

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 dsmith@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
- Fall program registration for the Neighbourhood Recreation Program begins Sept. 17, call 625-8463, 8:30am - 4:30pm, Monday – Friday. Program payment can be made over the phone by credit card, or in-person through scheduled appointment as needed.
- 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.
- Effective June 23, the Recreation & Culture Division is accepting registrations for children’s programming this summer. Programs are scheduled to begin on July 13 and will include modified Summer Camp and Playgrounds Program options.
- Programs will follow Provincial guidelines for summer camps, including capacity limits, screening, physical distancing and enhanced cleaning and disinfecting. Activities will primarily be outdoors with access to indoor facilities when needed.
- Registrations will be taken over the phone only to minimize interaction. Appointments may be made for in person payment if necessary. To register for a program, call 625-8463.
- The following programs will be accepting registrations starting June 23:
 - **Playgrounds Program**

- Free, supervised program for children ages 5-12 years
- July 13 – August 28, Monday – Friday 9:30am – 4pm
- Registration required for summer 2020 (one week commitment required) – registration opens June 23 for July program, and July 20 for August program
- Sites include: North McIntyre Community Centre, Oliver Road Community Centre, Volunteer Pool Community Centre, Vickers Park (weather dependent), West Thunder Community Centre, and West Arthur Community Centre
- Max. 16 participants per site, participants will be split into groups for social distancing
- Outdoor program with themed activities including no contact sports, games, and crafts
- **Summer Camps**
 - Registered program for children ages 5-12 years
 - July 13 - August 28, Monday – Friday 8am – 5pm
 - Locations: Delaney Arena and Current River Arena
 - Max. 40 campers per week at Delaney Arena and 24 campers per week at Current River Arena
 - Activities include scavenger hunts, crafts, games, individual (no contact) sports and outings to near-by activities
 - Fee is \$166.88 per week for the first child, and \$141.63 for additional children.
- **Junior Inclusion Services**
 - Provides support for the integration of participants with special needs into the summer camps and Playgrounds Program listed above
 - Includes one week of support per participant
 - Call 625-3220 to request JIS support
- All staff in these programs are certified in High Five (PHCD) and First Aid CPR C.
- To register 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
- 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.
- Outdoor pools will remain closed for the summer of 2020.
- Amusement rides at Chippewa Park and Centennial's Muskeg Express will remain closed for the summer of 2020.
- Other facilities, programs and services will be considered as Provincial Orders are announced and, depending on timing, require a lead time of two to six weeks to reopen if feasible when the orders are lifted.
- The digital Fall Key is available at www.thunderbay.ca/thekey with updated information where available.
- An emergency fund has been set-up to assist organizations that are existing recipients of the City's Community, Youth, and Cultural Funding program. These organizations will be contacted directly.
- 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, call: 684-2156 (Monday – Friday, 11 am – 5 pm, and Saturday, 12 pm – 4 pm)
- Animal Control Officers are taking calls from 9 am - 5 pm, including on 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.

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 pkok@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 pkok@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 jdepeuter@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 jdepeuter@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 jdepeuter@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 625-2542 or 625-2531, or email lmceachern@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**, visit www.thunderbay.ca/permits, call: 625-4082 (Monday – Friday, 8:30 am – 4:30 pm). Sign permit fees will be reduced by 25% for one year, 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 jdepeuter@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 625-2574, or email pkok@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 625-2574, or email pkok@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 2020
- Also see the **Activities & Programs** section listed under “A”
- An emergency fund has been set-up to assist organizations that are existing recipients of the City’s Community, Youth, and Cultural Funding program during the COVID-19 pandemic. These organizations will be contacted directly.

Attractions

- Thunder Bay CEDC and Tourism Thunder Bay encourage city residents to #Tbaycation this summer. A summer tourism contest is underway - learn how you can participate at www.thunderbay.ca/tbaycation
- 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.
- 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 dsmith@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 pkok@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

- Thunder Bay Transit is continuing to adjust service levels to best meet fluctuating ridership levels and customer demands during COVID-19.
- Effective July 20 fare payment is required on all buses.
- Effective July 20 passengers resume boarding buses through the front doors and exit through the rear doors. Passengers with accessibility needs can continue to exit through the front doors.

- Effective July 20, the 20-ride punch passes will be discontinued. Customers currently holding these passes can exchange remaining rides on their passes for tickets at the Transit Office on Fort William Road. Questions can be directed to Transit’s customer service line at 684-3744.
- The Transit Services office located at 570 Fort William Road is now open to the public Monday to Friday, 8:30 am - 4:30 pm.
- Transit passes and tickets can be purchased at 28 locations across town. While City Hall remains closed, transit passes and tickets are available for purchase at City Hall by scheduled appointment. Call 625-2230, Monday to Friday, 8:30 am to 4:30 pm to set up an appointment. For listings of all other locations where passes can be purchased visit: www.thunderbay.ca/TransitPasses
- Route changes effective July 19:
 - Monday to Saturday, routes 3M (Memorial), 3C (County Park), and 10 (Northwood) will change to stand alone routes and will no longer be combined (interline) with other routes.
 - Bus frequencies will be increased on routes 3M and 3C.
 - Passengers will be able to take advantage of new high frequency service offering 10 min bus frequencies 8 am – 6 pm between City Hall and Waterfront Terminal via Memorial with direct service into Intercity Shopping Centre.
 - On Sunday, routes 3M, 3C & 10 will continue to interline. Bus frequency on 3M will be increased.
- View the Transit Schedule at www.thunderbay.ca/transit
- Effective May 5, Route 6 service to Fort William First Nation has resumed for trips departing from Frederica and Brown between 8:48 am and 3:03 pm only. This service follows the new hours of operation/curfew set by Fort William First Nation.
- Use transit for essential travel only.
- New safety shields are being installed on buses to allow safe interactions between passengers and operators.
- It is strongly recommended that customers wear a face covering or non-medical mask when traveling on Thunder Bay Transit where physical distancing is not possible.
- Maintain social distancing while riding the bus and do not approach the driver.
- Enhancing cleaning is taking place on all buses.
- Transit terminal buildings are closed but service remains available from platforms and stops.
- 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 www.thunderbay.ca/forbusiness
- 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 licence renewals, including taxi licences, will not be charged for three months.
- Businesses will have an extra three months to pay the licence renewal fee.

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 will remain closed for the summer of 2020.

Canada Games Complex

- The Canada Games Complex reopened as of Sept. 23.
- Pre-booking swim times, squash and fitness/aquatics classes is required. Call 684-3311 or visit www.thunderbay.ca/cgc to pre-book online. Use of fitness areas for individual workouts does not require pre-booking.
- 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

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.
- By Provincial Order, funeral attendance is limited to a maximum of 25 people unless the service is under the control and direction of a funeral director. 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 will provide care for preschool and toddler age children as of end of August.
- All sites are working towards reopening school age programs. Before and after school and school age care are not opening at this time but Centres are working towards reopening 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.
- Families who received care prior to COVID-19 will be contacted with further details on reopening and the intake process.

- 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 opened and will be in full operation by mid-September.
- Enhanced measures have been implemented in the homes for cleaning and tacking 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.
- 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

- Current River, North McIntyre, Oliver Road and West Thunder Community Centre opened on Sept. 14.
- The following centres have been approved to reopen for limited activities over the upcoming weeks:
 - North McIntyre (767-1400)
 - Oliver Road (345-9531)
 - Current River (683-8451)
 - West Thunder (475-9396)
- These centres are operated by external boards, and available services will vary by centre. Residents can contact the centres directly for inquiries.
- Vale, Jumbo Gardens, and West Arthur Community Centres are currently under review for reopening.

Community Profile

- Visit: www.thunderbay.ca/cedc

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: 625-2216 (Monday – Friday, 8:30 am – 4:30 pm)
- Visit: www.thunderbay.ca/reportaproblem

Conservation Areas

- Conservation areas remain open at this time, however, physical distancing of two metres from others must be practiced.
- Visit: www.thunderbay.ca/conservationareas

Conservatory

- The Conservatory reopened on Tuesday, Sept. 15. Opening hours are 7 days a week, 10 am to 4 pm.

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

- Thunder Bay Court Services office will be closed until further notice. All time periods for applications (i.e. time extensions, re-openings, and trial requests) have been extended until further notice. They will not be accepting these applications at this time.
- Exception: If your driver's licence is suspended due to non-payment of a fine, you may request an extension of time to pay or re-opening by submitting an application to tbcourt@thunderbay.ca

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 now 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.

- See the “Water” section 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 sstevenson@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 www.thunderbay.ca/forbusiness
- 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.thunderbay.ca/cedc

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 sstevenson@thunderbay.ca

Events

- Community event licences are cancelled until July 31. 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 following City events are cancelled:
 - Quest Tech & Gaming
 - Kite Festival
 - Teddy Bears Picnic
 - Movie Nights
- The Arts and Heritage Awards have been deferred to 2021
- Culture Days will be a series of virtual events from September 25 – October 25
- Canada Day was held as a virtual celebration. www.thunderbay.ca/canadaday
- Neighbour Day was celebrated on June 20. www.thunderbay.ca/neighbourday
- 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 general inquiries call: 625-2351 (Monday – Friday, 8:30 am – 4:30 pm)
- Facility rental credits are being 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

- The following facilities are taking bookings by phone:
 - Churchill Pool – 577-2538
 - Sports fields -628-5717
 - Current River Arena – 625-2434
 - General Inquiries – 625-2351
- Other facilities are being reviewed for possible reopening at a later date.

Fees and Charges

- Some fees and charges have been adjusted in response to the COVID-19 situation. City Council has approved relief for those financially impacted by COVID-19. View the financial relief listing at www.thunderbay.ca/coronavirus
- Transit fees have been waived at this time.
- On street parking at metered spaces is free for a maximum of two hours until April 30, to facilitate easy pick-up and delivery at local businesses. For parking tickets received March 1 – April 30, payment can be delayed without penalty. Tickets can be paid by mail, in drop-boxes at parkades, or in-person by appointment – contact the Parking Authority at 625-2370.
- Arrears and collections work will stop until Sept. 30. Residents will not receive arrears notices or collection calls.
- City invoices issued in April, May, and June, will be due in 90 days compared to the usual 30-day payment terms. These include invoices for childcare services, facility rentals, and monthly lease payments.
- For more on user fees visit: www.thunderbay.ca/userfees

Finance

- Arrears and collections work will stop until Sept. 30. Residents will not receive arrears notices or collection calls.
- City invoices issued in April, May, and June, will be due in 90 days compared to the usual 30-day payment terms. These include invoices for childcare services, facility rentals, and monthly lease payments.
- Visit: www.thunderbay.ca/finance

Financial Relief During COVID-19

City Council has approved relief for those financially impacted by COVID-19:

- **Property Tax Deadline Deferred to July 8**
 - Your May 6, tax installment is now due July 8
 - Customers set-up with pre-authorized payment (PAP) on due date will see their installment come out July 8
 - Customers with monthly PAP will see no change to scheduled withdrawals unless a change is requested
 - Effective April – June, if your PAP or cheque is returned the City will waive the non-sufficient funds charge

- To change your PAP, email taxandwater@thunderbay.ca or call 625-2255
- **Additional 90 Days to Pay Water Bill**
 - If you are unable to pay your April 14, May 15, or June 15, water bill, you now have an additional 90 days to pay without penalty or late fees
 - Customers set-up with PAPs (monthly or on due date) will see no change to scheduled payments unless a change is requested
 - Effective April – June, if your PAP or cheque is returned the City will waive the non-sufficient funds charge
 - To change your PAP, email taxandwater@thunderbay.ca or call: 625-2255
- **Application Deadline for Tax & Water Credit Programs Extended to Sept. 1**
 - The application deadline for the property tax and water credit programs for low-income seniors, low-income persons with disabilities, and low-income persons has been extended to Sept. 1
 - Learn more at www.thunderbay.ca/rebates
- **Arrears & Collections Postponed until Sept. 30**
 - Collection work will stop until Sept. 30. Residents will not receive arrears notices or collection calls
- **Invoice Payment Period Extended to 90 Days**
 - City invoices issued in April, May, and June, will be due in 90 days compared to the usual 30-day payment terms
 - These include invoices for childcare services, facility rentals, and monthly lease payments
- **Fees for Re-Issuing Marriage Licences & Commissioning Services Waived for 3 Months**
- **Business Permits & Licence Fees Waived for 3 Months**
 - All 2020 business licence renewals, including taxi licences, will not be charged for three months
 - Businesses will have an extra three months to pay the licence renewal fee
- **Sign Permit Fees Reduced by 25% for 1 Year**
- **New Community, Youth, and Cultural Funding Program Emergency Fund**
 - An emergency fund will assist organizations that are existing recipients of the City's Community, Youth, and Cultural Funding program. These organizations will be contacted directly.
- **Fees waived on outdoor patio set-up**
 - All municipal fees associated with restaurants and retailers setting up outdoor patios or displays have been waived. Read more: <https://bit.ly/30Mx5GI> access applications and details at www.thunderbay.ca/patios
- **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

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

Fire

- The fire ban has been lifted.
- 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
- View the garbage collection changes for Easter weekend at www.thunderbay.ca/garbage
- 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

- Effective May 22, Chapples and Strathcona courses are open. 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

- New Community, Youth, and Cultural Funding Program Emergency Fund - an emergency fund to assist organizations that are existing recipients of the City's Community, Youth, and Cultural Funding program. These organizations will be contacted directly with program details.
- Visit: www.thunderbay.ca/grants

Green Initiatives

- Visit www.earthcarethunderbay.ca or contact the Sustainability Coordinator at sstevenson@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 pkok@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 625-2216 (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, we are taking a slow gradual approach to visitation. We feel this is essential, as is being prepared to revert to stricter measures if needed.

- Despite visits being presently implemented, **the Homes highly recommends that all visits be completed virtually or inside and that all visitors receive testing every two week.**
- For Pioneer Ridge, to arrange an outside visit or short leave, call 684-3956.
- For Jasper Place, short absences do not require pre-arranging
- The day of your visit, we encourage you to use the online pre-screening tool by visiting: www.thunderbay.ca/prescreening
- Please remember that any visitor who does not pass an active screening, including a normal temperature check, will not be allowed to visit.
- 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 between the hours of 9 am – 4 pm, Monday to Friday.
- Visits will be scheduled dependent on staff availability.

Jasper Place

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

INDOOR VISITS

Pioneer Ridge

- Indoor visits can occur 7 days a week between the hours of 10 am – 4:30 pm and 6 pm – 8 pm and do not have to be pre-booked.
- Once you have passed all the requirements for an inside visitor, you must proceed directly to residents room for the duration of your visit unless you are taking residents to the garden or outdoor space.
- Indoor visitors are not to access any other area of the Home, including the cafeteria
- Surgical mask must be worn at all times during visit and social distancing must occur as best as possible, inside and outside.
- Only two visitors are allowed at one time.

Jasper Place

- Indoor visits will no longer require an appointment. A negative COVID test is still mandatory within two weeks.
- Indoor visits can occur ONLY between the hours of 9 am – 8 pm. There is no time limit with visits, as long as they occur during our regular visiting hours.
- There is no limit on how many visits/week, however, please be mindful that we have a maximum number of visitors in the building at once and that there may be others who are waiting who have not had a visit yet.
- Do not enter our building without first reporting to the Main Entrance screening desk. You must pass the requirements and receive a Visitor's badge (please return your badge when exiting). If the desk is unattended, call 684-2990 and someone will be with you shortly.
- The last screening of the day will be at 7:15 pm. Visitors must leave the building by 7:45 pm (the front doors lock at 8 pm).
- Once permitted to enter, visitors must go directly to the room for the visit. All common areas remain restricted. During the visit, for assistance, please call the main office.
- Food, clothing, books, etc. are permitted and can be taken with you to your inside visit instead of leaving them with the screening desk.

OUTDOOR VISITS OR SHORT LEAVE VISITS

Pioneer Ridge

Short leave visits are for health care-related, social or other reasons and do not include an overnight stay, with the exception of single-night emergency room visits.

- All Outdoor visits/leaves must be pre-booked by calling 684-3956 between the hours of 9 am – 4 pm, Monday to Friday (other than Health Care related appointment which are arranged with RN or RPN on Home area).
- Outdoor visits/short leaves can be scheduled for visits between the hours of 10 am – 4:30 pm and 6 pm – 8 pm (other than Health Care related appointments).

- If the person picking up resident passes the requirements of an indoor visitor, they may go to Home Area and pick up resident (please provide the scheduler with this information).
- If the person picking up residents only passes the requirement for an outside visitor, (no COVID test) arrangements will be made to bring resident outside to meet that person (please provide the scheduler with this information).
- Resident and visitor must wear a mask and maintain as much social distancing as possible when out of building.
- Residents returning from a short stay absence must be actively screened but are not required to be tested or self-isolate.

Jasper Place

- Short absences for tenants has increased from 4 hrs/day to 12 hrs/day between the hours of 8 am – 8 pm, please notify our Support Staff or the main office. Some exceptions may be granted if there are planned events that require later returns than 8 pm.
- Isolation is not required upon return of short absences.
- Taking walks on the Jasper outside grounds with tenants does not require a COVID test, masks should be worn by both parties if they can safely tolerate one, and both persons must social distance from others during the walk. The Pioneer Ridge grounds remain restricted and are for the Pioneer Ridge residents' outdoor use only at this time.

TEMPORARY LEAVES / VISITS

Pioneer Ridge

- Temporary absences are for personal reasons and are for one or more nights. Homes must review and approve all temporary absences based on a case-by-case risk assessment.
- Overnight leaves can occur in consultation with Nursing Administration and must be prearranged unless emergency.
- All residents returning from a temporary absence are required to self-isolate for 14 days upon their return.

Jasper Place

- Tenants may leave for overnight stays with family/friends for personal reasons. The office must be notified. **Upon return, tenant will require to self-isolate for 14 days.**

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

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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 Oct. 27 – Nov. 6, 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: 625-2216 (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 jdepeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- All 2020 business licence renewals, including taxi licences, will not be charged for three months. Businesses will have an extra three months to pay the licence renewal fee.
- Visit: www.thunderbay.ca/licences

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: 625-2542 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/maps

Marina

- The Marina is open for recreational boating.
- Boat launches are open 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 the West McKellar Mall entrance across from Renco Family Foods and the Justice Avenue doors.
- 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

- A larger issue will be issued in Dec. 2020
- 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

O

Official Plan

- Staff continue to be available to receive and process Official Plan amendment applications. 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/officialplan

Older Adults

- See **55 Plus Programs** under “#” below.
- 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

- For general parking inquiries, call: 625-2370 or visit: www.thunderbay.ca/parking
- Effective July 20 payment is once again required at all metered on-street parking spaces. Vehicles parked at expired meters will be ticketed. All other parking regulations continue to remain in effect and will be enforced.
- The Parking Office in the Victoriaville Civic Centre is currently closed to the public. Parking enforcement officers are still on-duty. If you require assistance or need to report illegally parked vehicles. Call: 625-2370.
- Monthly Rental Parking Customers - customers with passes/permits which are coming up for renewal are being extended automatically. Payments can be made by mail, dropbox, or over the phone with a credit card. Call 625-2370 if you have any questions regarding your account.
- Parking Tickets - Existing and newly issued parking tickets are still valid and payable, however, the ticket aging process has been halted by the provincial government. For parking tickets issued since March 16, payment can be delayed without penalty. This means that unpaid tickets will not be convicted and have an additional fee added, and licence plates will not be sent to the MTO for denial at this time. The aging process will resume when the Provincial Emergency Order is lifted.
- Parking tickets can be paid by mail or drop box method as indicated on the back of the ticket, or by credit card over the phone. If you have any questions call: 625-2370.

Parks

- All playgrounds in City parks have now reopened. 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.
- Effective May 29, Chippewa Park is open. 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 will open effective July 6.
- Amusement rides at Chippewa Park and Centennial's Muskeg Express will remain closed for the summer of 2020.
- The following parks, 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 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”
- All Parks buildings are closed.
- Parks washrooms have reopened 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 will remain closed for the summer of 2020.
- City campgrounds at Chippewa and Trowbridge will remain closed for the summer of 2020.
- 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

Patios

- City Council has approved waiving permit fees and specific zoning enforcement, and expediting the process for restaurant owners to expand or create new patios and outdoor dining areas.
- Applicants that wish to use City owned land are required to meet certain minimum specifications and enter into an agreement with the City. Use of a portion of private parking lots for outdoor patios need only to be registered with the City.
- The patio opportunities include:
 - Patios in private parking lots or other hard surfaces;
 - Patios in municipal parking lots;
 - Pop up patio structures in the parking lane;

- Patio space in the parking lane directly on the asphalt where accessibility standards can be met (typically wide streets with one lane of traffic in the applicable direction and a curb height of 150mm +/-);
- Sidewalk patios (where clearance for pedestrians can be maintained);
- Possible street closures to enable dining areas on streets within Business Improvement/ Business Association areas.
- Restaurant owners are expected to follow public health guidelines in terms of capacity numbers and physical distancing guidelines.
- To register to expand or create new patios, or to submit an application, visit: www.thunderbay.ca/patio.

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 pkok@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 pkok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Sign Permit**, visit www.thunderbay.ca/permits, call: 625-2216 (Monday – Friday, 8:30 am – 4:30 pm). Sign permit fees will be reduced by 25% for one year, 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 pkok@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: 625-2542 or 625-2531, or email lmceachern@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 will be expanding the use of virtual meetings to include public participation in 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

- Property Tax Deadline Deferred to July 8
 - Your May 6, tax installment is now due July 8
 - Customers set-up with pre-authorized payment (PAP) on due date will see their installment come out July 8
 - Customers with monthly PAP will see no change to scheduled withdrawals unless a change is requested
 - Effective April – June, if your PAP or cheque is returned the City will waive the non-sufficient funds charge
 - To change your PAP, email taxandwater@thunderbay.ca or call: 625-2255
- 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/en/city-hall/property-taxes

Property Tax Credits

- The application deadline for the Property Tax Credit for low-income seniors, low-income persons with disabilities, and low-income persons has been extended to Sept. 1
- Learn more at www.thunderbay.ca/rebates

Provincial Offences Court (POA)

- Thunder Bay & District, Provincial Offences courtrooms are closed. All matters will be rescheduled to a later date.
- More information is available at www.ontariocourts.ca/oj

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 jdepeuter@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”

Recycling

- Recycling 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 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”

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
- 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.
- The following facilities are taking appointments and/or rentals:
 - Churchill Pool – 577-2538
 - Sports fields -628-5717
 - Current River Arena – 625-2434
- 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.
- Port Arthur Stadium will remain closed for summer 2020.
- The Legion Track remains closed at this time.
- Fort William Stadium is currently under review for reopening.
- Outdoor pools will remain closed for the summer of 2020.
- 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 begins Sept. 17.
- Registration for the indicated programs can be made by calling 625-8463 beginning Friday, Sept. 17, 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 Fall Key at: www.thunderbay.ca/thekey
- Facility reopening dates and further program details will be communicated publicly in the coming weeks. A number of new measures will be put in place at these facilities to create a safe environment for participants and staff.

Churchill Pool:

- Churchill Pool reopened on July 29, and is available for lengths and family swims by appointment only. Call 577-2538 to book a swim time.
- 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 swim times, squash and fitness/aquatics classes is required. Call 684-3311 or visit www.thunderbay.ca/cgc to pre-book online. Use of fitness areas for individual workouts does not require pre-booking.
- 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 such as public recreational swimming may be phased in over a period of up to 8 weeks from reopening, subject to an evaluation process.
- Outdoor pools will remain closed for the summer of 2020.
- 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 Tax Deadline Deferred to July 8
 - Your May 6, tax installment is now due July 8
 - Customers set-up with pre-authorized payment (PAP) on due date will see their installment come out July 8
 - Customers with monthly PAP will see no change to scheduled withdrawals unless a change is requested
 - Effective April – June, if your PAP or cheque is returned the City will waive the non-sufficient funds charge
 - To change your PAP, email taxandwater@thunderbay.ca or call 625-2255
- 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
- The Federal Government has extended the deadline to file income taxes to June 1, 2020.

Tax Credits

- The application deadline for the Property Tax Credit and Water Credit Programs for low-income seniors, low-income persons with disabilities, and low-income persons has been extended to Sept. 1
- Learn more at www.thunderbay.ca/rebates

Tenders

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

Tennis

- Effective Saturday, May 23, the Thunder Bay Community Tennis Centre will reopen to the public.
- Tennis will be permitted for singles and limited doubles play.
- Residents are reminded to use the facility only if they are healthy.
- Screening will be completed by staff prior to individuals entering the tennis facility.
- The following Tennis Centre operational changes have been put in place for public safety:
 - Courts must be booked in advance by contacting the Centre directly at 577-1514
 - Bookings will be for one hour and can be made three days in advance
 - Memberships must be paid in advance via e-transfer or credit card
 - Doubles teams are limited to two players from the same household
 - Social distancing of two metres is required between individuals on the grounds (with the exception of individuals from the same household)
 - Washrooms will be available but there will be no access to water fountains – participants will need to bring their own water bottles
 - Clubhouse change rooms and showers will not be available – players will need to change into their gear prior to coming to the Centre
- 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 Neebing Community Centre, Volunteer Pool Community Centre, Waddington Park, West End Recreation Area, Westfort Playfield, Wilson Street Parkette

Tourism

- Thunder Bay CEDC and Tourism Thunder Bay encourage city residents to #TBaycation this summer. A summer tourism contest is underway - learn how you can participate at www.thunderbay.ca/tbaycation
- The Terry Fox Visitor Centre is currently closed 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 the West McKellar Mall entrance across from Renco Family Foods and the Justice Avenue doors.
- 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 closed 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

- Additional 90 Days to Pay Water Bill - if you are unable to pay your April 14, May 15, or June 15, water bill, you now have an additional 90 days to pay without penalty or late fees.
- Customers set-up with PAPs (monthly or on due date) will see no change to scheduled payments unless a change is requested.
- Effective April – June, if your PAP or cheque is returned the City will waive the non-sufficient funds charge.
- To change your PAP, email taxandwater@thunderbay.ca or call: 625-2255
- Also see the "Water Metre Readings" section below - water meters and remote devices are not being read by the City at this time and must be submitted.

Water Credits

- The application deadline for the Water Credit Program for low-income seniors, low-income persons with disabilities, and low-income persons has been extended to Sept. 1.
- 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

- Water meters and remote devices are not being read by the City at this time.
- All residents and businesses will need to submit their water meter readings whether or not they have a remote device.
- 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 will be estimated.
- Estimates may be higher than actual if you are a Business that is not operating; therefore, please submit your water meter readings.

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 for updated program information.
- Follow Youth Move on Facebook or Instagram (@youthmovetbay) for the latest updates
- An emergency fund has been set-up to assist organizations that are existing recipients of the City’s Community, Youth, and Cultural Funding program. These organizations have been contacted directly.
- View the **Activities & Programs Section** listed under “A”.
- See the Youth Inclusion Program below.

Youth Inclusion Program

- The Youth Inclusion Program is not currently running in-person programs or accepting new referrals.
- 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 625-2542 or 625-2531, or email lmceachern@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.

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55 Plus Centre

- The Thunder Bay 55 Plus Centre and West Arthur Community Centre (55 Plus Programming) reopened as of Sept. 14, and programs started Sept. 21.
- 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.
- Registration for 55 Plus programs opened Sept. 2. Call 625-8463 to register.
- 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