Niagara-on-the-Lake Coordinates Community Assistance

For Immediate Release

March 30, 2020

-Niagara-on-the-Lake- As the Town continues to take steps to support residents and businesses impacted by the COVID-19 pandemic, Lord Mayor Betty Disero, Town Council, and the Emergency Control Group (ECG) would like to acknowledge the incredible efforts of all local businesses providing essential services.

Amid this challenging time, Town Council and Staff recognize the restrictions on those in mandatory isolation and quarantine. We, therefore, have collaborated with a number of businesses and community groups to help get essential supplies to our residents in need.

A new “COVID-19 - Community Assistance” page has been created on the Town’s website to highlight businesses that offer online ordering services and/or accept orders by phone. The page also includes a list of community groups willing to pick up orders and deliver them to the front doors of those in need. Once the items have been delivered, the driver will call to advise of the successful drop-off. It is essential that physical distancing requirements are adhered to at all times.

Please note that the responsibility to contact the selected business and subsequent community partner is the responsibility of those in need. Use of this service is limited to those who have exhausted all other options.

“We have already seen incredible examples of Niagara-on-the-Lake businesses and residents stepping up for their neighbours in these unprecedented times,” said Interim CAO Sheldon Randall. “The Town is happy to ensure these essential services remain available to all who need it.”

Lord Mayor Betty Disero added that “In times of uncertainty, it is heartwarming to see community members and businesses working together. The Town is proud to offer this coordination to assist residents in getting the essentials they need in the safest way possible. Please, if you have recently returned from travel, or if you are considered in the high-risk category, use alternative measures of getting supplies. Avoid going inside stores as much as possible.”

Please be assured that food supplies remain stable. Grocers are encouraging patrons to continue their normal purchasing behaviour – rather than excessively stocking up – to ensure no one runs short of necessities.

If you would like to lend a hand and you are healthy, showing no potential symptoms of COVID-19 and have not travelled in the past 14 days, you’re invited to contact one of our community partners to join the effort.

To review all Town updates related to COVID-19, read answers to frequently asked questions, and see up-to-date information on the status of Town services, please visit www.notl.com/COVID-19, or call 905-468-3266. Phones are being answered between the hours of 8:30 AM and 4:30 PM Monday to Friday, and online service requests remain available at www.notl.com.

Anyone who has returned from travel in the past 14 days must stay home. Visit www.canada.ca/coronavirus for the most up to date information from the Federal Government.

Should you have questions regarding this program, please contact:
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