

## Keeping Each Other Safe During COVID-19

The actions we take help keep our businesses and schools open and our community and health care services safe. Slowing the spread of COVID-19 is within our control and we thank you for doing your part. Residents are strongly urged to follow all provincial health orders and guidelines issued in response to COVID-19. Information and resources are available at [Island Health](#) and at [Let's Talk Parksville](#).

- Masks/face coverings are required in BC in all public indoor settings, on public transit and in workplaces.
- Spend time with those in your household or core bubble only. No social gatherings of any size.
- Avoid non-essential travel.
- Enjoy a physically distanced walk or hike with a friend, but do not gather outdoors.
- Remain at home if you show signs however mild, of any illness like coughing, fever and other symptoms.

**City services during the pandemic** - we continue to safely provide important services for our citizens; departments are available by phone or email and limited in-person services are offered through the City's finance department. Masks or face coverings are mandatory when at City Hall and visitors will be asked to provide contact information for contact tracing purpose.

The finance department is open **Monday to Friday, 9 am to noon and 1 pm to 3 pm** to process homeowner grants, accept property tax, utility, tickets/licence fee payments and to purchase bus passes, dog licences and building permits. All other business is by appointment only and walk-in services are not available. Please access services electronically and consider mailing payments or paying through your banking institution.

- To book an appointment, call 250 248-6144 or refer to contact information on the [website](#) to reach City staff/departments directly.
- General inquiries/questions to [info@parksville.ca](mailto:info@parksville.ca)
- Contact Vancouver Island University, School District #69 and the Parksville library by phone.

**Council meetings** - the final Council meeting for 2020 will be held on December 7 in the Forum. Council continues to meet in person and the meetings are web streamed from a link on the City's [website](#). To meet distance requirements, in-person attendance by the public is extremely limited.

**City facilities** - trails, parks and amenities remain open. Please observe posted guidelines. Residents should only go out with people from their own household and maintain a minimum distance of two metres from others.

**Request for service** - Residents and businesses should use the online request for service form to report non-emergency operational issues, accessible on the City's [website](#). Once the form is submitted, the request for service is sent directly to the appropriate City department for their response during business hours.

### City department contact information:

#### Administrative Services

General	250 954-3060	<a href="mailto:admin@parksville.ca">admin@parksville.ca</a>
Bylaw	250 954-4650	<a href="mailto:bylaw@parksville.ca">bylaw@parksville.ca</a>
Council	250 954-3060	<a href="mailto:council@parksville.ca">council@parksville.ca</a>
Community Planning and Building	250 954-3061	<a href="mailto:planning@parksville.ca">planning@parksville.ca</a>
Engineering	250 951-2484	<a href="mailto:engineering@parksville.ca">engineering@parksville.ca</a>
Finance	250 248-6144	<a href="mailto:cashier@parksville.ca">cashier@parksville.ca</a>
Fire Department	250 248-3242	<a href="mailto:fire@parksville.ca">fire@parksville.ca</a>
Operations	250 248-5412	<a href="mailto:ops@parksville.ca">ops@parksville.ca</a>

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### For more information:

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[dtardiff@parksville.ca](mailto:dtardiff@parksville.ca)  
250 954-3073