



Town of Ponoka Response to Coronavirus (COVID-19) – Update March 21, 2020

(March 21, 2020 – Ponoka, Alberta) – In response to provincial directives to minimize personal contact through social distancing to help slow the spread of COVID-19, all Town facilities remain closed to public access, including the Arena, Aquaplex and the Town Office at the Ponoka Civic Centre until further notice.

The Town continues to actively monitor and evaluate the COVID-19 situation daily. We are dealing with a very fluid situation and are prepared to respond appropriately to help protect the health and well-being of our citizens.

Bill Payments

The Town is aware of the difficulties facing residents and businesses amidst the COVID-19 pandemic. Due to the ongoing uncertainty, the Town has implemented the following measures regarding utility bill payments:

- Late payment penalties will not be applied for the next 90 days.
- Utility customers are encouraged to make full or partial payments as they are able to keep their accounts as current as possible.

Citizens are encouraged to make bill payments as they are able using the following methods:

- Online payment through your bank
- Payment by credit card using the credit card slip payment at www.ponoka.ca or by phoning 403-783-4431
- Mail in bill payments to the Town of Ponoka, #200, 5604-50 St. Ponoka, T4J 1G5

'Open' for Business

The Town Office remains open for business via phone, email, fax and online. "We are just asking citizens to do business with us in different ways to help us ensure the safety and wellness of our citizens and Town staff," said Town of Ponoka Chief Administrative Officer Albert Frootman.

Daily operations at the Town continue as staff work to ensure the delivery of essential Town services, including:

- Clean drinking water
- Waste water treatment
- Curbside collection of waste, recycling and compostable material
- Waste Transfer Station



Citizens are asked to please avoid approaching Town staff who may be out working in the community as per provincial recommendations around preventing the spread of COVID-19 through social distancing.

Outdoor recreation facilities such as the skating trail in Lions Centennial Park and walking trails throughout the community continue to be maintained by Town staff. Cross country ski trails are also available at the Ponoka Golf Club.

Citizens can contact the Town by:

- Phone at 403-783-4431
- Email at town@ponoka.ca
- Fax at 403-783-6745

Office hours are Monday through Friday from 9 a.m. to 4:30 p.m.

Protect Yourself and Others

Citizens are encouraged to protect themselves and others against the spread of illness by doing the following:

- Practice social distancing
- Stay home and away from others if sick or in isolation
- Wash hands often with soap and water for at least 20 seconds
- Cover coughs and sneezes with a tissue or your elbow
- Avoid touching your face with unwashed hands
- Self-isolate for 14 days if you were exposed to COVID-19 or recently returned from travel outside of Canada

For information on how you can help protect yourself and others against the spread of COVID-19, please visit www.alberta.ca/COVID19 or www.albertahealthservices.ca.

For Media Inquiries:

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