



PORT COLBORNE

CITYHALLNEWS

A newsletter written by Staff for the Residents of Port Colborne

APRIL 2020

66 Charlotte Street, Port Colborne, ON L3K 3C8 | 905-835-2900 | portcolborne.ca | newsletter@portcolborne.ca



COVID-19 | A Message from Mayor Steele

Dear Port Colborne residents,

Following the advice and recommendations of the Government of Canada, Government of Ontario, and Niagara Region Public Health, the City of Port Colborne is making every effort to help prevent the spread of COVID-19 locally.

As of March 16, 2020 the City closed all municipal facilities to the public, which includes City Hall, the Engineering & Operations Centre, Fire Hall, Vale Health & Wellness Centre, Roselawn Centre, Port Colborne Public Library, Farmer's Market, Bethel Community Centre, Sherkston Community Centre, Sugarloaf Marina, Port Colborne Historical and Marine Museum, and L.R. Wilson Heritage Research Archives. Due to the present COVID-19 situation in Ontario, we are unsure when these facilities will reopen.

During these closures, our staff are working hard to continue to be available to assist you, our residents, Monday-Friday, 8:30 a.m. - 4:30 p.m. by phone at 905-835-2900 or email. For a complete listing of all municipal staff and their contact information, visit http://portcolborne.ca/page/City_Contacts. We are continuing to respond to after-hours road and water/wastewater issues, and residents should call 905-835-5079. Our Fire Department,

although closed to public access, has put protocols in place to keep our firefighters in service and readily available to our residents.

Myself, along with Council, and Staff take the health and well-being of our residents as our top priority, but ask that during this pandemic, you also practice all advice and recommendations outlined by government and health officials, which includes social distancing.

This is a time where community is of the utmost importance. Our family, friends, and business community need all the support we can give. Although our restaurant community can only provide take-out meals, we ask that you support them as much as possible. Purchasing gift cards from our local restaurants and businesses will also help them through this uncertain time.

While we are asking you to practice social distancing, that does not mean we are asking you not to be social. Please check in on your neighbours, family, friends, and those vulnerable in our community to ensure everyone has the support and resources they need.

These are unprecedented times, but it's times like these that show the resiliency and strength of our community.

The City's Emergency Operations Centre (EOC), Council and Staff will continue to monitor the situation and update residents accordingly as new information becomes available.

For more information and updates about City's efforts to minimize the spread of COVID-19, including facility closures and department service disruptions, visit www.portcolborne.ca/page/covid-19.

For more information about COVID-19 from Niagara Region Public Health, including updates, frequently asked questions and prevention tips, visit <https://www.niagararegion.ca/health/COVID-19/default.aspx>

For more information about COVID-19 from the Ontario Government, visit <https://www.ontario.ca/page/2019-novel-coronavirus>.

For more information about COVID-19 from the Federal Government, visit <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Sincerely,

Mayor William C. Steele



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CITY UPDATE | COVID-19

In an effort to practice social distancing and minimize the spread of COVID-19, and in keeping the health and safety of City staff and residents a top-priority, the City has closed all City facilities.

The following City facilities will be closed to the public until further notice:

- **City Hall • Engineering & Operations Centre**
- **Fire Hall • The Vale Health & Wellness Centre, which includes the Port Colborne YMCA**
- **The Roselawn Centre • The Port Colborne Public Library**
- **The Port Colborne Farmer's Market • Bethel Community Centre**
- **Sherkston Community Centre • Sugarloaf Marina**
- **Port Colborne Historical & Marine Museum and L.R. Wilson Heritage Research Archives**
- **City Playgrounds**

Due to these facility closures, all programs, permits, and third-party events are cancelled until further notice.

During these closures, City staff continue to be available to assist residents Monday-Friday, 8:30 a.m. – 4:30 p.m., by calling 905-835-2900. Customer Service Representatives will either answer resident questions, or direct to the staff member who can assist. For the complete city hall contact list, visit http://portcolborne.ca/page/City_Contacts. For after-hours emergencies, including road or water/wastewater emergencies, residents are to call 905-835-5079.

City Departments, including Planning, Building, By-Law, Parks and Recreation, and Operations are experiencing service delivery disruptions due to COVID-19. To stay up-to-date on the City's response to COVID-19, including City facility closures, City service disruptions, and more, visit www.portcolborne.ca/page/covid-19, or follow us on social media [f](#) / CityofPortColborne [t](#) @PortColborne [i](#) @cityofportcolborne

Due to residents' limitations accessing City Hall during the COVID-19 closures, Council has approved an exemption until April 30, 2020 to penalty and interest charges for tax, water and wastewater payments. This decision was also made to help alleviate the financial burden that may be prevalent for the Port Colborne community because of the COVID-19 pandemic. Staff will also be providing further recommendations to Council as necessary should the need for additional exemptions be put in place.

For information about water/wastewater bills, call 905-835-2900 ext. 125 or email water@portcolborne.ca.

For information about tax bills, call 905-835-2900 ext. 123 or email taxes@portcolborne.ca.

The City of Port Colborne has also joined forces with the Niagara Region and other local area municipal economic development departments to create an Economic Recovery Team. As a team the Economic Development Offices are monitoring the developments and have launched a COVID-19 Business Impact Survey. We ask for your assistance in completing the survey, which seeks to determine the level of impact the pandemic has had on the regional economy. To complete the survey, and for more information about recovery and support services available for local businesses, visit www.portcolborne.ca/page/COVID-19_RecoveryandSupport, call 905-835-2900 ext. 502 or email edo@portcolborne.ca.

Spring / Summer 2020



Leisure Guide



#PORTicipate

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PORT COLBORNE

COVID-19 | A Message from Parks & Recreation Division

2020 Spring/Summer Leisure Guide

Before concerns of COVID-19 entered our community preparations were already underway for our upcoming Spring/Summer season, which includes our bi-annual Leisure Guide. You can locate your copy of the Leisure Guide in today's Port Colborne Leader. Our interactive online magazine will also be available beginning Thursday, March 26 at http://portcolborne.ca/page/online_port.

As municipal facilities remain closed until further notice, we do have some changes, particularly with respect to program registration, facility bookings and events:

- Registration is still available online via our OnlinePORT. Visit http://portcolborne.ca/page/online_port or call 905-835-2900 ext. 538. If our programs are unable to start at their projected start date, alternative arrangements will be made. Payment will also not be required at the time of registration, but rather at the time of the program start date. We want to ensure recreation programs will be available to Port Colborne residents in the near future without the added financial concerns now.
- As municipal facilities are closed, we can only tentatively schedule future permits for our facilities, including ice time, field rentals and pavilion rentals. Ice surfaces have been removed due to the closure of the Vale Health & Wellness Centre and to perform required maintenance. When public facilities are permitted to reopen, the date when ice is available for use and rentals, as well as the ability to offer Drop-In programming, may be impacted. For rental information, call us at 905-835-2900 ext. 535. Payment will also not be required at the time of booking.
- Some City events and community events have been cancelled or postponed, including our annual Easter Eggstravaganza on April 11. To stay up to date on all city events, visit www.portcolborne.ca/page/events.

We hope our Leisure Guide provides some extra reading material for you and your family during this time of social distancing, but we also hope that it gives you a reason to look forward to future fun in our community. We cannot wait for you to #PORTicipate with us again in our recreational & leisure activities, at our festivals & events, and at our arts & cultural experiences, but for now, let's all focus on following the recommendations of government and health officials by practicing social and physical distancing so we can be both a healthy and active community.

For City updates regarding COVID-19, including City facility closures and City service disruptions, visit <http://portcolborne.ca/page/covid-19>.

Sincerely, Your Parks & Recreation Division