm - 7pm</p>	

<p><b>Q:</b> Is the schedule for garbage collection changing during this time?</p>
<p><b>A:</b> No, but we would like to remind residents that waste must be curbside by <b>7:00 a.m.</b> on your collection day. Collection staff are practicing physical and social distancing and cannot take waste directly from residents, therefore please do not approach collection staff. If you have a question or concern, contact Waste Management directly at 613-253-6415.</p>
<p><b>Topic: Fire Ban</b></p>
<p><b>Q:</b> Has the Fire Ban been lifted?</p>
<p><b>A:</b> Yes, the Burn Ban has currently been lifted.</p> <p>The Mississippi Mills Fire Department reminds all residents that they must have an active 2020 burn permit before any type of burning, including campfires, burn barrels, chimeneas and brush piles. No burning is permitted between the hours of 10 a.m. and 6 p.m. from April 1st to October 31st, 2020.</p> <p>Please note that the Bylaw restricts open-air fires in the development boundaries of the Town of Almonte, the Village of Pakenham and the Hamlet of Clayton.</p>
<p><b>Topic: Tax &amp; Water Payments</b></p>
<p><b>Q:</b> I usually make tax and water payments at the Municipal office. Can I still do this?</p>
<p><b>A:</b> The Municipal Office is open for payments with protocols in place to protect the health of you and our staff. However, it is preferred that you make payments either by mail, at the bank, through online banking or by dropping your payment in our secure drop box located at the rear entrance to 3131 Old Perth Road.</p> <p>To set up online banking, enter "Mississippi Mills" as the payee. This will bring up options for either tax or water. To set up your tax account use the full roll number. To set up the water account use the first 6 numbers. Do not include the .00 when entering the account number online.</p>
<p><b>Q:</b> When are the next water and tax bills due?</p>
<p><b>A:</b> The next water bill is due August 13<sup>th</sup> and the next tax bill is due at the end of September.</p>
<p><b>Q:</b> Is the Municipality providing any payment relief?</p>
<p><b>A:</b> At the May 5<sup>th</sup> meeting, Council approved the 2020 tax rate by-law as presented utilizing option 3 to retain the due dates of July and September and waive penalties on the 2020 final tax billing until the end of the year.</p> <p>In addition, Council authorized the Treasurer and CAO to work with residents to make case by case decisions regarding payment plans and penalty and interest adjustments that may be requested for all municipal billings during the COVID 19 pandemic.</p> <p>Any future decisions made by Council regarding payment relief will be posted on our website.</p>

## Topic: Building Permits

Q: Are applications for building permits still being accepted?

A: Yes, however, please note that normal time periods for processing of applications and approval from other local authorities (District Health Unit, MCVA, etc.) may be impacted during this time.

Q: What is the current process for submitting a building permit application?

A: Applications, along with building plans and other pertinent documents, can be emailed to [dthompson@mississippimills.ca](mailto:dthompson@mississippimills.ca); or left in the drop-box at the municipal office (3131 Old Perth Road, lower level – back entrance). Please contact the building department if you will be dropping off large rolled plans as they will not fit in the drop-box.

Q: How do I pay for my building permit?

A: Cheques and/or Money Orders can be mailed or left in our secure drop box. Payments can also be made by debit at the Municipal Office. Please be sure to clearly indicate the purpose of payment when making your payment.

Q: What happens if my building permit is about to expire and I can't get a final inspection?

A: Renewal of all permits for interior projects coming due after March 1, 2020 that are complete and require the final inspection may be extended by 120 days at no charge.

For information on all other permit extensions and cost deferrals please contact the building department at 613-256-2064 EXT. 260, or email [dthompson@mississippimills.ca](mailto:dthompson@mississippimills.ca)

Q: Are building inspections still being done?

A. Municipal Building Inspectors will continue to conduct mandated building inspections. During this time, Building Inspectors and personnel on the project site will be required to follow Health and Safety protocols put in place by the municipality in order to ensure the safety of the public and our inspector.

Before entering a building or into your dwelling, the inspector may ask you to answer brief non-intrusive screening questions related to the COVID-19 health risks, and may require you to practice physical distancing while conducting the inspection. If the health and safety of our Inspector cannot be ensured, an inspection may be refused, and will need to be deferred until the conditions are deemed safe to re-conduct the inspection.

## Topic: Planning Issues

**Q:** Can I still submit a site plan application?

**A:** Effective June 1, 2020, and until further notice, the Municipality of Mississippi Mills will commence the use of **Virtual Public Meetings** respecting Planning Act matters. In person meetings are being scheduled however you **must make an appointment**.

As the Province of Ontario continues to take significant steps to limit the transmission of the COVID-19 virus, the Municipality of Mississippi Mills continues to protect the health and safety of the public, Council, and employees while at the same time processing Planning Act applications.

We strongly encourage the public to NOT attend the public meeting in person to help prevent the spread of COVID-19. We do encourage the public to participate by alternate means. We strongly encourage written comments to be submitted prior to the public meeting. E-mail submissions received during the hearing will be read aloud. A telephone line will also be available for the duration of the meeting for the public to be provided an opportunity to make oral representations to staff.

All meetings will be recorded and available on the Municipality's Web Site as well as on our YouTube channel following the meeting date.

Copies of the staff report and agenda package will be available on the Municipality's website on the Thursday prior to the Meeting.

The Planning Department continues to receive, review and circulate applications internally and remains available to pre-consult on applications by telephone, email, through web-based video platforms and in person **by appointment only**.

Should you have questions regarding the status of a specific planning file, please do not hesitate to contact the Municipality's Planning Department at 613-256-2064 ext 206 or by e-mail at [myet@mississippimills.ca](mailto:myet@mississippimills.ca)

## Topic: Programs and Facilities

**Q:** Are all municipal facilities and offices closed in Mississippi Mills?

**A:** The Municipal Office at 3131 Old Perth Road is now open to the public for payments only. If you would like to meet with someone please call and make an appointment. Staff are available by phone or email and are working hard to ensure that public services are maintained where possible.

Municipally owned facilities are slowly re-opening. Please call our office for further details (613)256-2064.

**Q.** Are libraries re-opening?

**A.** The Mississippi Mills Public Libraries have now re-opened with limited hours and strict protocols. Please contact the Almonte library at (613) 256-1037 or the Pakenham library at (613) 624-5306 for more information.

**Q:** Am I still allowed to go out for a walk in the park or on one of the trails?

A: Currently all municipal parks are open.

As of May 16<sup>th</sup>, the Ottawa Valley Conservation Authority (MVCA) has re-opened all conservation areas that were previously closed.

The Ottawa Valley Recreational Trail is now open to ATVs and SXSs. Please remember a trail permit is required for motorized use. Visit <https://www.ottawavalleytrail.com/> for more information.

Fresh air and exercise are important, but individuals are reminded that they must maintain the proper physical distance of at least two metres apart from others. Please be aware that provincial orders restricting gatherings of more than 10 people (as of June 12) are still in effect as are physical distancing requirements. Please be safe when using park areas and maintain social distancing when approaching staff that are working outdoors.

The recreation department is currently developing plans that include health and safety measures to safely re-open more recreational facilities once permitted to do so by the province.