

COVID-19 Update for Parksville Residents

The City continues to focus on the essential services our residents rely upon while exercising caution as we provide limited in-person services, working towards a full resumption of regular services in a gradual and cautious manner. We are encouraged by the recent information and statistics on COVID 19 rates from the province that show the community's efforts have dramatically reduced the spread of this virus in our region and on Vancouver Island. We are cautiously re-opening outdoor amenities and allowing recreational activities to resume in accordance with the provincial requirements. Following the advice of health officials has served us well and we continue to mitigate the risks associated with COVID 19.

REOPENING PLAN FOR CITY SERVICES AND AMENITIES

We recently announced a plan to gradually restore amenities and services closed in March due to the COVID-19 pandemic. This plan is a multi-step approach to reopening services in a manner to maintain and protect public safety. At this time, City playgrounds, the off-leash dog park and skate park are open for use and sports fields and sports courts are open for casual play only.

On June 26, the splash park in the Parksville Community Park will open and the City will be in a position to issue special event permits, including recreational sports bookings, provided the event hosts are able to show they have appropriate COVID response and mitigation plans.

Beginning July 2, full service will be offered by the City's finance department (e.g. bus passes, garbage tags, dog licences and tickets/licence fees may be paid). Finance hours will remain as Monday to Friday, 9 am to noon and 1 pm to 3 pm. All other City business is by appointment only. Also starting July 2, the City will resume such activities as in-person public hearings and community engagement, with sanitation and distance protocols in place. All other City business is by appointment 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](#).

To accommodate physical distancing and attendance of Council and staff at in-person meetings in the Forum, seating is extremely limited. Unless there is a reason to attend in person, please continue to view meetings online. Comments may be emailed to council@parksville.ca

Residents and visitors using City facilities are expected to follow public health requirements at all times. In accordance with provincial guidelines, signage is posted at City Hall and in our parks and open spaces to remind the public of rules in place. Information on reopening City services and amenities, as well as updates on access, are available on the City's website and social media channels.

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Reminders to residents when visiting City Hall

Entrance to the building is from Jensen Avenue only. The number of people in the building at one time is limited and it may be necessary to queue on the Jensen Avenue sidewalk; please be patient and respectful as there will be delays during this transitional period. To ensure the safety of residents, physical distance markers will indicate flow, hand sanitizer and procedures will be provided upon entry to the building. Public washrooms remain closed. 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.

UTILITIES, PROPERTY TAXES AND HOME OWNER GRANTS

We encourage the public to use “distancing” payment methods that do not require a visit to City Hall such as mail, online or telephone banking or the drop box inside the Jensen Avenue entrance to the Parksville Civic and Technology Centre. Questions about utility bills, property taxes and home owner grant applications should be directed to 250 248-6144 or finance@parksville.ca

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.

- **Utility bills due June 30** - the due date for utility notices was extended.
- **Property taxes due July 2** - 5% late payment penalties will be applied on **October 1** to current year outstanding property taxes and unclaimed home owner grants on September 30 and on **December 1** to outstanding amounts on November 30.
- **Don't forget to claim your home owner grant** - Home owner grants must be claimed each year you are eligible by claiming the grant on the City [website](#), by mailing the completed application or in-person at City Hall. If deferring your taxes, you must also claim your home owner grant if eligible.

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 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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For more information:

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