

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 are open.
- Physical distancing must be practiced when walking, biking, or visiting parks and trails by keeping two metres from other people.
- Visit: www.thunderbay.ca/activetransportation or contact the Mobility Coordinator at darrik.smith@thunderbay.ca

Activities & Programs

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools, Fitness, Arenas & Stadia, visit: www.thunderbay.ca/rfst; for 55 Plus programs, visit: www.thunderbay.ca/oast
- Pre-booking is required for all activities. 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)
- 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
- Learn more about **Events** under “E” below.

Advertising and Sponsorships

- Visit: www.thunderbay.ca/advertisingandsponsorship

Ambulance

- For emergencies, call 9-1-1
- For non-emergencies, call 628-8859 or visit: www.thunderbay.ca/ems
- If you suspect you may have COVID-19 symptoms, follow-up with the Thunder Bay District Health Unit, learn more at www.tbdhu.com/coronavirus

Animal Services

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

Application Forms

- To pick up a **Birth Certificate** application, call 625-2230 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for **Building Permits**, visit: www.thunderbay.ca/buildingpermits, call 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for **Burn Permits**, visit: www.thunderbay.ca/fire. Fire protection certificates and reports will be accepted electronically and reviewed remotely.
- To arrange for a **Demolition Permit**, call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Driveway Permit**, call: 625-2266 (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for an **Easement Reduction**, call: 625-2911 or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- For **Event Bookings**, visit: www.thunderbay.ca/events or call: 629-7098 (Monday – Friday, 8:30 am – 4:30 pm). For **events in a City park**, call: 625-2266 (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Freedom of Information Application**, visit: www.thunderbay.ca/applications or call: 625-2270 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Licence of Access** (access over City lands or lanes), visit: www.thunderbay.ca/licences or call 625-2911, or email joel.depeuter@thunderbay.ca
- To arrange for a **Licence of Occupation**, a **Licence of Occupation – New Construction**, or a **Licence of Occupation and Access – Fair Market Value**, visit: www.thunderbay.ca/licences or call 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Lottery Licence**, visit: www.thunderbay.ca/lotterylicence or call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.
- To arrange for a **Marriage Licence**, call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment. Fees for re-issuing marriage licenses & commissioning services will be waived for three months in response to the pandemic situation.

- To arrange for a **Patio Licence**, visit: www.thunderbay.ca/patio
- To arrange for a **Planning Application** (Consent to Sever, Minor Variance, Official Plan Amendments, Plan of Subdivision, Site Plan Control or Zoning By-Law), visit: www.thunderbay.ca/planningapplications or call 625-2531, or email jill.thompson@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm) Meetings with staff are available by appointment.
- To arrange for a **Sign Permit**, call: 625-2710 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Street and Lane Closing Application**, visit: www.thunderbay.ca/applications or call 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Swimming Pool Fence Permit**, visit: www.thunderbay.ca/permits, or call 625-2578 or 625-2725, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Utility Location Permit**, visit: www.thunderbay.ca/utilities or call 625-2266 (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Water Service Connection**, visit: www.thunderbay.ca/plumbingpermits or call 625-2578 or 625-2725, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- See the “Water” section for the application to the Lead Water Service Replacement Loan Program.

Archives

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

Arenas

- Current River Arena (summer ice) reopens July 19
- Port Arthur Arena reopens Sept. 11
- Neebing, Grandview, Delaney Arenas reopen Sept. 26
- The Fort William Gardens remains closed for facility improvements until early October
- For ice bookings, contact the Facility Booking Coordinator at 252-9628
- Pre-screening is required before entering any City recreational facility. To complete the screening online for Arenas visit: www.thunderbay.ca/rfst
- Please read the user guidelines for all facility rules posted at 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 currently closed.

Attractions

- Visit: www.visitthunderbay.com
- Staff are available to answer visitor inquiries via telephone (807) 983-2041 or toll-free 1-800-MOST-FUN (667-8386) and email at visit@thunderbay.ca
- Terry Fox Visitor Centre - Terry Fox Monument is currently providing visitor assistance Monday to Saturday 9 am – 5 pm from an outside tent. The interior restrooms are currently closed and there are accessible portable toilets available for use on site.
- Access to the Terry Fox monument is still available - please respect social distancing requirements when visiting.
- The Pagoda Visitor Centre - The Pagoda Visitor Information Centre is currently closed for the season but you can visit virtually at www.youtube.com/watch?v=mE5X28xiOUE .

Awards and Recognition

- Visit: www.thunderbay.ca/awards

B

Beaches

- City beaches – Boulevard Lake and Chippewa Park (Sandy Beach), are closed for the season.
- Visit: www.thunderbay.ca/beaches for more information.

Bids and Tenders

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

Biking

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

Births

- To pick up a Birth Certificate application, call: 625-2230 to schedule an appointment (Monday – Friday, 8:30 am – 4:30 pm).
- Learn more at www.thunderbay.ca/applications

Boating

- The following boat launches are open seasonally.
 - Kam Park
 - Lorne Allard Fisherman's Park
 - McKellar Boat Launch
 - Neste Boat Launch (Mountdale Ave.)
 - Prince Arthur's Landing
- The Marina is also open seasonally for recreational boating. Visit: www.thunderbay.ca/marina

Boards

- Visit: www.thunderbay.ca/committees

Budget

- Visit: www.thunderbay.ca/budget

Building Information, Permits and Inspections

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

Burning Permit

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

Buses

- See TRANSIT listed under “T”

Business

- The City continue to work the Chamber of Commerce and the Community Economic Development Commission (CEDC) to plan for the future, including a post-pandemic plan.
- The CEDC team is here to help local businesses through the COVID-19 pandemic and support their strong recovery. Contact them for consultations and advice including accessing supports provided by the Government of Canada, Government of Ontario, and stakeholder organizations. Visit <https://gotothunderbay.ca/how-we-help/entrepreneur-centre/>
- The Thunder Bay and District Entrepreneur Centre along with 53 other Small Business Centres have launched a new Small Business Centers Ontario website: www.sbcontario.ca. Small business owners can access valuable support, including virtual business advisory services, improved access to funding, important, and timely information, special programs, training, mentorship and more.
- Visit: www.thunderbay.ca/business
- Learn more about pop-up patios at www.thunderbay.ca/patio

By-laws

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

C

Calendar

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

Campgrounds

- City campgrounds at Chippewa and Trowbridge are closed for the season.
- Visit www.thunderbay.ca/campgrounds

Canada Games Complex

- The Canada Games Complex reopened July 26
- Limited hours: 5 pm – 9 pm, Monday – Friday
- Limited activities: lengths, lessons, and limited gym/fitness
- Call 625-3738 to book a swim time or visit www.thunderbay.ca/cgc to pre-book online
- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools visit: www.thunderbay.ca/rfst or complete a paper copy when you arrive.
- Fitness classes and programs will be offered on a reduced schedule.
- Pre-booking for pool fitness areas and classes and squash courts is required. For details visit www.thunderbay.ca/cgc
- Memberships will remain on hold for all membership types until an expansion of hours is in place.
- Canada Games Complex babysitting service and towel rentals will not be available at this time.
- Call 625-3738 to register for a swim lesson waitlist.
- Learn more about the Complex at www.thunderbay.ca/cgc

Careers

- View City job postings at www.thunderbay.ca/jobs

Cemeteries

- Cemeteries are open to the public daily, a half hour before dawn to a half hour before dusk, year round.
- Visitors to Administration Building:
 - 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. Visit: www.thunderbay.ca/cemeteries
- Restrictions on outdoor cemetery gatherings have been lifted while physical distancing of two metres is required.
- Visitors to the cemetery are asked to be respectful and not approach funeral services.
- Provincial COVID-19 restrictions regarding funerals may change. Contact your funeral director for details.

Child Care

- The Municipal Child Care Centres: Algoma, Woodcrest, Ogden and Grace Remus are focused on providing care for preschool and toddler age children. Woodcrest and Ogden are running a summer school age program. There is currently capacity at Algoma and Ogden centres to accept new clients in the preschool and toddler age group for September enrolment. Please contact the Centre Supervisor (Algoma – Jenna Rogozinski, 684-3272; Ogden – Carla Aiken, 625-3810) to inquire about availability and please register in advance. Visit: www.thunderbaychildcare.ca

- 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. Intergenerational programming at Grace Remus has started to resume virtually with window visits, telephone visits and outdoor walk by visits. Physical separation of long term care and child care operations remain in place during this pandemic.
- 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 reopened. Capacity exists in the Private Home Child Care Program.
- Enhanced measures have been implemented in the homes for cleaning and tracking purposes. Masks and eye protection are required as homes will follow protocols as licensed child care centres. For more information, call Penny – Private Home Child Care Worker at 623-1767.

City Council

- Residents can watch meetings online at www.thunderbay.ca/watchcouncil or live on Shaw Spotlight Channel 10 or Tbaytel Digital TV on Channel 110. City Hall including the gallery is not open to the public for in person attendance.
- 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
- 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 public traffic with services by appointment.
- For City Hall services including Office of the City Clerk, Commissioners of Oath, Marriage Licenses, Lottery Licenses and Transit Passes, call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm). Meetings with staff are available by appointment.

Claims

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

Commissioner of Oaths

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

Committees

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

Community Centres

- The City run Vale Community Centre and Jumbo Gardens Community Centre reopen July 16
- The City run West Arthur Community Centre reopens early September
- Many centres are operated by external boards, and available services and operations will vary by centre. Please contact the facility directly for information on hours and restrictions in place.
 - Vickers Heights – 577-8596
 - South Neebing – for Judo only – 475-4622
 - West Thunder – 475-9396
 - Oliver Road – 345-9531
 - North McIntyre – 767-1400
 - Jumbo Gardens – 625-2304
 - Vale – 625-2304
 - Current River – 683-8451
- Learn more at www.thunderbay.ca/communitycentres

Community Profile

- Visit: www.gotothunderbay.ca

Complaints

- To report an infrastructure related complaint, call: 625-2195 or email publicworks@thunderbay.ca
- Staff are still available to receive By-law or Property Standards related complaints, call: 621-4082 (Monday – Friday, 8:30 am – 4:30 pm)
- Visit: www.thunderbay.ca/reportaproblem

Conservation Areas

- Visit the Lakehead Region Conservation Authority at www.lakeheadca.com

Conservatory

- The Centennial Botanical Conservatory reopens July 21
- Hours: 10 am – 4 pm, seven days a week
- No indoor event bookings at this time
- Masks or face covering must be worn at all times, and appropriate physical distancing followed.
- No food or beverages are allowed inside the building.
- Visit: www.thunderbay.ca/conservatory.

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

- All in-person court matters are not being held at this time.
- Learn more about services at www.thunderbay.ca/court

Crime Prevention

- Visit: www.thunderbay.ca/crimeprevention

Crossing Guards

- School Crossing Guards are available on pedestrian routes to the City’s schools during the school season. 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>
- See Cemeteries listed under “C”

Departments

- Visit: www.thunderbay.ca/departments
- For general City inquiries call: 625-2230 (Monday – Friday, 8:30 am – 4:30 pm)

Dog Parks

- The following dog parks are open:
 - Beverley Dog Park
 - Centennial Park and Buffer
 - Hillyard
 - Westfort Playfield
- Any person who uses the above amenities MUST maintain a physical distance of at least two metres from any other person using the amenity (unless they are part of the same household).
- If an individual arrives at an amenity, such as an off-leash dog area, that is crowded, they should wait until there is enough space to physically distance or return at another time.

Drinking Water

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

Residents can buy residential fobs at the following locations:

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

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

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

Drug Strategy

- Visit: www.thunderbay.ca/drugstrategy

E

EarthCare

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

Economic Development & Recovery

- The City continue to work the Chamber of Commerce and the Community Economic Development Commission (CEDC) to plan for the future, including a post-pandemic plan.
- The CEDC team is here to help local businesses through the COVID-19 pandemic and support their strong recovery. Contact them for consultations and advice including accessing supports provided by the Government of Canada, Government of Ontario, and stakeholder organizations. Visit <https://gotothunderbay.ca/how-we-help/entrepreneur-centre/>
- The Thunder Bay and District Entrepreneur Centre along with 53 other Small Business Centres have launched a new Small Business Centers Ontario website: www.sbcontario.ca. Small business owners can access valuable support, including virtual business advisory services, improved access to funding, important, and timely information, special programs, training, mentorship and more.
- Early in the pandemic City Council approved financial relief during COVID-19. [View a record of the relief offered at that time \(March 31, 2020\)](#). These relief measures existed for a specified period of time as outlined and may no longer apply at this time.
- Visit: www.gotothunderbay.ca

Emergency Planning

- The City of Thunder Bay has been actively monitoring the COVID-19 situation as it evolves and is following its pandemic response plan.
- Mayor Bill Mauro and City Administration are in regular contact with Dr. Janet DeMille, Medical Officer of Health & Chief Executive Officer of the Thunder Bay District Health Unit, to monitor the situation and the response from the Public Health Agency of Canada and the Ontario Ministry of Health.

- The Municipal Emergency Control Group is meeting bi-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

- View City job postings at www.thunderbay.ca/jobs

Engagement Opportunities

- Visit: www.thunderbay.ca/getinvolved

Environmental Information

- Visit www.earthcarethunderbay.ca

Events

- All events must follow the current Ontario Provincial gathering limits.
- For event bookings, visit: www.thunderbay.ca/eventservices or call: 629-7098 (Monday – Friday, 8:30 am – 4:30 pm).
- For event tickets, call: 625-2929
- For information on City events visit: www.thunderbay.ca/events or call: 628-5250
- Visit the City’s community event calendar at www.thunderbay.ca/eventcalendar - citizens may also submit public events to this community calendar.

F

Facebook

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

Facilities

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools, Fitness, Arenas & Stadia, visit: www.thunderbay.ca/rfst; for screening at 55 Plus Centres, visit: www.thunderbay.ca/oast
- Capacity limits follow the regulations of the Ontario Government Roadmap to Reopening – numbers vary by facility.
- Visit www.thunderbay.ca/recreation for specific facility details.
- See Fort William Stadium listed under “F”
- See Arenas listed under “A”
- See Community Centres listed under “C”
- See Child Care listed under “C”
- See Pools listed under “S” for swimming
- See Splash Pads listed under “S”

- See Thunder Bay 55 Plus listed under “#”

Facility Rentals

- For facility rental inquiries, call 625-2227

Finance

- Visit: www.thunderbay.ca/finance

Financial Relief During COVID-19

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

Fire

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

Flooding

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

Fort William Stadium

- The Fort William Stadium is open.
- Public Legion Track hours are Monday - Friday, 8:30 am - 4 pm.
- Staff will be monitoring usage, conducting active COVID-19 screenings, and collecting contact tracing information.
- Only the track will be available for public use.
- Stadium rentals will also resume.
- For more information or to book, contact the Facility Booking Coordinator at 252-9628.

Freedom of Information

- Freedom of Information (FOI) and correction of personal information requests received from the public continue to be important to us. However, due to the exceptional nature of the COVID-19 pandemic, the public should be aware that the City of Thunder Bay FOI Office will have limited capability at this time to receive, process and respond to requests in a timely manner. As such, our ability to respond to requests within the FIPPA / MFIPPA legislated timelines may be impacted.
- If your new request is not urgent, please wait to submit it until normal operations resume.
- If you have an urgent request, such as for health and safety, compassionate and humanitarian reasons, or you need assistance, contact the City of Thunder Bay FOI Office by email at archives@thunderbay.ca
- We apologize in advance for any inconvenience that this may cause for you and invite you to call 807-630-2381 or email archives@thunderbay.ca if you wish to discuss your request further.

G

Garbage Collection

- Garbage collection is still continuing on residents' regular collection date. To find out when your collection date is, check your waste collection calendar visit: www.thunderbay.ca/waste
- The garbage item limit of two non-tagged items remains the same. A third item of garbage will be collected if it has a garbage item tag attached. Garbage item tags can now be purchased over the phone during the hours of 8:30 am - 4:30 pm, by calling 625-2266. Credit card payment only. Tags will be mailed out to residents. They can also be purchased in-person at the Landfill Site.
- Residents asked to practice safe waste disposal by bagging all waste rather than placing it loosely in garbage containers or cans.
- NEVER place used PPE items (masks, gloves, face shields) loose in your garbage can – make sure these items are bagged.
- Reduce the amount of waste you are placing at the curb as much as possible.
- Respect physical distancing with waste collection operators and do not approach the vehicle.

Get Involved

- Visit: www.thunderbay.ca/getinvolved

Golf

- Chapples and Strathcona courses are open seasonally. The Chapples outdoor patio is currently open.
- Prior to attending, to keep yourselves and others safe, please read the Golf Course Rules and Regulations: <https://bit.ly/tbay-golfcourse-changes>
- Tee times can be booked online, or by calling Chapples 625-2582 or Strathcona 683-8251.
- There will not be any walk up reservations, if you don't have a tee time you will still have to call the Pro Shop.
- Arrive no earlier than 30 minutes to your scheduled tee time.

- Please pay attention upon arrival to signage providing instructions on how to check-in and proceed with your round.
- For more information, call the Supervisor of Golf Services: 626-3122
- Visit: www.thunderbay.ca/golf

Graffiti

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

Grants

- Visit: www.thunderbay.ca/grants

Green Initiatives

- Visit www.earthcarethunderbay.ca

H

Heritage

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

History

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

Home and Property

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

Homes for the Aged

- Pioneer Ridge, along with all Long-term Care Homes in the province, will be implementing recent directives related to reopening effective July 16
- Ontario will be removing the requirement that fully-immunized and asymptomatic staff, caregivers, and visitors be tested before entering long-term care homes. Pioneer Ridge is working on a plan to address this change along with others that reduce the restrictions on resident outings and allow recreational activities such as singing and dancing to resume. As these changes are implemented the safety of residents and staff remain a priority
- The Pioneer Ridge team shares in the delight of these reopening steps and thanks all those involved for their cooperation and patience

- For information on Pioneer Ridge call 684-3917 or 684-3922
- For information on Jasper Place call 684-2990
- For virtual visits at Pioneer Ridge: pre-schedule by calling 684-3956, 9 am – 4 pm, Monday to Friday.
- For virtual visits at Jasper Place: pre-schedule by calling 684-2928.

Housing

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

Hydro

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

I

Indigenous Relations & Inclusion

- Visit: www.thunderbay.ca/indigenousrelations

Instagram

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

J

Jasper Place

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

Jobs

- Visit: 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.
- Before making a trip to the Solid Waste & Recycling Facility (the Landfill Site), check out the LIVE camera to see how busy the site is at: www.thunderbay.ca/landfill
- No tours of the Solid Waste & Recycling Facility (Landfill)

Leaf and Yard Waste Collection

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

Libraries

- Learn more at: www.tbpl.ca

Licences

- Staff continue to be available to issue Taxi and Vehicle for hire licences. Call: 625-2710 (Monday – Friday, 8:30 am – 4:30 pm)
- Staff continue to be available to issue Licences of Access or Occupation. Call: 625-2911, or email joel.depeuter@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- Visit: www.thunderbay.ca/licences
- Also see Marriage licences listed under “M”, Marriage

Litter

- Visit www.thunderbay.ca/litter

Long-Term Care

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

M

Maps

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

Marina

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

- McKellar Mall and the Victoriaville Centre are now accessible through all public entrance doorways

- Hours: 9 am – 5 pm, Monday – Saturday (excluding any holidays)
- Appointments scheduled outside of regular hours must be arranged with individual businesses.
- Eat-in dining will be available within the food court while respecting physical distancing.
- City of Thunder Bay offices remain closed to the public and meetings with staff are available on a limited basis by appointment only. To schedule an appointment view City contacts at www.thunderbay.ca/a-z

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/covid-19
- 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

Mytby 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/mytby

N

News

- Read all City news on COVID-19 at www.thunderbay.ca/covid-19
- 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/mytby

O

Official Plan

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

Older Adults

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

P

Parking

- For general parking inquiries, call: 807-625-2370 or visit: www.thunderbay.ca/parking
- Hassle free parking for curbside pick-up has been extended to support local businesses. Until further notice, vehicles parked at a street meter will have a 15 minute grace period while they are actively completing a curbside pick-up or delivery from local merchants. During this time you do not need to feed the meter. If there are delays in curbside service, drivers can notify the officer and more time will be allowed. Officers will continue enforcing all other parking regulations and meters are to be paid by those not actively completing curb-side pick-up.
- Monthly Rental Parking Customers – Accounts are automatically being renewed. Payments can be made by mail, dropbox, or over the phone with a credit card. Please call 807-625-2370 if you have any questions regarding your account.

Parks

- Playgrounds in City parks are open. Signage has been posted at sites listing user requirements due to COVID-19.
 - Users must sanitize or wash their hands before entering the playground area, maintain physical distancing of at least two metres from other playground users who are not from the same household, and if the resident has experienced any COVID-19 symptoms they are instructed not to use the playground.
- Chippewa Park is open, but some park amenities remain closed including the rides - signage is posted. Sandy Beach is open seasonally.
- The following parks, fields and amenities are open, weather permitting or seasonally:
 - **Baseball fields:** Academy Ball Diamonds (Lobbers North, South and Complex), George Burke Park, North McIntyre Community Centre, Northwood Playfield, Park Arena, Slovak Ball Diamond, South Neebing Community Centre, Waddington Park, Westfort Playfield
 - **Soccer fields:** Jumbo Gardens Playfield, Northwood Playfield, South Neebing Community Centre
 - **Tennis courts:** Boulevard Lake Park, Centennial Village Parkette, Oliver Road Community Centre, South Neebing Community Centre, Westfort Playfield
 - **Basketball courts:** Centennial Village Parkette, Dease Park, Humber Park, Northwood Playfield, Oliver Road Community Centre, South Neebing Community Centre, Westfort Playfield

- **Skateboard/BMX parks:** Jumbo Gardens Playfield, Prince Arthur's Landing, West Thunder Community Centre
- **Off-leash dog parks:** Beverley Dog Park, Centennial Park and Buffer, Hillyard, Westfort Playfield
- **Permanent rinks:** Jumbo Gardens Playfield, North McIntyre Community Centre, Oliver Road Community Centre
- **Shelter/gazebo/picnic areas:** Alma Adair, Boulevard Lake Park, Lorne Allard Fisherman's Park, Prince Arthur's Landing, Waverley Park
- **Boat/canoe/kayak launch:** Kam Park, Lorne Allard Fisherman's Park, McKellar Boat Launch, Neste Boat Launch (Mountdale Ave.), Prince Arthur's Landing
- **Disc golf:** Boulevard Lake Park
- Any person who uses the above amenities **MUST** maintain a physical distance of at least two metres from any other person using the amenity (unless they are part of the same household).
- If an individual arrives at an amenity, such as an off-leash dog area, sports field or picnic area, that is crowded, they should wait until there is enough space to physically distance or return at another time.
- Parks washrooms are open seasonally as follows:
 - Centennial, Boulevard Pavilion, Rita St, Marina Park, Chapples Loop, and Vickers Park will be 7 day operations
 - Chippewa Park will be 6 day operations (closed Saturday)
 - Hours are different depending on the site as they are based on location demands. Hours will be posted on the doors.
 - 2m physical distancing requirements must be followed
 - Some sinks/stalls have been closed off to promote physical distancing and to maintain building code requirements.
 - Follow all posted signage and instructions.
- City campgrounds at Chippewa and Trowbridge are open.
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca
- Residents are urged not to dispose of any household waste in public parks or private spaces. Doing so is a violation of the City by-law and overwhelms these facilities, resulting in waste and debris contaminating our city. By-law officers will be investigating violations and offenders can be fined up to \$5,000. To report a garbage or recycling concern on City property, visit: www.thunderbay.ca/reportaproblem

Permits

- For driveway permits, heavy/oversized load applications or sewer and water connections/disconnections call: 625-2266
- To arrange for **Building Permits**, visit www.thunderbay.ca/buildingpermits, call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for **Burn Permits**, visit: www.thunderbay.ca/fire. Fire protection certificates and reports will be accepted electronically and reviewed remotely.

- To arrange for a **Demolition Permit**, call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Sign Permit**, call: 625-2216 (Monday – Friday, 8:30 am – 4:30 pm).
- To arrange for a **Swimming Pool Fence Permit**, visit: www.thunderbay.ca/permits, or call: 625-2574, or email penny.kok@thunderbay.ca (Monday – Friday, 8:30 am – 4:30 pm)
- To arrange for a **Utility Location Permit**, visit: www.thunderbay.ca/utilities or call: 625-2266 (Monday – Friday, 8:30 am – 4:30 pm)

Pingstreet

- Visit: www.thunderbay.ca/pingstreet

Pioneer Ridge

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

Planning

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

Police

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

Policies - City Database

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

Pools

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

Pothole Information

- To report a pothole, visit www.thunderbay.ca/reportaproblem or contact the Infrastructure & Operations Dispatch at 625-2195.
- To learn more, visit: www.thunderbay.ca/potholes

PRO Kids

- Visit: www.thunderbay.ca/prokids

Procedures - City Database

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

Proclamations

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

Programs & Activities Guide

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

Property Taxes & Credits

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

Provincial Offences Court (POA)

- All in-person court matters are not being held at this time.
- Learn more about services at www.thunderbay.ca/court

Public Notices

- Visit: www.thunderbay.ca/publicnotices

R

Racism

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

Real Estate

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

Recreation Information

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

Recycling

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

- Recycling Depots (Mountdale Avenue & Walsh Street location and Front Street location) continue to operate during normal business hours: Monday – Saturday: 8 am - 6:30 pm

Report a Problem

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

Reports

- Visit: www.thunderbay.ca/reports

Request for Proposal

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

Respect

- Visit: www.thunderbay.ca/respect

Road Work

- Visit: www.thunderbay.ca/roadwork
- Subscribe to Road Work updates at www.thunderbay.ca/subscribe
- 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.)
- In summer, 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.
- In winter, 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.
- To report a roads issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca

S

Scrolls

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

Seniors Information

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

Sewage

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

Skateboarding

- The following skateboard/BMX parks are open seasonally:
 - 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.

Skating

- Outdoor skating rinks are open seasonally 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 closed for the season effective Sept. 5.
- Visit: www.thunderbay.ca/splashpads
- To report an issue, contact the Infrastructure & Operations Dispatch at 625-2195 or publicworks@thunderbay.ca
- Learn more about Beaches listed under "B" and Swimming listed under "S".

Sports

- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools, Fitness, Arenas & Stadia, visit: www.thunderbay.ca/rfst; for 55 Plus program pre-screening, visit www.thunderbay.ca/oast
- For facility rental inquiries, contact 625-2227
- Find information on our facilities by searching the A-Z listing for the facility by name.
- The following sports fields and amenities are open seasonally:
 - **Baseball fields:** Academy Ball Diamonds (Lobbers North, South and Complex), George Burke Park, North McIntyre Community Centre, Northwood Playfield, Park Arena, Slovak Ball Diamond, South Neebing Community Centre, Waddington Park, Westfort Playfield
 - **Soccer fields:** Jumbo Gardens Playfield, Northwood Playfield, South Neebing Community Centre
 - **Tennis courts:** Boulevard Lake, 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.
- 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

- Volunteer Pool is open
 - limited hours: 6 am – 11 am, Monday – Friday
 - limited activities: lengths, lessons, and lifeguard/instructor programs
 - To book lane swimming, available 9 am - 11 am, call 345-5143, or book online through our registration system, visit www.thunderbay.ca/register
- The Canada Games Complex is open
 - limited hours: 5 pm – 9 pm, Monday – Friday
 - limited activities: lengths, lessons, and limited gym/fitness
 - Call 625-3738 to book a swim time or visit www.thunderbay.ca/cgc to pre-book online
- Churchill Pool remains closed for maintenance until early November.
- Pre-screening is required before entering any City recreational facility. To complete the screening online for Pools visit: www.thunderbay.ca/rfst or complete a paper copy when you arrive.
- Fitness classes and programs will be offered on a reduced schedule.
- Pre-booking for pool fitness areas and classes and squash courts is required. For details visit www.thunderbay.ca/cgc
- Memberships will remain on hold for all membership types until an expansion of hours is in place.
- Canada Games Complex babysitting service and towel rentals will not be available at this time.
- Call 625-3738 to register for a swim lesson waitlist.
- Learn more about the Complex at www.thunderbay.ca/cgc
- Learn more about Volunteer Pool at www.thunderbay.ca/volunteerpool
- Learn more about **Beaches** under “**B**” and **Splash Pads** under “**S**”.

Street Lights and Signals

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

Street Signs

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

I

Taxes

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

Tenders

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

Tennis

- The Thunder Bay Community Tennis Centre is open.
- 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 are open seasonally.

Tourism

- 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
- Terry Fox Visitor Centre - Terry Fox Monument is currently providing visitor assistance Monday to Saturday 9 am – 5 pm from an outside tent. The interior restrooms are currently closed and there are accessible portable toilets available for use on site.
- Access to the Terry Fox monument is still available - please respect social distancing requirements when visiting.
- The Pagoda Visitor Centre - The Pagoda Visitor Information Centre is currently closed for the season but you can visit virtually at www.youtube.com/watch?v=mE5X28xiOUE .

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

- Customers of Thunder Bay Transit and Lift+ Specialized Transit are asked to avoid all non-essential travel. Where travel is required masks need to be worn. Enhanced cleaning and

disinfection of buses remains in place with a focus on high touch areas such as buttons and handles. Do not use public transit if you feel unwell or exhibit any symptoms. Maintain social distancing while riding the bus and do not approach the driver.

- For information on the current schedule visit: www.thunderbay.ca/transit or call Transit Customer Service at 684-3744 (Monday – Friday, 8:30 am – 4:30 pm).
- The Waterfront Terminal is open to the public. 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.

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

- The Victoriaville Centre and McKellar Mall are now accessible through all public entrance doorways
- Hours: 9 am – 5 pm, Monday – Saturday (excluding any holidays)
- Appointments scheduled outside of regular hours must be arranged with individual businesses.
- Eat-in dining will be available within the food court while respecting physical distancing.
- City of Thunder Bay offices remain closed to the public and meetings with staff are available on a limited basis by appointment only. To schedule an appointment view City contacts at www.thunderbay.ca/a-z

Visitor Information

- 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
- Terry Fox Visitor Centre - Terry Fox Monument is currently providing visitor assistance Monday to Saturday 9 am – 5 pm from an outside tent. The interior restrooms are currently closed and there are accessible portable toilets available for use on site.
- Access to the Terry Fox monument is still available - please respect social distancing requirements when visiting.

- The Pagoda Visitor Centre - The Pagoda Visitor Information Centre is currently closed for the season but you can visit virtually at www.youtube.com/watch?v=mE5X28xiOUE .

Volunteers

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

W

Walking

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

Water Bills

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

Water Credits

- Learn more at www.thunderbay.ca/rebates

Water Distribution & Wastewater Collection

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

Water Fill Stations

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

Residents can buy residential fobs at the following locations:

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

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

Water - Lead Water Service Replacement Loan Program

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

Water Meter Readings

- Readings can be submitted by calling 625-3160 (24 hr. service), or online at www.thunderbay.ca/WaterMeterReadings between the 1st and 21st of the month.
- Final readings due to a sale of a property should be called in to the Revenue office at 625-2255 or by emailing taxandwater@thunderbay.ca.
- If meter readings are not submitted, water usage for the billing period may be estimated.

Wastewater Treatment Plant (Water Pollution Control Plant)

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

Water Treatment Plant (Bare Point Water Treatment Plant)

- The City's Water Authority continues to operate and maintain the drinking water system to provide safe drinking water to the community. The City's drinking water is continuously tested, monitored and analyzed in accordance with Ministry regulations and approvals.
- The Bare Point Water Treatment Plant closed to the public – no public tours.
- 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 and splash pad are open.
- The Marina is open for use.
- Boat launches are currently open with restrictions on physical distancing.
- 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

- View details on the Youth Inclusion Program below.
- Questions can be emailed to: youthmove@thunderbay.ca or call 625-2344 for details.
- See **Activities & Programs** listed under “A”.

Youth Inclusion Program

- In-person registered programs will resume in August
- 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)
- Visit www.thunderbay.ca/yip.

YouTube

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

Z

Zoning

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

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55 Plus Centre

- Thunder Bay 55 Plus Centre is open.
- Amenities include:
 - The River Street Café
 - Billiard room (pre-booking required)
 - Library (hours: 10 am – 3 pm, Tuesday – Friday)
- Seniors programs at the 55 Plus Centre and West Arthur Community Centre will resume Sept. 13.
- For program registration book online or by phone
- For more information visit: www.thunderbay.ca/55Plus
- Services currently available and ongoing include:
 - Telephone assurance and chat line
 - Various health and wellness virtual workshops
 - Monthly Good Food Box pick-up

- Income Tax Program
- River Street Café for curbside pick-up
- For a list of programs, visit the City's section of The Key (programs subject to change):
www.thunderbay.ca/thekey

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