

Welland City Hall and other facilities reopening to the public September 7

FOR IMMEDIATE RELEASE

September 2, 2021

Welland, ON – City Hall and other city facilities are reopening to the public beginning Tuesday, September 7.

Closed to the walk-in public since the spring, the City’s Emergency Control Group (ECG) developed a plan to welcome back visitors to in-person services in a safe and measured manner.

“We follow the best public health advice from the province and the region,” said Adam Eckhart, fire chief and community emergency management coordinator. “Our reopening plan adheres to the provisions set forth by the province and goes beyond in some areas, such as increasing frequency of cleaning and continuing to promote virtual and non-essential in-person visits.”

Outlined in a city document titled *Welcome Back Welland*, the City has carefully constructed a plan emphasizing and ensuring health and safety for employees and visitors to city facilities. Each City department has included protocols and preferences for booking appointments, services available without appointments, and posted capacity limits for all community and meeting rooms.

During facility closures, staff installed building modifications to meet the standards and guidelines provided by public health. As a result, installing floor markers, service counter barriers, and establishing entry and exit points facilitating safe traffic flow is in place when doors open Sept. 7.

The City’s safety plan is also available as part of the *Welcome Back Welland* document, available online at welland.ca. With uncertainty amid the Delta variant, the City’s ECG will monitor changes to protocols and guidelines and adjust as necessary.

All staff and visitors must complete and pass a passive screening questionnaire, and visitors entering the building and non-staff will check in with security upon entry. A face-covering is required, with limited exceptions.

The City is excited to welcome back residents and visitors to its buildings and encourages everyone to get their vaccination to help prevent the spread of COVID-19.

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For media inquiries, please contact:

Marc MacDonald

Manager, Corporate Communications

905-735-1700 x2337

marc.macdonald@welland.ca