

Thunder Bay is now in risk level Orange: Restrict (intermediate measures) of the [Province's COVID-19 Response Framework](#). Visit the [Thunder Bay District Health Unit website](#) for public health recommendations and COVID-19 health information.

A – Z City Service Directory During COVID-19

A

Accessibility

- Visit: www.thunderbay.ca/accessibility, call: 625-2230, or email accessibility@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)

Active Transportation

- Getting outside and being active is good for your wellbeing and coping with stress.
- Trails remain open.
- Physical distancing must be practiced when walking, biking, or visiting parks and trails by keeping two metres from other people.
- Visit: www.thunderbay.ca/activetransportation or contact the Mobility Coordinator at darrik.smith@thunderbay.ca

Activities & Programs

- Learn more about **Playgrounds** under “Parks” in section “P”
- Learn more about **Swimming and Splash Pads** listed under “S”
- Learn more about **Beaches** listed under “B”
- Learn more about **Community Centres** under “C”
- Learn more about **55 Plus Programs** under “#” below
- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools, Fitness, Arenas & Stadia, visit: www.thunderbay.ca/rfst; for 55 Plus programs, visit: www.thunderbay.ca/oast
- Winter recreation programming is currently open for registration (programs subject to change due to COVID-19 restrictions). To view programs in The Key, visit www.thunderbay.ca/thekey
- Drop-in programming is now open for Youth Move programming at the Kinsmen Youth Centre. Visit: www.thunderbay.ca/youth or follow Youth Move on social media for updated program information.
- Programs will follow Provincial guidelines, including capacity limits, screening, physical distancing and enhanced cleaning and disinfecting. Masks are mandatory.
- All staff in these programs are certified in High Five (PHCD) and First Aid CPR C.
- To register for programs call 625-8463. Visit www.thunderbay.ca/recreation for details.

- For Recreation & Culture general inquiries, call: 625-2351 (Monday – Friday, 8:30 am – 4:30 pm)
- For information on recreation programs, call: 625-2227 (Monday – Friday, 8:30 am – 4:30 pm)
- Program credits were applied to all applicable accounts. To request a refund instead of a credit, call: 625-2227 or email communityservices@thunderbay.ca
- CGC Memberships will automatically be extended for the lesser of: the duration of the facility closure, or the remaining membership term as of March 17. Alternatively, clients may contact the City to request a refund for the pro-rated, unexpired portion of their membership.
- Also see the **Events Section** listed under “E” for more on City events.

Advertising and Sponsorships

- Visit: www.thunderbay.ca/advertisingandsponsorship

Ambulance

- For emergencies, call 9-1-1
- For non-emergencies, call 625-3259 or visit: www.thunderbay.ca/ems
- If you suspect you may have COVID-19 symptoms, follow-up with the Thunder Bay District Health Unit, learn more at www.tbdhu.com/coronavirus

Animal Services

- The Animal Services Centre is closed to the public and volunteers.
- Lost pets can be claimed by appointment only (curb side pic-up), call: 684-2156 (Monday – Saturday, 11 am – 4:30 pm)
- Animal Service Officers are taking calls from 8 am - 5 pm, including weekends and holidays.
- Officers will respond to calls outside this time in emergency cases only. Call: 684-2156.
- Officers will respond to: animals threatening public safety, dog bites, stray or running at large dogs, injured animals, or dead animals.
- Healthy stray cats will not be picked up at this time but can be dropped off at the Thunder Bay and District Humane Society, 1535 Rosslyn Road.

Application Forms

- To pick up a **Birth Certificate** application, call 625-2230 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for **Building Permits**, visit: www.thunderbay.ca/buildingpermits, call 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for **Burn Permits**, visit: www.thunderbay.ca/fire. Fire protection certificates and reports will be accepted electronically and reviewed remotely. Burn permits are still being issued.
- To arrange for a **Demolition Permit**, call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Driveway Permit**, call: 625-2266 (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for an **Easement Reduction**, call: 625-2911 or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)

- For **Event Bookings**, visit: www.thunderbay.ca/events or call: 629-7098 (Monday – Friday, 8:30 am – 4:30 pm). For **events in a City park**, call: 625-2266 (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Freedom of Information Application**, visit: www.thunderbay.ca/applications or call: 625-2270 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Licence of Access** (access over City lands or lanes), visit: www.thunderbay.ca/licences or call 625-2911, or email joel.depeuter@thunderbay.ca
- To arrange for a **Licence of Occupation**, a **Licence of Occupation – New Construction**, or a **Licence of Occupation and Access – Fair Market Value**, visit: www.thunderbay.ca/licences or call 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Lottery Licence**, visit: www.thunderbay.ca/lotterylicence or call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.
- To arrange for a **Marriage Licence**, call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment. Fees for re-issuing marriage licenses & commissioning services will be waived for three months in response to the pandemic situation.
- To arrange for a **Patio Licence**, visit: www.thunderbay.ca/patio
- To arrange for a **Planning Application** (Consent to Sever, Minor Variance, Official Plan Amendments, Plan of Subdivision, Site Plan Control or Zoning By-Law), visit: www.thunderbay.ca/planningapplications or call 625-2531, or email jill.thompson@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm) Meetings with staff are available by appointment.
- To access the application form for the **Rent Relief Program for City Commercial Tenants During COVID-19** and more information visit: www.thunderbay.ca/RentRelief
- To arrange for a **Sign Permit**, call: 625-2710 (Monday – Friday, 8:30 am – 4:30 pm). Sign permit fees will be reduced by 25% for until March 2021, to provide financial relief during COVID-19.
- To arrange for a **Street and Lane Closing Application**, visit: www.thunderbay.ca/applications or call 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Swimming Pool Fence Permit**, visit: www.thunderbay.ca/permits, or call 625-2578 or 625-2725, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Utility Location Permit**, visit: www.thunderbay.ca/utilities or call 625-2266 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Water Service Connection**, visit: www.thunderbay.ca/plumbingpermits or call 625-2578 or 625-2725, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)

- See the “Water” section for the application to the Lead Water Service Replacement Loan Program.

Archives

- The Harry Kirk Archives and Records Centre is closed to the public.
- If you have an urgent historical question please email archives@thunderbay.ca
- To learn more, visit: www.thunderbay.ca/archives

Arenas

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Arenas visit: www.thunderbay.ca/rfst
- Current River, Delaney and Port Arthur Arenas are now open. Neebing and Grandview Arenas are scheduled to reopen October 13. Stay tuned for reopening updates for the Fort William Gardens.
- Players must come dressed to arena (other than skates and helmets – no bags inside)
- Masks are required inside the facility (but may be removed when putting on helmet and/or actively participating in physical activity)
- No access to dressing rooms at this time
- Please arrive and depart within 15min of your ice rental
- Maximum 25 participants and maximum 25 spectators allowed in facility per booking
- Public skating is cancelled until further notice.
- Fort William Gardens Box Office is closed to the public.
- All arena concession sites are closed indefinitely until further notice.
- Call 625-2434 to inquire about arena bookings.
- For updates visit the www.thunderbay.ca/arenas

Arts and Culture

- Visit: www.thunderbay.ca/artsandculture or call 625-2351 (Monday – Friday, 8:30 am – 4:30 pm)
- The Baggage Building Arts Centre is anticipated to reopen in fall/winter 2020
- Also see the **Activities & Programs** section listed under “A”

Attractions

- Visit: www.visitthunderbay.com
- Staff are available to answer visitor inquiries via telephone (807) 983-2041 or toll-free 1-800-MOST-FUN (667-8386) and email at visit@thunderbay.ca

Awards and Recognition

- Visit: www.thunderbay.ca/awards

B

Beaches

- Beaches are now closed for the season.

Bids and Tenders

- Visit: www.thunderbay.ca/bids or call: 625-2252 (Monday – Friday, 8:30 am – 4:30 pm).
- Post also appear in the Chronical Journal under Notices & Tenders

Biking

- Getting outside and being active is good for your wellbeing and coping with stress.
- Trails remain open seasonally.
- Physical distancing must be practiced when walking, biking, or visiting parks and trails by keeping 2 metres from other peoples.
- Visit: www.thunderbay.ca/activetransportation or contact the Mobility Coordinator at darrik.smith@thunderbay.ca

Births

- To pick up a Birth Certificate application, call: 625-2230 to schedule an appointment (Monday – Friday, 8:30 am – 4:30 pm).

Boating

- The following boat launches are now open.
 - Kam Park
 - Lorne Allard Fisherman's Park
 - McKellar Boat Launch
 - Neste Boat Launch (Mountdale Ave.)
 - Prince Arthur's Landing
- The Marina is also open for recreational boating.

Boards

- Visit: www.thunderbay.ca/committees

Budget

- Visit: www.thunderbay.ca/budget

Building Information, Permits and Inspections

- Staff continue to be available to issue Building Permits and perform Inspections of construction. Screening questions will be asked prior to any visits.
- For general building and construction information or to arrange for a permit, inspection or Property Information Report visit: www.thunderbay.ca/building, call 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.

Burning Permit

- Burn Permits are still being issued.
- To arrange for **Burn Permits**, visit: www.thunderbay.ca/fire. Fire protection certificates and reports will be accepted electronically and reviewed remotely.

Buses

- Due to the pandemic, Thunder Bay Transit has adjusted service levels until further notice to best meet fluctuating ridership levels and customer demands.

- Use transit for essential travel only.
- For information on the current schedule visit: www.thunderbay.ca/transit or call Transit Customer Service at 684-3744.
- Effective Oct. 1, the Waterfront Terminal reopened to the public. For the safety of all passengers waiting for buses inside of the terminal building, occupancy will be limited to 16 persons maximum. Masks or face coverings are mandatory when inside the terminal building, and everyone must maintain physical distancing of two metres or six feet from others.
- Front door boarding and fare collection has resumed on all transit buses. New safety shields have been installed on buses to allow safe interactions between passengers and operators.
- Effective July 20, the 20-ride punch passes has been discontinued. Customers currently holding these passes can exchange remaining rides on their passes for tickets at the Transit Office on Fort William Road which has reopened. Questions can be directed to Transit's customer service line at 684-3744.
- Wear a face covering or non-medical mask when traveling on Thunder Bay Transit.
- Maintain social distancing while riding the bus and do not approach the driver. Enhancing cleaning is taking place on all buses.
Contact Transit Customer Service at 684-3744 (Monday – Friday, 8:30 am – 4:30 pm)

Business

- The City of Thunder Bay recognizes the impact that the COVID-19 pandemic will have on small businesses and entrepreneurs. City Council and Administration have had many discussions, and have made and continue to make decisions to help alleviate the financial pressures. At the City Council Meeting on March 30, Council approved:
 - Deferring the May 6 property tax installment deadline to July 8
 - Having an additional 90 days to pay water bills
 - Extending the application deadline for Tax and Water Credit Programs until Sept. 1
 - Postponing all arrears and collections until Sept. 30
 - Extending the payment period for City invoices to 90 days
 - Waiving the fees Business Permits and License Fees for 3 months
 - Reducing the Sign Permit fees by 25% for 1 year
- The City continue to work the Chamber of Commerce and the Community Economic Development Commission (CEDC) to plan for the future, including a post-pandemic plan.
- The CEDC team is here to help local businesses through the COVID-19 pandemic and support their strong recovery. Contact them for consultations and advice including accessing supports provided by the Government of Canada, Government of Ontario, and stakeholder organizations. Visit <https://gotothunderbay.ca/how-we-help/entrepreneur-centre/>
- On June 5, the Thunder Bay Economic Development Commission (CEDC) announced the creation of an Economic Recovery Task Team to explore innovative ways the City can respond and help businesses recover from COVID-19. It also announced an additional \$75,000 in funding for a local entrepreneur training program. Read more: <https://bit.ly/2XBSAYX>
- Rent Relief Program for City Commercial Tenants During COVID-19 - this program will be applicable to the City's commercial tenants with a 50% drop in revenue during the months of April, May and June of 2020. The program enables the City to waive 25% of rent during the

period of April, May and June. Tenants will pay 25% of rent during this period, and the remaining 50% will be amortized over future years. For more information visit:

www.thunderbay.ca/RentRelief

- View the Q&As on Economic Recovery from the Mayor's Town Hall with Eric Zakrewski, CEO CEDC, on May 12, 2020. Visit: www.thunderbay.ca/TownHallQuestions
- The Provincial and Federal Governments also have programs in place to help support small businesses and entrepreneurs.
- Visit: www.thunderbay.ca/business
- Learn more about pop-up patios at www.thunderbay.ca/patio

Business Permits and Licences

- To provide financial relief, all 2020 business licences, including taxi licences are reduced by 25%. Businesses will have an extra three months to pay licence renewal fees.

By-laws

- For general information about City By-laws or to make a complaint, visit: www.thunderbay.ca/bylaw or call 625-2216 (Monday – Friday, 8:30 am – 4:30 pm)

C

Calendar

- Visit: www.thunderbay.ca/calendar
- Also see the **Events section** listed under “E” for more on City events

Campgrounds

- City campgrounds at Chippewa and Trowbridge are open seasonally. Visit www.thunderbay.ca/campgrounds

Canada Games Complex

- The Canada Games Complex reopened as of Sept. 23.
- As of Nov. 23, pre-booking is now required for all activities, including use of weight/cardio rooms and track. Call 684-3311 or visit www.thunderbay.ca/cgc to pre-book online.
- Pre-screening is required: Paper copies are available at the entrance, or fill out the online pre-screening tool the day of your activity at www.thunderbay.ca/rfst
- Users can expect some facility changes like the rearrangement of weight and cardio rooms to adhere to provincial guidelines on physical distancing.
- Showers, bathrooms and change rooms will be available for use, with every second stall open for physical distancing. No access to sauna or hot tub.
- Eye protection is recommended while playing squash against someone outside of your household.
- For information on aquatics/fitness memberships call: 684-3323
- Credits have been applied for spring program cancellations.

- For program information including credit/refunds call: 625-2227 or 684-3323 (Monday – Friday, 8:30 am – 4:30 pm)
- Learn more: www.thunderbay.ca/cgc

Careers

- The Corporation continues to recruit for essential positions during this time, such as personal support workers in long-term care. View active job postings at www.thunderbay.ca/jobs

Cemeteries

- Visitors to Administration Building: At this time, visitors to the Mountain View & St. Patrick's Cemeteries Administration Building at 1351 Broadway Avenue require an appointment. Please use our online tool to book your appointment. Link available at www.thunderbay.ca/cemeteries
- Individuals visiting the cemeteries must maintain the safe physical distance of at least two metres apart from others.
- Provincial COVID-19 restrictions regarding funerals are changeable. Contact your funeral director for details.
- Visitors to the cemetery are asked to be respectful and not approach funeral services.
- Cemeteries are open to the public daily, a half hour before dawn to a half hour before dusk, year round.

Child Care

- The Municipal Child Care Centres: Algoma, Woodcrest, Ogden and Grace Remus are focused on providing care for preschool and toddler age children. There is currently capacity at Algoma and Ogden centres to accept new clients. Please contact the Centre Supervisor (Algoma – Jenna Rogozinski, 684-3272; Ogden – Carla Aiken, 625-3810) to inquire about availability and please register in advance. Visit: www.thunderbaychildcare.ca
- Before and after school and school age care is not open at this time. We are working at developing staffing capacity to reopen these programs. Staff will keep families informed of progress.
- Changes have been put in place at Child Care Centres to ensure safety of children and staff, as well as the Pioneer Ridge residents located in the same building as Grace Remus. All intergenerational programming at Grace Remus will be suspended and there will be a physical separation of long term care and child care operations.
- The Government has launched a COVID-19 Report of Cases in Schools & Child Care Centres webpage. This page is updated every weekday with the most up-to-date COVID-19 information available. Visit: www.ontario.ca/page/covid-19-cases-schools-and-child-care-centres

Licensed Private Home Child Care:

- Homes have gradually reopened. Capacity exists in the Private Home Child Care Program.
- Enhanced measures have been implemented in the homes for cleaning and tracking purposes. Masks and eye protection are required as homes will follow protocols as licensed child care centres.
- For more information, call Penny - Private Home Child Care Worker at 623-1767.

City Council

- On Sept. 25, the Provincial Government further updated Ontario Regulation 364/20 as it pertains to gathering limits. The previously announced reduced gathering limits (no more than 10 persons) have been amended to apply only to places that are defined as private dwellings and residential buildings. This means that City Council meetings will no longer be limited to only 10 people. This change also affects ward/town hall meetings and allows up to 50 people to attend where capacity to allow for physical distancing is possible.
- As the city moves to Stage 3 reopening, City Council will continue to maintain virtual meetings. Meetings are aired on Shaw Cable, Tbaytel and through the City's website for public information. Those seeking to make deputations can provide written deputations or attend the meeting virtually by phone or videoconference. Members of the public are not able to attend meetings in person in Council Chambers at this time as occupancy limits are currently in place as per public health guidelines.
- City Council has approved amendments to their Procedural By-law that allow members of the public to participate in electronic meetings. The public can participate by telephone, videoconference or by sending a letter to Council. More information will be made available for each option when requests are received. Deputations must be received by 12:00 p.m. four days prior to the day of the meeting, in accordance with the timeframe in section 5.08(b)(2) of the Procedural By-law. To submit a Deputation in writing, email cityclerk@thunderbay.ca or complete the Request to Speak Before Council Online Form at www.thunderbay.ca/en/city-hall/speak-before-council
- On March 25, a by-law was passed to allow members of City Council to participate and vote at meetings electronically during this emergency situation. The Municipal Act previously allowed for Members of Council to participate in meetings electronically, but they were not included in quorum and were not entitled to vote. The amendment passed by the Province of Ontario on March 19, 2020, allows for any member participating electronically to be counted toward quorum and have their vote count only when a state of emergency has been declared. Under the provision in the amendment, a Special Committee of the Whole meeting took place on March 25, 2020, to pass the necessary changes to the Procedural By-law to allow electronic participation.
- Learn more about Thunder Bay City Council at www.thunderbay.ca/CityCouncil
- For more information call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm)

City Hall

- City Hall is closed to the public.
- For City Hall services including Office of the City Clerk, Commissioners of Oath, Marriage Licenses, Lottery Licenses and Transit Passes, call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.

Claims

- Any claims filed against the City must be filed with the City Clerk. Visit www.thunderbay.ca/ReportAProblem
- For more information, call: 625-2230, or email cityclerk@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)

Commissioner of Oaths

- To arrange for an Oath of Affidavit/Statutory Declaration signed and stamped by a Commissioner of Oaths, call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.

Committees

- The Committee of Adjustment is still accepting and processing applications.
- To make an application to the Committee of Adjustment for a Consent, Minor Variance or Permission, visit: www.thunderbay.ca/applications or call 625-2542 or 625-2531, or email lmceachern@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.
- Visit: www.thunderbay.ca/committees

Community Centres

- The following centres have reopened to the public for limited programming:
 - Vickers Heights – 577-8596
 - South Neebing – for Judo only – 475-4622
 - West Thunder – 475-9396
 - Oliver Road – 345-9531
 - North McIntyre – 767-1400
 - Jumbo Gardens – 625-2304
 - Vale – 625-2304
 - Current River – 683-8451
- Many of these centres are operated by external boards, and available services will vary by centre.
- West Arthur Community Centre is not open, aside from Older Adults daytime programming.
- North End is currently not open.

Community Profile

- Visit: www.gotothunderbay.ca

Complaints

- To report an infrastructure related complaint, call: 625-2195 or email publicworks@thunderbay.ca
- Staff are still available to receive By-law or Property Standards related complaints, call: 625-2710 (Monday – Friday, 8:30 am – 4:30 pm)
- Visit: www.thunderbay.ca/reportaproblem

Conservation Areas

- Opening hours are 7 days a week, 10 am to 4 pm, pending COVID restrictions; check the Conservatory webpage at www.thunderbay.ca/conservatory.

Conservatory

- The Conservatory is open during the following hours:
 - Monday and Tuesday: 10 am – 4 pm
 - Wednesday through Friday: 10 am – 8 pm
 - Saturday and Sunday: 12 pm – 8 pm
- The Conservatory currently cannot host weddings, photos or any events.

Contact Us

- View the listing of City information lines and appointment booking lines at www.thunderbay.ca/a-z
- For general City inquiries call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm).

Court Services

- To help reduce the transmission of COVID-19, Provincial Offences Courts will be closed until Friday, Jan. 22, 2021.
- Learn more about services at www.thunderbay.ca/court

Crime Prevention

- Visit: www.thunderbay.ca/crimeprevention

Crossing Guards

- School Crossing Guards are available on pedestrian routes to the City's schools. Please maintain physical distancing from the Crossing Guard and other school crossing users whenever possible.
- More information, and a map of School Crossing Guard locations, is available at www.thunderbay.ca/crossingguards.

D

Deaths

- For information on what to do when someone dies, visit: <https://www.ontario.ca/page/what-do-when-someone-dies>
- City of Thunder Bay Cemetery grounds remain open for funerals and visitation. Administration building access is by appointment only. For appointments call: 625-3014 (Monday – Friday, 8:30 am – 4:30 pm)

Departments

- Visit: www.thunderbay.ca/departments
- For general City inquiries call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm)
- For affected City Services during the COVID-19 pandemic, visit www.thunderbay.ca/coronavirus

Dog Parks

- The following dog parks are open:
 - Beverley Dog Park
 - Centennial Park and Buffer
 - Hillyard
 - Westfort Playfield
- Any person who uses the above amenities MUST maintain a physical distance of at least two metres from any other person using the amenity (unless they are part of the same household).

- If an individual arrives at an amenity, such as an off-leash dog area, that is crowded, they should wait until there is enough space to physically distance or return at another time. Signage will be updated as possible.

Drinking Water

- The City's Water Authority continues to operate and maintain the drinking water system to provide safe drinking water to the community. The City's drinking water is continuously tested, monitored, and analyzed in accordance with Ministry regulations and approvals.
- The City continues to operate and maintain two residential water fill stations/tap houses (Valley Street Water Fill Station and Highway 61 Water Fill Station) to provide rural Thunder Bay residents with potable water. There is also one water fill station for commercial use only (Central Avenue Water Fill Station).

Residents can buy residential fobs at the following locations:

- Oliver Road Can-op, 1419 Oliver Rd
- South Neebing Variety, 2060 Hwy 61 (Hwy 61 at Mountain Rd)

To arrange or refill a commercial fob, customers can call: 625-2249 to purchase a fob or re-load it over the phone using a credit card. New fobs will be mailed out to customers.

- Visit www.thunderbay.ca/leadpipes for the application to the Lead Water Service Replacement Loan Program.

Drug Strategy

- Visit: www.thunderbay.ca/drugstrategy

E

EarthCare

- Visit www.earthcarethunderbay.ca or contact the Sustainability Coordinator at summer.stevenson@thunderbay.ca

Economic Development & Recovery

- The City of Thunder Bay recognizes the impact that the COVID-19 Pandemic will have on small businesses and entrepreneurs. City Council and Administration have had many discussions, and have made and continue to make decisions to help alleviate the financial pressures. At the City Council Meeting on March 30, Council approved:
 - Deferring the May 6 property tax installment deadline to July 8
 - Having an additional 90 days to pay water bills
 - Extending the application deadline for Tax and Water Credit Programs until Sept. 1
 - Postponing all arrears and collections until Sept. 30
 - Extending the payment period for City invoices to 90 days
 - Waiving the fees Business Permits and License Fees for 3 months
 - Reducing the Sign Permit fees by 25% for 1 year

- The Provincial and Federal Governments also have programs in place to help support small businesses and entrepreneurs.
- The City continue to work the Chamber of Commerce and the Community Economic Development Commission (CEDC) to plan for the future, including a post-pandemic plan.
- The CEDC team is here to help local businesses through the COVID-19 pandemic and support their strong recovery. Contact them for consultations and advice including accessing supports provided by the Government of Canada, Government of Ontario, and stakeholder organizations. Visit <https://gotothunderbay.ca/how-we-help/entrepreneur-centre/>
- On June 5, the Thunder Bay Economic Development Commission (CEDC) announced the creation of an Economic Recovery Task Team to explore innovative ways the City can respond and help businesses recover from COVID-19. It also announced an additional \$75,000 in funding for a local entrepreneur training program. Read more: <https://bit.ly/2XBSAYX>
- View the Q&As on Economic Recovery from the Mayor's Town Hall with Eric Zakrewski, CEO CEDC, on May 12, 2020. Visit: www.thunderbay.ca/TownHallQuestions
- Visit: www.gotothunderbay.ca

Emergency Planning

- The City of Thunder Bay has been actively monitoring the COVID-19 situation as it evolves and is following its pandemic response plan.
- Mayor Bill Mauro and City Administration are in regular contact with Dr. Janet DeMille, Medical Officer of Health & Chief Executive Officer of the Thunder Bay District Health Unit, to monitor the situation and the response from the Public Health Agency of Canada and the Ontario Ministry of Health.
- The Municipal Emergency Control Group is meeting weekly to monitor and manage the COVID-19 situation in Thunder Bay. This is a coordinated community response to the situation.
- The Emergency Control Group includes: the City of Thunder Bay, Thunder Bay Police Service, Thunder Bay Fire Rescue, Superior North EMS, meeting with the Thunder Bay District Health Unit, Thunder Bay Regional Health Sciences Centre, District of Thunder Bay Social Services Administration Board, Tbaytel, Thunder Bay Airport, Synergy North, Lakehead Public Schools, the Catholic District School Board, Aurora Borealis Catholic District School Board, Confederation College and Lakehead University.
- Learn more about the City's COVID-19 response at www.thunderbay.ca/coronavirus

Employment Opportunities

- The Corporation continues to recruit for essential positions during this time, such as personal support workers in long-term care. View active job postings at www.thunderbay.ca/jobs

Engagement Opportunities

- Visit: www.thunderbay.ca/getinvolved

Environmental Information

- Visit www.earthcarethunderbay.ca or contact the Sustainability Coordinator at summer.stevenson@thunderbay.ca

Events

- At this time, event licenses may not be issued based on the provincial and Thunder Bay District Health Unit guidelines as it pertains to safety protocol during the pandemic.
- Park/facility bookings are cancelled for two business weeks beyond the extension of orders limiting these activities.
- All events must follow the current Ontario Provincial gathering limits.
- Outdoor gatherings for the purposes of a wedding, funeral or a religious service, rite or ceremony are permitted under Provincial regulations. Event organizers may contact Infrastructure and Operations or Event Services as appropriate to apply for permission to host events that comply with Provincial orders.
- The Arts and Heritage Awards have been deferred to 2021.
- Updates on Winter Fundays and SnowDay will be provided in December.
- For event bookings, visit: www.thunderbay.ca/eventservices or call: 629-7098 (Monday – Friday, 8:30 am – 4:30 pm).
- For general inquiries on City-run events, call: 628-5250
- For event tickets, call: 625-2929

F

Facebook

- The City of Thunder Bay’s official Facebook page can be found at: www.facebook.com/cityofthunderbay

Facilities

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools, Fitness, Arenas & Stadia, visit: www.thunderbay.ca/rfst; for screening at 55 Plus Centres, visit: www.thunderbay.ca/oast
- For general inquiries call: 625-2351 (Monday – Friday, 8:30 am – 4:30 pm)
- Facility rental credits have been applied to client accounts.
- Facility memberships will automatically be extended for the lesser of: the duration of the facility closure, or the remaining membership term as of March 17. Alternatively, clients may contact the City to request a refund for the pro-rated, unexpired portion of their membership
- Facility programs are cancelled. Credits are being applied to all accounts. To request a refund instead of a credit, call: 625-2227 or 684-3323, or email communityservices@thunderbay.ca
- See Fort William Stadium listed under “F”, Arenas listed under “A”, Community Centres listed under “C”, Child Care under “C”, Pools listed under “S” for swimming, and Splash Pads under “S”.
- The Baggage Building Arts Centre is anticipated to reopen in fall 2020
- Future program and facility updates: Administration will report back to Council on the status of additional reopening plans currently under review.

Facility Rentals

- For facility rental inquiries, call 625-2227.

Fees and Charges

- Free 2-hour parking at all metered parking spaces from Dec. 14 to 25, to support shopping local this holiday season. All other parking regulations continue to remain in effect and will be enforced.

- Transit fees have resumed as normal. Learn more about Transit under “T”.
- Monthly Rental Parking Customers – Accounts are automatically being renewed. Payments can be made by mail, dropbox, or over the phone with a credit card. Please call 807-625-2370 if you have any questions regarding your account.
- Parking Tickets - If you received a Parking Infraction Notice (parking ticket) after March 1, 2020, you have until Feb. 26, 2021, to exercise one of the options set out on the back of the Notice. If you do not respond by Feb. 26, 2021 you may be deemed not to dispute the charge and a justice may enter a conviction for the offence. Tickets can be paid by mail, dropbox, in person, or over the phone by calling 807-625-2370.
- For more on user fees visit: www.thunderbay.ca/userfees

Finance

- Visit: www.thunderbay.ca/finance

Financial Relief During COVID-19

- Early in the pandemic City Council approved financial relief during COVID-19. [View a record of the relief offered at that time \(March 31, 2020\)](#). These relief measures existed for a specified period of time as outlined and may no longer apply at this time.

Fire

- For emergencies, call 9-1-1
- For non-emergencies, call: 625-2764 or visit: www.thunderbay.ca/fire
- Emergency response will not change. Fire Stations are fully staffed and able to respond to emergencies. Fire Fighters have introduced enhanced personal protective equipment protocols and procedures. Fire prevention and inspection services are reduced, however, officers are still responding to fire life safety concerns. Follow-up with customers will take place by phone or email where possible.
- Fire Stations are closed to the public due to the Covid-19 emergency, so burn permits can only be renewed and applied for online. New permit applications require an inspection by Thunder Bay Fire Rescue personnel, and those inspections will be completed as soon as possible. Thunder Bay Fire Rescue reminds citizens that any outdoor burning within the City of Thunder Bay requires a permit. Permit rules and regulations are strictly enforced and failure to obtain a permit or follow the permit rules will result in prosecution and fine. Learn more at www.thunderbay.ca/fire

Flooding

- To report flooding, contact the Infrastructure & Operations Dispatch at 625-2195 or email publicworks@thunderbay.ca
- For information on flood prevention measures, visit: www.thunderbay.ca/floodpreventionmeasures

Fort William Stadium

- Fort William Stadium is currently under review for reopening.

Freedom of Information

- Freedom of Information (FOI) and correction of personal information requests received from the public continue to be important to us. However, due to the exceptional nature of the COVID-19

pandemic, the public should be aware that the City of Thunder Bay FOI Office will have limited capability at this time to receive, process and respond to requests in a timely manner. As such, our ability to respond to requests within the FIPPA / MFIPPA legislated timelines may be impacted.

- If your new request is not urgent, please wait to submit it until normal operations resume.
- If you have an urgent request, such as for health and safety, compassionate and humanitarian reasons, or you need assistance, contact the City of Thunder Bay FOI Office by email at archives@thunderbay.ca
- We apologize in advance for any inconvenience that this may cause for you and invite you to call 807-630-2381 or email archives@thunderbay.ca if you wish to discuss your request further.

G

Garbage Collection

- Garbage collection is still continuing on residents' regular collection date. To find out when your collection date is, check your waste collection calendar visit: www.thunderbay.ca/waste
- The garbage item limit of two non-tagged items remains the same. A third item of garbage will be collected if it has a garbage item tag attached. Garbage item tags can now be purchased over the phone during the hours of 8:30 am - 4:30 pm, by calling 625-2266. Credit card payment only. Tags will be mailed out to residents. They can also be purchased in-person at the Landfill Site.
- Residents asked to practice safe waste disposal by bagging all waste rather than placing it loosely in garbage containers or cans.
- Reduce the amount of waste you are placing at the curb as much as possible.
- Respect physical distancing with waste collection operators and do not approach the vehicle.

Get Involved

- Visit: www.thunderbay.ca/getinvolved

Golf

- Chapples and Strathcona courses are open seasonally.
- Prior to attending, to keep yourselves and others safe, please read the new Golf Course Rules and Regulations: <https://bit.ly/tbay-golfcourse-changes>
- Tee times can be booked online, or (as of May 22) by calling Chapples 625-2582 or Strathcona 683-8251.
- There will not be any walk up reservations, if you don't have a tee time you will still have to call the Pro Shop.
- Arrive no earlier than 30 minutes to your scheduled tee time.
- Please pay attention upon arrival to signage providing instructions on how to check-in and proceed with your round.
- For more information, call the Supervisor of Golf Services: 626-3122
- Visit: www.thunderbay.ca/golf

Graffiti

- Visit www.thunderbay.ca/graffiti

- To report graffiti, visit www.thunderbay.ca/reportaproblem or call 2-1-1

Grants

- Visit: www.thunderbay.ca/grants

Green Initiatives

- Visit www.earthcarethunderbay.ca or contact the Sustainability Coordinator at summer.stevenson@thunderbay.ca

H

Heritage

- The Harry Kirk Archives and Records Centre is closed to the public.
- If you have an urgent historical question please email archives@thunderbay.ca
- To learn more, visit: www.thunderbay.ca/heritage

History

- The Harry Kirk Archives and Records Centre is closed to the public.
- If you have an urgent historical question please email archives@thunderbay.ca
- To learn more, visit: www.thunderbay.ca/heritage

Home and Property

- Information on building or renovating a home is available. Visit: www.thunderbay.ca/building or call 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
Meetings with staff are available by appointment.
- Building Permit applications will continue to be accepted and reviewed.
- Burn Permits can be accessed at www.thunderbay.ca/fire
- For general information about City By-laws or to make a complaint visit: www.thunderbay.ca/bylaw or call 625-2710 (Monday – Friday, 8:30 am – 4:30 pm)
- Visit: www.thunderbay.ca/homeandproperty

Homes for the Aged

As we continue to have the safety of our residents/tenants and staff as our # 1 priority, operational changes effective Nov.20 have been put into effect until further notice, which include restricting short-term absences to essential absences only, restricting general visitation to essential visitors only and encouraging window and FaceTime visits.

- For more information, contact the Pioneer Ridge Business Office at 684-3910, or the Administrator Office at 684-3917.
- For more information, contact the Jasper Place Office 684-2990, or the Program Manager at 684-3048.

VIRTUAL VISITS

Pioneer Ridge

- Virtual visits are continuing and strongly recommended. We have seen great success with virtual visits and the ability to increase the much-needed contact with friends and family members, while maintaining social distancing.
- **Virtual visits are all pre-scheduled by calling the scheduling coordinator line at 684-3956 between the hours of 9 am – 4 pm, Monday to Friday.**

Jasper Place

- **Virtual visits are all pre-scheduled by calling the Recreation Department at 684-2928**

Housing

- Contact the District of Thunder Bay Social Services Administration Board at 766-2111 or visit www.tbdssab.ca

Hydro

- Visit: www.synergynorth.ca, call: 343-1111, or email customerservice@synergynorth.ca

I

Indigenous Relations & Inclusion

- Visit: www.thunderbay.ca/indigenousrelations

Instagram

- Visit the City of Thunder Bay's official Instagram page @CityOfThunderBay

J

Jasper Place

- See the information listed under “Homes for the Aged” which applies to both Jasper Place and Pioneer Ridge. See section “H”.

Jobs

- The Corporation continues to recruit for essential positions during this time, such as personal support workers in long-term care. View active job postings at www.thunderbay.ca/jobs

K

Kids Activities

- See Activities & Programs listed under “A”

L

Landfill Site

- The Solid Waste & Recycling Facility (Landfill Site) remains open during normal operating hours: Monday - Friday: 8 am - 6:30 pm, Saturday: 8 am - 4:30 pm, this includes the recycling,

household hazardous waste, electronic waste and leaf and yard waste drop off. It is closed Sundays and statutory holidays including Easter Monday, Civic Holiday and Remembrance Day.

- Only 10 vehicles will be allowed in to the Solid Waste & Recycling Facility (Landfill Site) at one time. Residents should maximize their loads to minimize trips and are encouraged to use debit/credit tap payment to reduce contact
- Before making a trip to the Solid Waste & Recycling Facility (the Landfill Site), check out the LIVE camera to see how busy the site is at: www.thunderbay.ca/landfill
- No tours of the Solid Waste & Recycling Facility (Landfill)

Leaf and Yard Waste Collection

- Leaf and Yard Waste Collection takes place on a designated date near the end of October, on your regular recycling date.
- To find out when your collection date is, check your waste collection calendar visit: www.thunderbay.ca/waste

Libraries

- Learn more at: www.tbpl.ca

Licences

- Staff continue to be available to issue Taxi and Vehicle for hire licences. Call: 625-2710 (Monday – Friday, 8:30 am – 4:30 pm)
- Staff continue to be available to issue Licences of Access or Occupation. Call: 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- All 2020 business licence renewals, including taxi licences, are reduced by 25%. Businesses will have an extra three months to pay licence renewal fees.
- Visit: www.thunderbay.ca/licences
- Also see Marriage licenses listed under “M”, Marriage

Litter

- Visit www.thunderbay.ca/litter

Long-Term Care

- Please See Homes for the Aged listed under “H”

M

Maps

- Staff continue to be available to provide custom mapping services. Call: 625-2550, or email susan.henton@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.
- Visit: www.thunderbay.ca/maps

Marina

- The Marina is open for recreational boating seasonally.
- Boat launches are open seasonally with restrictions on physical distancing and gathering size.

- Visit www.thunderbay.ca/marina or call 625-2266 (Monday - Friday, 8:30 am – 4:30 pm)

Marriage

- To arrange for a Marriage Licence, visit: www.thunderbay.ca/licences or call 625-2230, (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.
- If you're marriage licence has expired and you were not able to have your ceremony due to COVID-19, the fee for re-issuing your license will be waived. You must return your original license to City Hall.

McKellar Mall

- Public access to Victoriaville Centre and McKellar Mall has been restored. Measures to help reduce the spread of COVID-19 remain in place.
- Both facilities will be open to the public from 9 am to 5 pm, Monday to Friday (excluding any holidays).
- Public access is available through all doors with the exception of the Brodie Street entrance which remains closed.
- Appointments scheduled outside of regular Centre hours must be arranged with individual businesses.
- City of Thunder Bay offices remain closed to the public and meetings with staff are available by appointment only. To schedule an appointment view City contacts at www.thunderbay.ca/coronavirus

Meals on Wheels

- Meals on Wheels will continue to be delivered using a contactless delivery method.
- Procedures may be adjusted as the COVID-19 situation changes to ensure the safety of our volunteers and clients in the community.
- Contact Meals on Wheels Office at 625-3667, or the Program Manager at 684-3048, or visit: www.thunderbay.ca/mealsonwheels

Media Releases

- Read all City news on COVID-19 at www.thunderbay.ca/coronavirus
- View the full City news section at: www.thunderbay.ca/news
- Subscribe to receive City News sent directly to your inbox. Visit: www.thunderbay.ca/subscribe

Mytbay Newsletter

- The City newsletter, which typically comes out every second month, is temporarily on hold while regular COVID-19 pandemic response communications are distributed to residents through all City channels on an ongoing basis at this time.
- Visit: www.thunderbay.ca/mytbay

N

News

- Read all City news on COVID-19 at www.thunderbay.ca/coronavirus
- View the full City news section at: www.thunderbay.ca/news

- Subscribe to receive City News sent directly to your inbox. Visit: www.thunderbay.ca/subscribe

Newsletter

- The City newsletter, which typically comes out every second month, is temporarily on hold while regular COVID-19 pandemic response communications are distributed to residents through all City channels on an ongoing basis at this time.
- Visit: www.thunderbay.ca/mytbay

Q

Official Plan

- Staff continue to be available to receive and process Official Plan amendment applications. Call: 625-2531, or email jill.thompson@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
Meetings with staff are available by appointment.
Visit: www.thunderbay.ca/officialplan

Older Adults

- See **55 Plus Programs** under “#” below or visit www.thunderbay.ca/55Plus
- Meals on Wheels continues to operate using a contact-less delivery method. Learn more at www.thunderbay.ca/mealsonwheels
- For information about Pioneer Ridge and Jasper Place please see “Homes for the Aged” section listed under “H”.

P

Parking

- Free 2-hour parking at all metered parking spaces from Dec. 14 to 25, to support shopping local this holiday season. All other parking regulations continue to remain in effect and will be enforced.
- For general parking inquiries, call: 807-625-2370 or visit: www.thunderbay.ca/parking
- Monthly Rental Parking Customers – Accounts are automatically being renewed. Payments can be made by mail, dropbox, or over the phone with a credit card. Please call 807-625-2370 if you have any questions regarding your account.
Parking Tickets - If you received a Parking Infraction Notice (parking ticket) after March 1, 2020, you have until Feb. 26, 2021 to exercise one of the options set out on the back of the Notice. If you do not respond by Feb. 26, 2021 you may be deemed not to dispute the charge and a justice may enter a conviction for the offence. Tickets can be paid by mail, dropbox, in person, or over the phone by calling 807-625-2370.

Parks

- Playgrounds in City parks are open. Signage has been posted at sites listing user requirements due to COVID-19.

- Users must sanitize or wash their hands before entering the playground area, maintain physical distancing of at least two metres from other playground users who are not from the same household, and if the resident has experienced any COVID-19 symptoms, they are instructed not to use the playground.
- Chippewa Park is open, but some park amenities remain closed - signage is posted. Individuals visiting the park must also follow the community access restrictions put in place by Fort William First Nation, and limit activity to within the park. Camping at Chippewa will remain closed for the summer of 2020. Sandy Beach is open seasonally.
- Amusement rides at Chippewa Park and Centennial's Muskeg Express will remain closed in 2020.
- The following parks, fields and amenities are open, weather permitting or seasonally:
 - **Baseball fields:** Academy Ball Diamonds (Lobbers North, South and Complex), George Burke Park, North McIntyre Community Centre, Northwood Playfield, Park Arena, Slovak Ball Diamond, South Neebing Community Centre, Waddington Park, Westfort Playfield
 - **Soccer fields:** Jumbo Gardens Playfield, Northwood Playfield, South Neebing Community Centre
 - **Tennis courts:** Boulevard Lake Park, Centennial Village Parkette, Oliver Road Community Centre, South Neebing Community Centre, Westfort Playfield
 - **Basketball courts:** Centennial Village Parkette, Dease Park, Humber Park, Northwood Playfield, Oliver Road Community Centre, South Neebing Community Centre, Westfort Playfield
 - **Skateboard/BMX parks:** Jumbo Gardens Playfield, Prince Arthur's Landing, West Thunder Community Centre
 - **Off-leash dog parks:** Beverley Dog Park, Centennial Park and Buffer, Hillyard, Westfort Playfield
 - **Permanent rinks:** Jumbo Gardens Playfield, North McIntyre Community Centre, Oliver Road Community Centre
 - **Shelter/gazebo/picnic areas:** Alma Adair, Boulevard Lake Park, Lorne Allard Fisherman's Park, Prince Arthur's Landing, Waverley Park
 - **Boat/canoe/kayak launch:** Kam Park, Lorne Allard Fisherman's Park, McKellar Boat Launch, Neste Boat Launch (Mountdale Ave.), Prince Arthur's Landing
 - **Disc golf:** Boulevard Lake Park
- Any person who uses the above amenities MUST maintain a physical distance of at least two metres from any other person using the amenity (unless they are part of the same household).
- If an individual arrives at an amenity, such as an off-leash dog area, sports field or picnic area, that is crowded, they should wait until there is enough space to physically distance or return at another time. Signage will be updated as possible.
- See more on **Splash Pads** listed under “S”
- Parks washrooms are open seasonally as follows:
 - Centennial, Boulevard Pavilion, Rita St, Marina Park, Chapples Loop, and Vickers Park will be 7 day operations
 - Chippewa Park will be 6 day operations (closed Saturday)
 - Hours are different depending on the site as they are based on location demands. Hours will be posted on the doors.
 - 2m physical distancing requirements must be followed
 - Some sinks/stalls have been closed off to promote physical distancing and to maintain building code requirements.

- Follow all posted signage and instructions.
- Outdoor pools are closed for the season.
- City campgrounds at Chippewa and Trowbridge remain closed.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca
- Residents are urged not to dispose of any household waste in public parks or private spaces. Doing so is a violation of the City by-law and overwhelms these facilities, resulting in waste and debris contaminating our city. By-law officers will be investigating violations and offenders can be fined up to \$5,000. To report a garbage or recycling concern on City property, visit: www.thunderbay.ca/reportaproblem

Permits

- For driveway permits, heavy/oversized load applications or sewer and water connections/disconnections call: 625-2266
- To arrange for **Building Permits**, visit www.thunderbay.ca/buildingpermits, call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for **Burn Permits**, visit: www.thunderbay.ca/fire. Fire protection certificates and reports will be accepted electronically and reviewed remotely. Permits continue to be issued.
- To arrange for a **Demolition Permit**, call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Sign Permit**, , call: 625-2216 (Monday – Friday, 8:30 am – 4:30 pm). Sign permit fees will be reduced by 25% until March 2021 , to provide financial relief during COVID-19.
- To arrange for a **Swimming Pool Fence Permit**, visit: www.thunderbay.ca/permits, or call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Utility Location Permit**, visit: www.thunderbay.ca/utilities or call: 625-2266 (Monday – Friday, 8:30 am – 4:30 pm)

Pingstreet

- Visit: www.thunderbay.ca/pingstreet

Pioneer Ridge

- See information listed under “Homes for the Aged” in section ‘H’.

Planning

- Staff continue to be available to receive and process all Planning Applications.
- To arrange for a **Planning Application** (Consent to Sever, Minor Variance, Official Plan Amendments, Plan of Subdivision, Site Plan Control or Zoning By-Law), visit: www.thunderbay.ca/planningapplications or call: 625-2531, or email jill.thompson@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm) Meetings with staff are available by appointment.

- Effective June 15, City Council and the Committee of Adjustment began conducting virtual public meetings to consider planning applications.

Police

- For emergencies, call 9-1-1
- For non-emergencies, call 684-1200 or visit: www.thunderbaypolice.ca

Policies - City Database

- Visit: <https://webapps.thunderbay.ca/PoliciesandProcedures>

Pools

- See **Swimming** listed under “S”
- Learn more about **Beaches** listed under “B” and **Splash Pads** listed under “S”

Pothole Information

- Roads Staff will provide minimal pothole repair services when summer operations are in effect.
- To report a pothole, visit www.thunderbay.ca/reportaproblem or contact the Infrastructure & Operations Dispatch at 625-2195.
- To learn more, visit: www.thunderbay.ca/potholes

PRO Kids

- Visit: www.thunderbay.ca/prokids

Procedures - City Database

- Visit: <https://webapps.thunderbay.ca/PoliciesandProcedures/>

Proclamations

- Call: 625-2230.
- At this time, requests for presentation by Mayor & Council will not be accepted.
- Visit: www.thunderbay.ca/proclamations

Programs & Activities Guide

- See the **Activities & Programs Section** listed under “A”

Property Taxes & Credits

- For more information on property taxes visit www.thunderbay.ca/taxes
- For more information on credits visit www.thunderbay.ca/rebates

Provincial Offences Court (POA)

- To help reduce the transmission of COVID-19, Provincial Offences Courts will be closed until Friday, January 22, 2021.
- Learn more about services at www.thunderbay.ca/court

Public Notices

- Visit: www.thunderbay.ca/publicnotices

R

Racism

- To report racism, visit: <http://www.lspc.ca/incidentreport/> or call 2-1-1
- To learn more, visit: www.thunderbay.ca/antiracismsupport

Real Estate

- Staff continue to be available to provide general information about City owned land and to respond to enquiries related to the purchase of City Land or Laneways, Easements, or Licences of Access or Occupation.
- Visit: www.thunderbay.ca/realestate or call: 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.
- Learn more about patios at www.thunderbay.ca/patio

Recreation Information

- See the **Activities & Programs section** listed under “A” or visit www.thunderbay.ca/recreation

Recycling

- Recycling collection continues on residents’ regular collection date.
- To find out when your collection date is, check your waste collection calendar: www.thunderbay.ca/waste
- The Solid Waste & Recycling Facility (Landfill Site and Recycling Depot) remains open during normal operating hours: Monday - Friday: 8 am - 6:30 pm, Saturday: 8 am - 4:30 pm, Closed Sundays and statutory holidays including Easter Monday, Civic Holiday and Remembrance Day.
- Recycling Depots (Mountdale Avenue & Walsh Street location and Front Street location) continue to operate during normal business hours: Monday – Saturday: 8 am - 6:30 pm

Report a Problem

- To report a problem, visit www.thunderbay.ca/reportaproblem
- To report an Infrastructure & Operations related problem (roads and bridges; street lighting; traffic control; water supply; water distribution; waste reduction and recycling, including collection and disposal; sewage collection and treatment; drainage; park operation and maintenance; and administrative functions) call the Infrastructure & Operations Dispatch at 625-2195 or email publicworks@thunderbay.ca

Reports

- Visit: www.thunderbay.ca/reports

Request for Proposal

- Visit: www.thunderbay.ca/bids or call: 625-2252 (Monday – Friday, 8:30 am – 4:30 pm)
- Post also appear in the Chronical Journal under Notices & Tenders

Respect

- Visit: www.thunderbay.ca/respect

Road Work

- Visit: www.thunderbay.ca/roadwork

- For heavy/oversized load applications, sewer and water connections/disconnections, contract books for capital projects, and general engineering inquiries call: 625-2266 (Monday – Friday, 8:30 – 4:30 pm)
- To report a roads issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Roads

- Roads Staff continue to maintain traffic and pedestrian control devices required for the safety of motorist and pedestrians.
- Roads Staff continue to maintain legal traffic control signage and pavement markings (Monday – Friday 8:30 am – 4:30 pm, and 24 hours a day to deal with emergencies that require immediate response.)
- Roads Staff will continue with Winter Operations (Compliance with Section 44 of the Municipal Act 2001) to provide minimal requirements for snow plowing and sanding. Maintain open and safe streets. Roads staff will be required to patrol, sand, plow operations, and perform emergency road maintenance.
- Roads Staff will provide Summer Operations (Compliance with Section 44 of the Municipal Act 2001) which will include services for washouts, potholes, trip hazards, road closures, flood control, traffic markings. Emergency response 24 hours per day to deal with immediate hazards.
- To report a roads issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

S

Scrolls

- You can request a scroll for anniversaries, birthdays, and grand openings. Visit www.thunderbay.ca/en/city-hall/mayor-requests or call 625-2230.
- Scrolls will be available for pick up. At this time, requests for presentation by Mayor & Council will not be accepted.

Seniors Information

- See the **Older Adults section** listed under “O”
- See **Homes for the Aged section** listed under “H”

Sewage

- The City continues to provide for safe collection and treatment of wastewater. The Water Pollution Control Plant and associated sewage lift stations continue to operate in accordance with Ministry Environmental Compliance Approvals.
- Residents urged not to flush wipes down the drain, even if they are advertised as flushable. Wipes can block homeowner and municipal sewer pipes causing sewer backups. Only toilet paper should be flushed down the drain.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Skateboarding

- The following skateboard/BMX parks are now open:
 - Chapples Recreational Area South
 - Prince Arthur's Landing
 - South Neebing Community Centre
 - Waddington Park
 - West Thunder Community Centre
- Any person who uses the above amenities **MUST** maintain a physical distance of at least two metres from any other person using the amenity (unless they are part of the same household).
- If an individual arrives at an amenity that is crowded, they should wait until there is enough space to physically distance or return at another time. Signage will be updated as possible.

Skating

- Outdoor skating rinks are closed for the season (open yearly from mid-December – mid-March).
- Visit: www.thunderbay.ca/outdoorrinks
- Learn more about indoor skating listed under **Arenas** under “A”
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Snow Removal

- Roads Staff will continue with Winter Operations (Compliance with Section 44 of the Municipal Act 2001) to provide minimal requirements for snow plowing and sanding. Maintain open and safe streets (arterial & collectors).
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Social Assistance

- Contact the District of Thunder Bay Social Services Administration Board at 766-2111 or visit www.tbdssab.ca

Social Media

- City of Thunder Bay's Facebook Account: www.Facebook.com/CityofThunderBay
- City of Thunder Bay's Instagram Account: @CityofThunderBay
- City of Thunder Bay's Twitter Account: @CityThunderBay
- City of Thunder Bay's YouTube Account: @CityThunderBay

Splash Pads

- Splash Pads are now closed for the season.
- Visit: www.thunderbay.ca/splashpads
- Learn more about Beaches listed under “B” and Swimming listed under “S”.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Sports

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools, Fitness, Arenas & Stadia, visit: www.thunderbay.ca/rfst; for 55 Plus program pre-screening, visit www.thunderbay.ca/oast
- Limited activities at outdoor sportfields now include individual training in small groups that require minimal support from the City. User groups seeking to increase organized activities on outdoor natural turf sports fields can call Parks and Open Spaces at: 628-5717.
- For facility rental inquiries, contact 625-2227
- The following sports fields and amenities are now open:
 - **Baseball fields:** Academy Ball Diamonds (Lobbers North, South and Complex), George Burke Park, North McIntyre Community Centre, Northwood Playfield, Park Arena, Slovak Ball Diamond, South Neebing Community Centre, Waddington Park, Westfort Playfield
 - **Soccer fields:** Jumbo Gardens Playfield, Northwood Playfield, South Neebing Community Centre
 - **Tennis courts:** Boulevard Lake, Centennial Village Parkette, County Park, Oliver Road Community Centre, South Neebing Community Centre, Volunteer Pool Community Centre, Waddington Park, West End Recreation Area, Westfort Playfield, Wilson Street Parkette
 - **Basketball courts:** Centennial Village Parkette, Dease Park, Humber Park, Northwood Playfield, Oliver Road Community Centre, South Neebing Community Centre, Westfort Playfield
 - **Volleyball Court:** North End Park and Buffer
 - **Skateboard/BMX parks:** Jumbo Gardens Playfield, Prince Arthur's Landing, West Thunder Community Centre
 - **Permanent rinks:** Jumbo Gardens Playfield, North McIntyre Community Centre, Oliver Road Community Centre
 - **Shelter/gazebo/picnic areas:** Alma Adair, Boulevard Lake Park, Lorne Allard Fisherman's Park, Prince Arthur's Landing, Waverley Park
 - **Boat/canoe/kayak launch:** Kam Park, Lorne Allard Fisherman's Park, McKellar Boat Launch, Neste Boat Launch (Mountdale Ave.), Prince Arthur's Landing
 - **Disc golf:** Boulevard Lake Park
- Any person who uses the above amenities MUST maintain a physical distance of at least two metres from any other person using the amenity (unless they are part of the same household).
- If an individual arrives at an amenity, such as a sports field, that is crowded, they should wait until there is enough space to physically distance or return at another time. Signage will be updated as possible.
- See more on Swimming listed below.
- Learn more on Skating under “Arenas” listed under “A”
- Visit: www.thunderbay.ca/sports

Strategic Plan

- Visit: www.thunderbay.ca/stratplan

Swimming

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools visit: www.thunderbay.ca/rfst

- Fall program registration for the City's aquatics and fitness programs at the Canada Games Complex and Churchill Pool is currently underway. Winter program information will be available the weekend of Dec. 5 with registration starting Dec. 7.
- Registration for the indicated programs can be made by calling 625-8463, 8:30 am-4:30 pm (registration hotline is open Monday – Friday).
- Program payment can be made over the phone by credit card, or in-person through scheduled appointment as needed. For a listing of available programs, view The Key at: www.thunderbay.ca/thekey

Churchill Pool:

- Churchill Pool reopened on July 29. Call 577-2538 to book a swim time or visit www.thunderbay.ca/churchillpool for more details.
- Limitations and modifications include:
 - Pre-booking for aquatic activities by phone by calling 577-2538 (callers may leave a voicemail)
 - Screening upon entry to facility
 - Limited numbers and time of use to maintain physical distancing
 - No access to high contact surfaces (slides, diving boards, non-essential shared equipment)
 - No access to whirlpools, saunas or steam rooms
 - Increased Personal Protective Equipment, disinfection and cleaning requirements
 - Limited access to change rooms and showers
- Limited activities such as:
 - Low ratio family swimming lessons (parent in water with child, instructor on deck) and private swim lessons for levels that do not require hands-on instruction
 - Pre-booked length swimming and senior swim times
 - Pre-booked family and community group swim times (limited numbers and times allowed)
 - Swim club bookings (limited numbers and activities)

Canada Games Complex:

- The Canada Games Complex reopened as of Sept. 23.
- Pre-booking for all activities is required. Call 684-3311 or visit www.thunderbay.ca/cgc to pre-book online.
- Pre-screening is required: Paper copies are available at the entrance, or fill out the online pre-screening tool the day of your activity at www.thunderbay.ca/rfst
- Showers, bathrooms and changerooms will be available for use, with every second stall open for physical distancing. No access to sauna or hot tub.
- For information on aquatics/fitness memberships call: 684-3323
- Credits have been applied for spring program cancellations.
- For program information including credit/refunds call: 625-2227 or 684-3323 (Monday – Friday, 8:30 am – 4:30 pm)
- Learn more: www.thunderbay.ca/cgc

Volunteer Pool:

- currently closed due to annual maintenance
- under review for reopening

Additional Information:

- Additional activities may be phased in after reopening, subject to an evaluation process.
- Credits are being applied for program cancellations.
- For program information including credit/refunds call: 625-2227 or 684-3323 (Monday – Friday, 8:30 am – 4:30 pm)
- For inquiries on aquatics/fitness memberships call: 684-3323 or 625-2351
- Staff continue to be available to issue a Swimming Pool Fence Permits, visit: www.thunderbay.ca/permits, or call: 625-2574, or email pkok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- Learn more about **Beaches** under “**B**” and **Splash Pads** under “**S**”.

Street Lights and Signals

- Roads Staff continue to maintain traffic and pedestrian control devices required for the safety of motorist and pedestrians.
- To report a roads issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Street Signs

- Roads Staff continue to maintain legal traffic control signage and pavement markings (Monday – Friday 8:30 am – 4:30 pm, and 24 hours a day to deal with emergencies that require immediate response.)
- To report a roads issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

I

Taxes

- Property taxes can be paid on-line, by telephone banking, on-line with your credit card (plastiQ.com - a service fee applies), in person at your bank, or by mailing a cheque to City of Thunder Bay, PO BOX 800, Thunder Bay ON P7C 5K4
- Visit: www.thunderbay.ca/taxes
- Learn more about tax credits at www.thunderbay.ca/rebates

Tenders

- Visit: www.thunderbay.ca/bids or call: 625-2252 (Monday – Friday, 8:30 am – 4:30 pm)

Tennis

- The Thunder Bay Community Tennis Centre is currently closed for the winter. The Tennis Centre is a City-owned facility which is operated by the Thunder Bay Tennis Centre organization.
- For inquiries and more information, contact the Thunder Bay Community Tennis Centre directly at 577-1514 or visit their website at www.thunderbaytennis.com
- Public tennis courts at City parks/parkettes/community centres are now open. This includes: Boulevard Lake, Centennial Village Parkette, County Park, Oliver Road Community Centre, South

Needing Community Centre, Volunteer Pool Community Centre, Waddington Park, West End Recreation Area, Westfort Playfield, Wilson Street Parkette

Tourism

- The Terry Fox Visitor Centre is currently open to the public. This includes the restrooms.
- Staff are available to answer visitor inquiries via telephone (807) 983-2041 or toll-free 1-800-MOST-FUN (667-8386)) and email at visit@thunderbay.ca
- Visit: www.visitthunderbay.com
- View the Q&As on Economic Recovery (including questions on Tourism recovery) from the Mayor's Town Hall with Eric Zakrewski, CEO CEDC, on May 12, 2020. Visit www.thunderbay.ca/TownHallQuestions

Trails

- City trails are open, but residents are urged to heed Public Health advice and practice physical distancing of two metres from others if they are planning to visit a City trail.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Transit

- Due to the pandemic, Thunder Bay Transit has adjusted service levels until further notice to best meet fluctuating ridership levels and customer demands.
- For information on the current schedule visit: www.thunderbay.ca/transit or call Transit Customer Service at 684-3744.
- Effective Oct. 1, the Waterfront Terminal is open to the public. For the safety of all passengers waiting for buses inside of the terminal building, occupancy will be limited to 16 persons maximum. Masks or face coverings are mandatory when inside the terminal building, and everyone must maintain physical distancing of two metres or six feet from others.
- Use transit for essential travel only.
- Effective July 20, front door boarding and fare collection has resumed on all transit buses. New safety shields have been installed on buses to allow safe interactions between passengers and operators.
- Effective July 20, the 20-ride punch passes has been discontinued. Customers currently holding these passes can exchange remaining rides on their passes for tickets at the Transit Office on Fort William Road which has reopened. Questions can be directed to Transit's customer service line at 684-3744.
- Wear a face covering or non-medical mask when traveling on Thunder Bay Transit.
- Maintain social distancing while riding the bus and do not approach the driver.
- Enhancing cleaning is taking place on all buses.
- Contact Transit Customer Service at 684-3744 (Monday – Friday, 8:30 am – 4:30 pm)

Trees

- Emergency tree removal and essential tree maintenance at Parks and on boulevards is continuing, as required.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Twitter

- Visit the City of Thunder Bay's official Twitter account @CityThunderBay

U

Utilities

- Visit: www.thunderbay.ca/utilities

V

Victoriaville Centre

- Public access to Victoriaville Centre and McKellar Mall has been restored. Measures to help reduce the spread of COVID-19 remain in place.
- Both facilities will be open to the public from 9 am to 5 pm, Monday to Friday (excluding any holidays).
- Public access is available through all doors with the exception of the Brodie Street entrance which remains closed.
- Appointments scheduled outside of regular Centre hours must be arranged with individual businesses.
- City of Thunder Bay offices remain closed to the public and meetings with staff are available by appointment only. To schedule an appointment view City contacts at www.thunderbay.ca/coronavirus

Visitor Information

- The Terry Fox Visitor Centre is currently open to the public. This includes the restrooms.
- Staff are available to answer visitor inquiries via telephone (807) 983-2041 or toll-free 1-800-MOST-FUN (667-8386) and email at visit@thunderbay.ca
- For more information, visit: www.visitthunderbay.com

Volunteers

- Most volunteer opportunities are closed at this time for the safety of citizens.
- Visit: www.thunderbay.ca/volunteer

W

Walking

- Getting outside and being active is good for your well-being.
- Residents are asked to practice physical distancing when walking on streets, sidewalks and on trails by keeping two metres from other people.

Water Bills

- Visit: www.thunderbay.ca/waterbill
- Also see the "Water Metre Readings" section below.

Water Credits

- Learn more at www.thunderbay.ca/rebates

Water Distribution & Wastewater Collection

- Staff continue operations of the water distribution and wastewater collection systems. All emergency repairs and response will continue such as water main breaks and sewer blockages.
- Residents urged not to flush wipes down the drain, even if they are advertised as flushable. Wipes can block homeowner and municipal sewer pipes causing sewer backups. Only toilet paper should be flushed down the drain.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Water Fill Stations

- The City continues to operate and maintain two residential water fill stations/tap houses (Valley Street Water Fill Station and Highway 61 Water Fill Station) to provide rural Thunder Bay residents with potable water. There is also one water fill station for commercial use only (Central Avenue Water Fill Station).

Residents can buy residential fobs at the following locations:

- Oliver Road Can-op, 1419 Oliver Rd
- South Neebing Variety, 2060 Hwy 61 (Hwy 61 at Mountain Rd)

To arrange or refill a commercial fob, customers can call 625-2249 to purchase a fob or re-load it over the phone using a credit card. New fobs will be mailed out to customers.

Water - Lead Water Service Replacement Loan Program

- City Council approved an interest-free loan program that will allow property owners to borrow funds from the city to assist in the replacement of privately owned lead water service pipes.
- This program provides financial assistance to homeowners to reduce lead levels in drinking water at the tap. Loans for up to \$3,000 of eligible costs are available, for five years, or 10 years for property owners that qualify under the Tax and Credit Program for Low-Income Seniors and Low-Income Persons with Disabilities or the Tax and Water Credit Program for Low-Income Persons.
- Loan approvals will be subject to the availability of funding and priority given on a first come first serve basis.
- Access the Lead Water Service Replacement Loan Program Application Form at www.thunderbay.ca/leadpipes

Water Meter Readings

- Readings can be submitted by calling 625-3160 (24 hr. service), or online at www.thunderbay.ca/WaterMeterReadings between the 1st and 21st of the month.

- Final readings due to a sale of a property should be called in to the Revenue office at 625-2255 or by emailing taxandwater@thunderbay.ca.
- If meter readings are not submitted, water usage for the billing period may be estimated.

Wastewater Treatment Plant (Water Pollution Control Plant)

- Staff continue to operate the Water Pollution Control Plant and associated sewage lift stations in accordance with Ministry Environmental Compliance Approvals.
- Water Pollution Control Plant closed to the public – no public tours.
- Residents urged not to flush wipes down the drain, even if they are advertised as flushable. Wipes can block homeowner and municipal sewer pipes causing sewer backups and disruptions to the treatment processes at the Water Pollution Control Plant. Only toilet paper should be flushed down the drain.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Water Treatment Plant (Bare Point Water Treatment Plant)

- The City's Water Authority continues to operate and maintain the drinking water system to provide safe drinking water to the community. The City's drinking water is continuously tested, monitored and analyzed in accordance with Ministry regulations and approvals.
- The Bare Point Water Treatment Plant closed to the public – no public tours.
- Non-regulated testing has been suspended and in-home testing has been deferred.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Waterfront

- The green spaces and trails at the Waterfront remain available for use, but individuals must maintain the safe physical distance of at least two metres apart from others, about the length of a hockey stick.
- The playground has reopened.
- Parks buildings are closed, including Mariner's Hall.
- The Marina is open for use.
- Boat launches are currently open with restrictions on physical distancing and gathering size.
- Read more about Splash Pads listed under "S"
- Visit www.thunderbay.ca/marina or call 625-2266 (Monday - Friday, 8:30 am – 4:30 pm)
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

Y

Youth

- Youth Move is open for registered outdoor activities at the Kinsmen Centre. Email youthmove@thunderbay.ca or call 625-2344 for details. Drop-in programming is also open for Youth Move at the Kinsmen Youth Centre. Visit: www.thunderbay.ca/youth or follow Youth Move on social media (@youthmovetbay) for updated program information.
- View the **Activities & Programs Section** listed under "A".

- See the Youth Inclusion Program below.

Youth Inclusion Program

- The Youth Inclusion Program is accepting referrals for one-to-one support. Virtual and neighbourhood-based programming is also offered. Visit www.thunderbay.ca/yip for details
- To access virtual/online program follow the Youth Inclusion Program on Facebook: @ThunderBayYouthInclusion and Instagram: @youthinclusion_tbay.
- For general inquiries call: 633-5629 (Monday – Friday, 8:30 am – 4:30 pm)

YouTube

- Visit the City of Thunder Bay's YouTube Account: @CityThunderBay, <https://www.youtube.com/user/CityThunderBay>

Z

Zoning

- Staff continue to be available to provide Zoning information and Applications for Zoning By-law Amendment are still being received and processed.
- Visit: www.thunderbay.ca/zoning or call 625-2531, or email jill.thompson@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.

#

55 Plus Centre

- The Thunder Bay 55 Plus Centre and West Arthur Community Centre (55 Plus Programming) remain open.
- 55 Plus Centre Hours: Monday to Friday, from 8:30 am to 4:30 pm.
- Complete the pre-screening tool prior to entering the facility, visit: www.thunderbay.ca/oast
- To help mitigate the risk of COVID-19, masks will be required to enter the building and must be worn in all public areas, but may be removed for fitness classes once in the space. No entry will be permitted prior to 10 minutes before a participant's activity starts, and screening will be done upon entry. Other precautions include capacity limits, no use of change rooms or shower facilities, additional time between classes for cleaning and disinfecting, floor markings, and new touchless water fill stations available for participants to fill their own water bottles.
- The Centre's River St. Café will offer take-out service only, with no seating in the café. The Library, Gift Shop, Billiard Room and Puzzle Exchange cupboard remain closed for the time being.
- Fall registration for 55 Plus programs opened Sept. 2. Call 625-8463 to register. Registration for Winter Programs starts Dec. 2. Details will be available in The Winter Key: www.thunderbay.ca/thekey
- For more information on programs and a monthly menu, visit: www.thunderbay.ca/55Plus
- Support services outreach programs such as the Telephone Assurance Program will continue.

For more information on COVID-19, visit: www.thunderbay.ca/coronavirus