

COVID-19 Update for Parksville Residents

The City continues to focus on the essential services our residents rely upon and we will continue to exercise an abundance of caution as we provide limited in-person services, working towards a full resumption of regular services in a gradual and cautious manner, following the direction of the Provincial Health Officer.

Reopening Plan for City Services and Amenities

The City recently announced plans to restore amenities and services closed in March due to the COVID-19 pandemic. The plan is a gradual multi-step approach to reopening services in a manner that will maintain and protect public safety. The City proactively closed playgrounds and other outdoor amenities due to concerns users were not physically distancing and as a precautionary measure to help limit the spread of COVID-19. The City's reopening plan is outlined here:

June 1	<ul style="list-style-type: none"> • In-person payment of utilities and property taxes and to process homeowner grants • Finance hours are 9 am to noon and 1 pm to 3 pm • All other business by appointment only and walk-in services at the Parksville Civic and Technology Centre are not available. • In-person Council meetings held in the Forum
June 1	<ul style="list-style-type: none"> • Sports courts open for casual play • Off-leash dog park open • Skate park in Parksville Community Park open
June 5	Reopening playgrounds at neighbourhood parks (Foster Park and Shelly Creek Park)
June 12	Reopening Lions Ventureland Playground and outdoor gym in the Parksville Community Park
June 26	Reopening splash park in Parksville Community Park
June 26	Special event permits: hosts must provide COVID Response and Mitigation plans
June 26	Return to play will include bookings of special events and recreational sports.
July 2	<ul style="list-style-type: none"> • Full service offered by finance – e.g. bus passes, garbage tags and dog licences will be available and tickets and licence fees may be paid. • Finance hours will remain 9 am to noon and 1 pm to 3 pm • All other City business by appointment only.
July 2	City will resume such activities as in-person public hearings, community engagement and Coffee with the Mayor.

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City Neighbourhood Park Playgrounds to Reopen

The playgrounds in Foster Park and Shelly Creek Park open on June 5. The City proactively closed playgrounds and other outdoor amenities in mid-March due to concerns users were not physically distancing and as a precautionary measure to help limit the spread of COVID-19.

Users of City playgrounds will be expected to follow public health guidelines. Signage will be posted as reminders to maintain physical distancing and to follow provincial safety guidelines. Parents are responsible for supervising their children and the City expects playgrounds to be used safely and responsibly. Please note the playground equipment is not regularly cleaned or disinfected.

Reminders to residents - Guidelines for visiting City Hall

- The finance department is open to the public Monday to Friday, 9 am to noon and 1 pm to 3 pm to accept property tax and utility payments and to process homeowner grants only.
- All other City business is by appointment only and walk-in services are not available at this time. To book an appointment, call 250 248-6144 or refer to contact info on our website. Please contact VIU, School District #69 and the library by phone at this time.
- Residents will need to be patient and respectful as there will be delays during this transitional period.
- Number of people in building at one time is limited and it may be necessary to queue on the Jensen Avenue sidewalk.
- Entrance is on Jensen Avenue only and the south door by the Cenotaph is the designated exit-only door.
- Washrooms remain closed to the public.
- To ensure safe transition, residents will need to take a number of steps. Physical distance markers will indicate flow, hand sanitizer and procedures will be provided upon entry to building.
- Please respect safety protocols – wash/sanitize hands thoroughly and often, cover your cough or sneeze, limit your time if others are waiting and stay home if sick.

Residents and visitors using City facilities are expected to follow public health requirements at all times. In accordance with provincial guidelines, signage will be posted at City Hall and in our parks and open spaces to remind the public of what rules are in place.

LOCAL RESOURCES

- [Vancouver Island Coastal Tourism Resiliency Program](#) provides Vancouver Island, Gulf Islands and Sunshine Coast tourism businesses with meaningful, hands-on guidance and support to navigate the immediate impact of the COVID-19 pandemic, adapt and work towards long-term resiliency.
- [Supporting Oceanside Businesses](#) - tool for all local businesses to detail services being offered.
- [Open During COVID-19](#) - directory of businesses open during COVID-19.
- [Supporting Local Restaurants](#) - directory list of restaurants open for business.
- [Rebound Oceanside](#) is a recovery plan created for businesses and not-for-profit organizations in the Parksville-Qualicum Beach/School District 69 region to provide assistance through the pandemic and minimize the negative impacts of an economic shutdown. Supported by Province of BC, WorkSafe BC and Parksville & Qualicum Chambers of Commerce.

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