



Mountain View
C O U N T Y

Information Release

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COUNTY SETS OFFICE RE-OPENING DATE & GUIDELINES

Mountain View County has developed a strategy to return operations to the County Office with a goal to have re-occupation of the County Office on May 14th, 2020 in alignment with the transition to Phase 1 of the Provincial Re-Launch Strategy.

On March 15th Mountain View County, in response to the growing concerns surrounding COVID-19, closed public access to a number of facilities including day use areas, operational services shops and the County main office. Further, since March 19th, County Office Staff have been working remotely to comply with provincial regulations relative to social distancing and safe work procedures while still providing the service levels that County residents and businesses expect and deserve.

On Thursday April 30th, the Province of Alberta outlined their three-stage re-launch strategy to maximize safety while gradually reopening businesses, resuming activities and getting people back to work. In alignment with the Provincial Re-Launch Strategy, Mountain View County is prepared to re-open many County owned facilities while providing guidance on measures that are being implemented to enhance health and safety measures as we all continue to work towards a return to normal operations.

Throughout this transition, Mountain View County continues to have the number one objective to ensure that all County facilities are safe for both employees and the public.

County Office Re-Occupation Plan

Although the majority of County services have continued with minimal disruption since the beginning of the COVID-19 Pandemic, the transition will see the County Office available to residents during normal working hours of 8 a.m. to 4 p.m., Monday to Friday. Although open to the public, the County has established the following guidelines and regulations that will apply during Phase 1 of the Provincial Re-Launch:

- Any visitors experiencing COVID-19 related symptoms are requested to avoid the County Office until they no longer have symptoms.
- The County Office will be limited to a maximum of 15 non-employees at any period in time. In the event that 15 non-employees are in the Office during your arrival, please remain outside of the facility.
- It is recommended that a maximum of one person per family attend the County office to conduct business;
- Residents and businesses are encouraged to use tele-conference or video-conference tools whenever possible to meet with staff. In-person meetings with staff will be held by appointment only which can be scheduled by calling the employee directly, or phoning the main office line for assistance. Visitors arriving for a meeting will be required to sign in at the Front Counter to allow for enhanced contact tracing in the event of a positive COVID-19 test result.
- Meeting room usage is closed to the public, and no external bookings are permitted at this time.
- Physical separation measures have been installed for appropriate protection during staff-public interactions.
- Visitors are asked to comply with all Alberta Health Services guidelines relative to social distancing and proper hygiene. Two (2) metre social distancing lines have been installed for visitor safety and the main washroom facilities located in the Great Hall are available for proper hygiene practices with increased daily cleaning and sanitation.
- Residents and businesses are requested to consider remote payment options rather than traditional in-person payments. These remote payment options include:

- Mailing a cheque or money order
- Paying any invoices through online banking, telebanking or at bank branches in person
- External contractors will be limited to essential services for County Operations and be required to fill out a health and safety questionnaire prior to entry into the office.
- Council and Committee Meetings scheduled for May will continue to be held via tele-conference and video-conference methods.

County Operational Services Shops and Agricultural Services Shop

These County Facilities remain closed to walk-in public traffic. Residents or businesses that require services offered at these facilities such as Culvert Sales, Gravel Permits, Agricultural Equipment Rentals or Ag Plastics Recycling Drop-Offs are encouraged to phone the main office to arrange for an appointment. Scheduled visitors to these facilities are requested to maintain social distancing, remain outside of the facility and to avoid these facilities when experiencing COVID-19 related symptoms.

The May 15th Agricultural Plastics Recycling Drop Off will remain by appointment only.

County Day Use Areas

Effective immediately, Mountain View County day use areas including Hillers Dam, Davidson Park, William J. Bagnall Wilderness Park and Winchell Lake are available for public Use. Visitors are required to comply with all Alberta Health Services regulations relative to Social Distancing and Maximum Gathering Limits. Visitors should take note that common areas such as washroom facilities available at some of these locations are not seeing increased cleaning or sanitation and therefore visitors should use them at their own risk and ensure appropriate hygiene practices are followed after their use.

Campground Facilities

The Provincial Re-launch Strategy allows for private and municipal campgrounds to reopen immediately with each campground deciding independently the timelines and mitigative steps needed to reopen. All campers are required to follow Alberta Health Services regulations that have been released relative to camping.

Mountain View County has two facilities both managed by third party contracts that have the following reopening plans:

Westward Ho Campground: The Westward Ho Campers Association has developed a reopening protocol for permanent campers and continues to work through internal procedures to provide guidance on new rules and regulations. Interested parties are encouraged to contact the campground directly for more information.

Water Valley Campground: Water Valley Campground operators continue to develop a re-opening protocol for all campers and expect to allow for reservations to open up effective May 14, 2020 with camping to begin on June 1, 2020. Interested parties are encouraged to contact the Water Valley Campground after May 14th for more information at 403-463-3362.

“The health of staff and the public is our first consideration when making decisions that affect our service levels to residents of Mountain View County. It was never an easy decision to adjust our services model, but we believe it was the correct decision given the ongoing reality surrounding the COVID-19 situation in Alberta.

We’d also like to thank the community for their understanding the necessity to change service delivery models. We still have challenges in front of us as we face the ‘new normal’ of how our municipality and province continue to deal with this pandemic.”

- Mountain View County CAO Jeff Holmes

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