



# It's Your City!

parkville.ca



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## Keeping Each Other Safe During COVID-19

Slowing the spread of COVID-19 is up to all of us and we thank you for doing your part. The actions we take help keep our businesses and schools open and our community and health care services safe. Residents are strongly urged to follow all COVID-19 provincial health orders and guidelines. Information and resources are available at Island Health and *Let'sTalkParkville.ca*.

- Masks/face coverings required 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. Enjoy a physically distanced walk or hike with a friend, but do not gather outdoors.
- Avoid non-essential travel.
- Remain at home if you show signs however mild, of illness like coughing, fever and other symptoms.

### Province-wide restrictions



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.

## Online Requests for Service

When reporting a non-emergency operational issues, residents and businesses can now use an online form, accessible from our website and part of City online services.

Residents will choose a request for service category related to parks, road maintenance, bylaw compliance or operational issues. An address is required and an option to attach a photo of the issue. Once submitted, the request is sent directly to the appropriate department for response during business hours. This online service is for non-emergency requests only.

## 2021 Licence Renewals

Dog and business licence renewals due January 31 will be mailed January 4 due to current COVID-19 Public Health Officer orders requiring individuals, workplaces and businesses to significantly reduce their level of social interactions and travel. We hope this will provide one less errand or reason for our citizens to leave their homes over the next few weeks.

Should there be no additional orders, dog licences can be paid in person at City Hall after January 4; no payments accepted in December. Business licence renewals will also be mailed January 4 and due January 31. We expect to offer businesses the option to renew by credit card, in person and online as well as mail or drop off. Arrangements will be confirmed prior to the mailing and posted on our website.

## 2021 Special Events

Applications are now being accepted from organizations and individuals wishing to hold special events at City-owned venues or on City streets; review process starts January 29. Annual events will be given priority provided the request is received by January 29, after which time applications will be addressed as first-time events on a first-come, first-served basis, based on availability. After January 29, applications must be received at least thirty days prior to the event.

Due to the current provincial health order, the City is prohibited from permitting a gathering in excess of fifty people. Events with gatherings of less than 50 are required to include the COVID addendum to the event application form. The policy and forms are on the website [*City Hall/Special Events Procedures*]. Contact 250 248-5412 or *ops@parkville.ca* for info.

## Boots for Food 2020

This year's Parkville Fire Department food drive was a huge success. Although different from previous years with no door-to-door neighbourhood collection, District 69 firefighters came together in November to collect for the Salvation Army foodbank. Donations totalled \$75,644 with \$32,567 collected by Parkville firefighters, \$2,475 donated by the Parkville Firefighters Association and \$200 collected for the Society of Organized Services. Once again, Craig Bay residents were extremely generous, donating \$40,402 and 2,200 pounds of food items. We appreciate our residents who make a difference in our community.



*Council and staff wish you and your family a most Merry Christmas and a healthy and happy 2021.*



## City Dates

December 25 & 28	City offices closed
January 1	City offices closed
January 7	Parks and Open Spaces
January 18	Council Meeting

## City Services During COVID-19

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 purchase bus passes, dog licences and building permits. All other business by appointment and walk-in services not available. Please access services electronically and consider mailing payments or paying through your banking institution. Phone 250 248-6144 or refer to website to book appointment.

## How to Reach Council

MAYOR		council@parkville.ca
Ed Mayne	250 954-4661	100 Jensen Avenue East
COUNCILLORS		PO Box 1390
Mark Chandler	250 951-6651	Parkville V9P 2H3
Adam Fras	250 228-3727	
Al Greir	250 248-1285	parkville.ca.
Doug O'Brien	250 954-2327	Comments welcome.
Teresa Patterson	250 954-9488	250 954-3073
Marilyn Wilson	250 954-3060	info@parkville.ca

## THINGS TO KNOW...

- **Holiday closures** - City offices and operations will be closed on Friday, December 25, Monday, December 28 and Friday, January 1. For after-hours emergency (weekends and holidays), phone 250 248-6144 to reach our on-call service.
- **Winter conditions** - info about monitoring of road and weather conditions by the City is on our website [*Quicklink/Winter Conditions*]. We also have tips on how residents can be prepared and how to help.
- **Property taxes** -the deadline to claim the retroactive homeowner grant for 2019 (subject to qualifications) as well as the deadline to defer 2020 property taxes is December 31, 2020. For more info, contact the finance department at 250 248-6144.

