

# COVID-19 UPDATE

## Community Information



The Town of Torbay is closely monitoring the spread of COVID-19. We are engaging with leading health authorities and consulting with all levels of governments. The Town will continue to operate under Level 4, focusing on providing essential services to residents while protecting the health and safety of everyone. For COVID-19 Information, and guidelines please visit our Provincial Government website at [www.gov.nl.ca/covid-19](http://www.gov.nl.ca/covid-19)

## NEWFOUNDLAND AND LABRADOR IS CURRENTLY AT ALERT LEVEL 4

- Follow Public Health Guidance for [All Alert Levels](#).
- Stay at home as much as possible, except to get essentials like groceries and medications.
- Work from home, where possible.
- Your household bubble can interact with up to 10 close, consistent contacts from outside your household ([Tight 10](#)).
- If you have COVID-19 symptoms, use the online [COVID-19 Assessment and Referral tool](#) or call 811.
- Wear a [non-medical mask](#) when you are in public indoor settings. This includes when you are seated.

## CLOSURES & CANCELLATIONS

### TOWN HALL

Town Hall is closed to the public. All staff continues to work from the building; however, public access is restricted to limit close contacts. To ensure business continuity, staff are available to answer all public inquiries via telephone or email. Staff contact information is available on the Town's website. Those wishing to drop items at the Town Office should call the Town Office to arrange a mutually agreeable drop-off time. No items should be delivered to the Town Hall without prior arrangements.

### TORBAY COMMON

Torbay Common Community Centre is closed to the public. All Town programming and events have been suspended until further notice.

### FIRE DEPARTMENT

The Fire Department is closed to the public, emergency response services are not impacted. In the case of an emergency, please call 911. For general inquiries, please call (709) 437-6542.

## TOWN SERVICES

We're still here for you. (709) 437-6532 | [info@torbay.ca](mailto:info@torbay.ca) | [torbay.ca/help/feedback](http://torbay.ca/help/feedback)

### Contact Town of Torbay

- Torbay Town Hall and Torbay Common Community Centre are closed to the public.
- The main phone line is (709) 437-6532, email [info@torbay.ca](mailto:info@torbay.ca) is monitored. For staff contact information, please visit [torbay.ca/resident/contact-us](http://torbay.ca/resident/contact-us)
- The Town of Torbay will maintain essential services, including water testing, snow/ice control, municipal enforcement, and garbage and recycling collection.
- The Town answering service is available 24/7 by calling (709) 437-6532.
- All recreational programming is suspended.
- Trails and the Municipal Dog Park located at Upper Three Corner Pond Park is open.
- Please ensure to follow [Provincial Government COVID-19 guidelines](#).



For updates visit [torbay.ca/covid-19](http://torbay.ca/covid-19)

## PAYMENTS

The Town is able to process tax payments for any residents, businesses or commercial entities who want to do so at this time.

### PRE-AUTHORIZED DEBIT

Taxes paid through pre-authorized debit are charged through monthly equal payments.

A void cheque and preauthorized debit agreement form are required. No interest is charged if you use this payment method. If you had preauthorized debit in 2021 the debit amount will be adjusted for 2022, unless you cancel, which must be done in writing.

### POSTDATED CHEQUES

Using post-dated cheques enables equal payments to cover the entire balance of the account. No interest will be charged if the cheques cover the full amount equally distributed throughout the year are received by the Town by March 31, 2022. If you have more than one property, please indicate or issue a separate set of cheques for each property

### ONLINE PAYMENTS

Payments are accepted through online banking by adding the Town of Torbay as a payee on your personal banking website and quoting the account number which is found on the front of the municipal tax bill (Ex: ABCDE001).

**Please note:** this is not an interest free form of payment.

## GARBAGE AND RECYCLING

Garbage and recycling collection will remain the same as per the [2022 Waste Collection Schedule](#).

### A FEW REMINDERS

Place your garbage at the curb by 7 am on your scheduled collection day.

Garbage must be covered by a garbage net or sheet or placed in a garbage box/receptacle.

Limit of 5 bags of garbage per week.

Find everything you need to know about waste collection in the Town of Torbay here: [torbay.ca/resident/waste](http://torbay.ca/resident/waste)

## PUBLIC COUNCIL MEETINGS

Residents are advised that Council meetings are closed to the public. Regular Torbay Public Council meetings are held every second Monday night in the Council Chambers at 6:30 p.m., at the Town Hall and are live streamed via our [CivicWeb Portal](#) and [YouTube channel](#).

To participate in the Question & Answer sessions, residents and the general public can email questions to [dchaplin@torbay.ca](mailto:dchaplin@torbay.ca) before or during the scheduled meeting.

[2022 Regular Public Council Meetings Schedule](#)

## ACCESS TO SERVICES & SUPPORT

### MENTAL HEALTH SUPPORTS

Feelings of uncertainty and anxiety are normal during this stressful time.



#### MENTAL HEALTH RESOURCES:

BRIDGE THE GAPP  
[www.bridgethegapp.ca](http://www.bridgethegapp.ca)

CHANNAL WARM LINE  
(available 9AM-12AM)  
1.855.753.2560

SENIORS NL  
1.800.563.5599  
[info@seniorsnl.ca](mailto:info@seniorsnl.ca)

#### MENTAL HEALTH CRISIS LINES:

MENTAL HEALTH CRISIS LINE  
1.888.737.4668

CRISIS TEXT LINE  
Text 'TALK' to 686868

FRONTLINE CRISIS TEXT LINE  
Text 'FRONTLINE' to 741741

KIDS HELP PHONE  
1.800.668.6868

### RESOURCES

Many people are experiencing unexpected hardships at this time. There are resources available to help.



ADDITIONAL SUPPORTS  
NORTH EAST AVALON FOOD BANK  
437.6367

CANADA ECONOMIC RESPONSE PLAN  
[canada.ca/economic-response-plan](http://canada.ca/economic-response-plan)



COVID-19 INFORMATION SOURCES  
[gov.nl.ca/covid-19](http://gov.nl.ca/covid-19)  
[canada.ca/coronavirus](http://canada.ca/coronavirus)  
[who.int](http://who.int)