

## Mayor & Council Message

As you would expect, much of the April 2020 Newsletter is about COVID-19—closures, physical (social) distancing and what the District is doing to ensure the continued health and safety of staff as they provide essential services and serve and protect the community. During this public health emergency, we will continue to look to the expertise of health authorities at the provincial and federal levels and coordinate response and communications with our local government partners.

This pandemic is new to all of us; what we hear one day may be completely changed the next. It is the District's responsibility to educate our community, respond to questions and concerns and, when necessary, enforce the Provincial directives.

We are all in this together and all have a role to play in slowing the spread of COVID-19. To the many residents who are showing compassion and understanding by making these challenging times a bit brighter for friends, neighbours, families and those they don't know: our heartfelt thanks. Please continue to show kindness and aid those who are confined to their homes, for any reason.

As we move into April, we can all take comfort that we are one month closer to the end of this pandemic. Be safe. Stay healthy.



## STAY STRONG, STAY CALM, STAY HOME, SUMMERLAND - WE WILL GET THROUGH THIS!

### District of Summerland - COVID-19 Call Centre

The District of Summerland has increased communication by opening a call centre to handle specific inquiries related to the impact of District services and programs. District of Summerland staff will be able to answer all questions or direct Summerland residents to the appropriate municipal department.

The call centre will be staffed between the hours of 9 a.m. through 4 p.m. Monday to Friday and can be reached by dialing **250-490-2510**.

**COVID-19 (Coronavirus) Update** The District of Summerland is monitoring our situation closely and is working with Interior Health and other health agencies to ensure our community has access to current and accurate information. We are following protocols for avoiding infection from COVID-19 and, planning for the continued delivery of essential municipal services. The District is working with regional municipalities and government agencies in an organized fashion to ensure consistent communications, operations and service delivery.

Those seeking information on the spread and risk of COVID-19 are strongly encouraged to learn the facts from official Canadian health authorities, including those listed below. As an important first step, all Summerland residents should observe the following precautions:

- Wash hands often with soap and water for at least 20 seconds.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Stay home if you are sick.
- Clean and disinfect frequently touched surfaces daily.
- Keep your distance: 2 metres apart

Anyone who suspects they may have symptoms of COVID-19 should immediately call 8-1-1 for an assessment. The Public Health Agency of Canada has created a toll-free phone number (1-833-784-4397) to answer questions from Canadians about COVID-19.

*Please be advised, on all matters concerning public health, the District of Summerland is guided by expertise and direction given by local, provincial and federal health authorities.*

**Keep Up To Date:** The District will post community updates to our website, Facebook and Twitter Accounts - Please follow our pages to keep up to date on the District's COVID-19 information updates and activities.

**Website:** [www.summerland.ca](http://www.summerland.ca)

**Facebook:** [www.facebook.com/SummerlandBC](https://www.facebook.com/SummerlandBC)

**Twitter:** [www.twitter.com/SummerlandBC](https://www.twitter.com/SummerlandBC)

**Sign Up for our Online Newsletter:**

<https://www.summerland.ca/your-city-hall/newsletter-subscribe>

**District Facility Update** The District's facilities are closed to the public for the time being. Staff will be continuing to provide service during regular business hours to the community and can be contacted directly or through the numbers below:

- Municipal Hall – General Enquiries: (250) 494-6451
- Development Services: (250) 494-1373
- Utility Billing: (250) 404-4047
- Property Tax / Accounts Receivable / Accounts Payable: (250) 404-4055
- Recreation: (250) 494-0447
- Works & Utilities: (250) 494-0431
- Fire Department (Non emergency): (250) 494-7211

**District Park Access** The District has closed access to 'active parks' until further notice. The closure applies to District playgrounds, the skatepark and municipal sporting facilities (tennis, pickleball and basketball courts) to support requirements for physical (social) distancing. The closure applies to the following Municipal parks and facilities:

- Summerland Skatepark
- Julia St Park Playground
- Living Memorial Park (park still open for passive use)
- Memorial Park Playground
- Peach Orchard Campground Playground and Pickleball & Tennis Courts
- Peach Orchard Beach Park Playground
- Kin Park Playground
- Powell Beach Park Playground and Tennis Courts
- Dale Meadows Playground and Basketball Hoops (park still open for passive use)

Access to public trails, greenspaces and beaches is still possible but to ensure they remain open, residents need to make sure they do not gather in groups, keep 2 metres (6 feet) apart and take every precaution possible to prevent the spread of COVID-19.

### Event Updates:

One-Day Recycling Depot for Saturday, April 18, 2020 is **CANCELLED**.

**Development & Construction Update** The District of Summerland is committed to supporting our local development industry through the current COVID-19 event. Our staff are here to support your projects, ensuring that we can continue providing service to you.

Home renovation projects and new construction may require permitting with the District. Please call us with any questions regarding your project before you commence to ensure compliance with Zoning, Building and other municipal requirements.

Inquiries related to property file search requests, Planning Applications, Building Permits and Inspections can be directed to [devserv@summerland.ca](mailto:devserv@summerland.ca).

Application Forms can be found at: <https://www.summerland.ca/planning-building>. Please contact our staff at (250) 494-1373 with any questions.

Our team will continue to be available via telephone and email to keep things running and to assist you during regular business hours. Thank you for your patience and understanding. Let's continue to build a strong Summerland.



Hike  
or  
Bike  
Summerland

### Stay Healthy & Enjoy Summerland's Natural Environment

Summerland has amazing parks and trails for you and your family to get outside and enjoy some fresh air. Visit Giant's Head Mountain, Powell Beach, Peach Orchard Beach and Memorial Park to soak up some of Mother Nature's beauty.

Make sure you're dressed appropriately, have proper footwear and practice physical (social) distancing to ensure you're staying safe.

For a list of your Parks & Trails  
Visit [summerland.ca/recreation](http://summerland.ca/recreation)

**Snow Pack Update** Snow course survey data is retrieved every month from the beginning of the year until no snow remains. Data is gathered from two locations within the District's watershed. To date snowpack levels are higher than 2019. March 1, 2020 survey showed Headwaters and Isintok to be 122% of the historical averages. Each year following the irrigation season, staff lower the reservoir level to predetermined levels to provide available storage volume to accommodate the coming freshet in the spring. The most significant factor during freshet is the speed at which the snow melts which can increase with significant rainfall. This is very difficult to predict and in order to manage the risk, staff complete regular monitoring and maintenance activities of the dams and meet routinely to decide if adjustments to the outlet flow are required to compensate for the expected volume of incoming water.

It is the responsibility of each property owner to ensure that debris and obstacles do not restrict water flow in any way. Property owners should identify areas on their property that may be subject to flooding and take the necessary precautionary measures to protect these areas.

**Notice to Summerland Irrigators** The Works Division will begin turning on irrigation services Tuesday, April 14, 2020. Irrigators who wish to have their irrigation turned on prior to this date will be required to submit a completed Advance Irrigation application along with a fee of \$46.20 plus GST (\$48.51 total) per property. A completed application form and fee can be placed in the drop box at the main entrance of Municipal Hall or by signing up online.

### Help us Help you! Online billing is easy, quick and will help us keep you informed.

The District of Summerland offers you the opportunity of managing your accounts online, as well as setting up your monthly Utility Bill via Email. Here's how you can register:

Step 1. Go to [www.summerland.ca](http://www.summerland.ca)

Step 2. Click - City Services

Step 3. Choose - Utility Billing - Online Utility Inquiry

Step 4. Click on - Online Services' - Choose - Link & Register

Step 5. Follow the instructions to Set Up Access to our Online Services  
- Choose - Show me How

Signing up will also give you access to the monthly **online newsletter!**

**Utility Bill Equal Payment Plan** If you are currently on the utility bill equal payment plan, April is the reconciliation month. The total amount due on your April invoice will reflect the difference between the utility charges to date and the monthly payments received.

If the account has been under paid, the payment will be automatically withdrawn from your bank account on the May 27th due date to bring the utility account balance to zero. If the account has been overpaid, your account will have a credit "- amount" which will carry over to next month's invoice. The June utility invoice will reflect your new recalculated equal payment amount. Those wanting to apply to be on the Utility Equal Payment Plan have until May 15. Contact: (250) 404-4047

### Business Support Information

The Summerland Chamber of Commerce is supporting our local business community during the COVID-19 event. The following information provides access to resources to assist our local business community during this difficult time.



Please contact the Summerland Chamber of Commerce at (250) 494-2686 for additional information and assistance.

- BC Chamber of Commerce Resources: [www.bcchamber.org](http://www.bcchamber.org)
- Federal Government Resources: [www.canada.ca](http://www.canada.ca)
- Small Business BC: [www.smallbusinessbc.ca](http://www.smallbusinessbc.ca)

### Canyon View Cemetery Spring Maintenance

Please be advised that the District of Summerland will commence Spring Maintenance at Canyon View Cemetery on May 1, 2020. Part of the maintenance work will be the removal of offerings that do not meet the requirements of the District of Summerland Cemetery Bylaw. The public is asked to assist in this cleanup by removing any offerings not meeting the following guidelines by April 30, 2020, including:

- any offering that is not entirely on the concrete base
- offerings that are unsightly or create a safety hazard (such as breakables or sharp items)
- small items that may become entangled in the equipment
- anything that extends onto the landscaped area

Complete details of Bylaw 2012-016 can be found on the District website. Offerings that the District removes will be photographed, tagged, and stored for sixty days at the Works and Utilities Department. Please contact (250) 494-0431 to have offerings returned. Flowers or floral arrangements that have wilted or have become unsightly will be removed and discarded. Although care will be taken while removing offerings, the District is unable to accept responsibility for lost, stolen, or damaged offerings.

**Planting Trees this Spring?** Call "Before You Dig Partners" at 1-800-474-6886 or go to [www.bc1c.ca](http://www.bc1c.ca) to request a locate at least three working days before planting. Once the utility lines are marked, remember to use hand tools to carefully dig around lines.