



4924 - 47 Street | Box 397 • Redwater, AB T0A 2W0

Phone: 780-942-3519 • Fax: 780-942-4321

[www.redwater.ca](http://www.redwater.ca)

June 24, 2020

## PRESS RELEASE

I am pleased to announce that the Town campground and skateboard park are now open, subject to COVID-19 restrictions.

Please also be advised that the Town office will open to the public using COVID-19 guidelines effective July 13, 2020. The Town staff will return effective June 29<sup>th</sup> as part of a soft launch in preparation of opening to the public. The Town has been successful to date in protecting our staff from the COVID-19 virus, and we will continue to put in place measures necessary to ensure services can continue to be provided efficiently and effectively.

**Please note the following guidelines should you wish to visit the office:**

- Entry to the office will be from a well-marked entrance. Only one customer may access the reception area at a time. Should you enter and find a customer at the counter, please seat yourself in the designated waiting area. Only one individual will be allowed in the waiting area at a time, due to the limited space available and the need to maintain social distancing. Should the front counter area and waiting area be occupied, please wait outside the entrance maintaining social distancing of 2 metres.
- You will be required to sanitize your hands near the entrance of the office.
- Please note that if you are sick, exhibiting COVID-19 - related symptoms or otherwise ill, that you should not enter the building. Please phone or email the Town to access services. Should you appear to be sick, you will be asked to leave and contact the Town through phone or email.
- Once you have completed your business with the Town, you will leave through a separate door to maintain social distancing.
- Should you wish to meet with a specific Town employee such as Bylaw, Development Officer, Economic Development Officer, or the Town Manager for example, we request that you phone or email the individual to make an appointment. All meetings with staff will require social distancing and be held in the Council Chambers. You will be asked health-related questions prior to entry to ensure the safety of our staff.
- No photocopying, fax services or purchase of promotional items will be allowed at this time.

The Town has established a variety of payment options such as Preapproved Payments (PAP), payments online, or PaySimply to avoid unnecessary trips to the office. Should you have any questions, Town staff would be happy to assist.

Please note that we will continue to segregate the different departments as part of our business continuity plans. Now is not the time to relax with COVID-19 still around us, now and for the foreseeable future. Please continue to follow the directives of Dr. Hinshaw. Please visit [www.gov.ab.ca](http://www.gov.ab.ca) to view the latest COVID information.

Respectfully,

Larry Davidson  
Town Manager