

Revised March 26, 2020 7:10 P.M.  
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## **FACILITIES AND SERVICES UPDATE: MESSAGING FOR CITY STAFF TO COMMUNICATE TO THE PUBLIC**

As part of our ongoing efforts to slow the spread of COVID-19, and in keeping with the Province of Ontario's declaration of a State of Emergency, the City of Stratford has closed its administrative buildings to the public, until further notice. While the buildings are closed, **the City will continue to provide services to the community, including Social Services to our clients in Stratford, Perth County and St. Marys.**

### **List of Services Being Provided:**

#### **Community Services**

##### Cemetery Operations

- Cemetery operations continue to be provided. For questions please call 519-271-0250 ext. 245.

##### Parks

- The parks system continues to be maintained.

##### Transit

- Stratford Transit will continue to operate and we are directing riders to enter and exit only through the back door of the buses. Those with mobility issues can still enter from the front door, where the ramp/kneeling options are available, but we ask those individuals to practice social distancing from our drivers.
- Payment is not required to ride, and bypassing the fare box will help to reinforce social distancing on the buses for our drivers and members of the public. This will continue until the end of the day April 5, 2020, after which we will re-assess the situation.

#### **Corporate Services**

##### Property taxes

- The City will be waiving interest and penalties for those unable to make the April 9 tax due date. This will give residents and businesses a chance to make payments when they can over the next 4 months. The City will review this on an ongoing basis and continue to be responsive to the needs of our community. We ask residents that have the financial means to make their tax payments by April 9 to do so.
- Statements can be requested by emailing [taxinfo@stratford.ca](mailto:taxinfo@stratford.ca).
- Pre-authorized payment for property taxes can be submitted to: [www.stratford.ca/preauthorized](http://www.stratford.ca/preauthorized).

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## Licensing

- Pet, business and lottery licencing will continue. Applications can be submitted via email [clerks@stratford.ca](mailto:clerks@stratford.ca) or completed over the telephone 519-271-0250 Ext. 237. Payments by credit card can also be made over the phone or a cheque can be mailed/placed in the drop box at the back of City Hall, 1 Wellington Street.

## Parking

- Payments for parking tickets and permits can be made by credit card over the telephone at 519-271-0250 Ext. 237. Cheques can also be mailed to the Clerk's Office, City Hall, P.O. Box 818, 1 Wellington Street, Stratford, ON N5A 6W1 or placed in the drop box at the back of City Hall.
- Requests for a parking ticket review can be completed over the telephone or through the City's website at: <https://forms.stratford.ca/IT-Services/Clerks-Corporate-Services/Request-for-Review>

## Infrastructure and Development Services

### Development Services (Planning)

- The following services are being provided.
  - Acceptance of planning applications.\*
  - Acceptance of applications to the Committee of Adjustment\*
  - Letters of Conformity
- \*Please note that public meetings or hearings are not being scheduled at this time.

### Development Services (Building & By-law Enforcement)

- The following services are continuing to be provided:
  - Applications for permits and licenses
  - Review and issuance of permit and licenses
  - Inspections for permits on a case by case basis
- For unsafe buildings requiring immediate attention, call 519-271-0250 Ext. 345.
- For unsafe pool fences, call 519-271-0250 Ext. 345.

### Roads and Streets

- The following activities related to roads and streets are continuing:
  - Sanding
  - Pavement patching
  - Sidewalk Maintenance
  - Stormwater
  - Traffic Control
  - Winter Control
- To report an issue please call 519-271-0250 Ext. 259 or use our Pingstreet App.

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### Waste and Recycling Collection

- There is no change to curbside garbage and recycling collection. Landfill operations will be closed to the public starting Saturday, March 21. The Landfill will still be open to commercial customers and the curbside collection contractor from Monday to Friday during normal working hours.

### Bag Tags

- Bag tags can be purchased at the following locations:
  - East End Variety, 231 Douro Street
  - Festival Variety, 555 Downie Street
  - Esso, 501 Ontario Street
  - Mornington Variety, 231 Mornington Street
  - Sobey's, 581 Huron Street
  - 7-Eleven, 327 Erie Street
  - Video 99 and Convenience, 332 Erie Street
  - Zehrs, 865 Ontario Street
  - Canadian Tire Gas Bar, 1101 Ontario Street
  - Shell Station, 405 Huron Street
  - Esso, 1041 Erie Street
  - Giant Tiger, 477 Huron Street
  - Joe's Variety, 760 Ontario Street
  - Stratford Variety, 542 Downie Street
  - Stratford Mini Mart/GoCo, 666 Ontario Street
  - Ultramar, 269 Erie Street
- Green Bin collection is set to begin the week of April 6, 2020.

### Water Operations, Wastewater Treatment and Sewers

- Emergency repairs and ongoing required operations will continue. This includes operations around water quality, spills, floods, and storm response, along with emergency water shutoff/repair and sewer lateral services.
- To report:
  - a water emergency during business hours, please call 519-271-0250 Ext. 222. For after-hours please call 519-271-4700.
  - a wastewater emergency during business hours please call 519-271-0250 Ext. 222. For after-hours please call 519-271-0250 Ext. 259.

### Emergency Services

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- Essential and emergency services will continue to be provided.

## **Fire Services**

- If you are experiencing an emergency, please call 911. Fire services will be responding to all emergency calls.
- If your call is not an emergency, please call 519-271-3212 or email [fdispatch@stratford.ca](mailto:fdispatch@stratford.ca).
- All fire stations will be closed to the public.

## **Airport**

- The airport is open but the terminal is closed to the public.
  - Questions about the airport can be directed to the Operations Manager, Andy Woodham, at (519) 272-0933.

## **Social Services**

### Homeless Prevention

- Emergency Housing will continue to be provided to clients if they are eligible for services.
- The limit of emergency nights in motel stays will be waived for homeless persons who require emergency accommodation for self-isolation.

### Housing Services

- All maintenance work orders will be prioritized to focus on essential services (e.g. plumbing, electrical, unit repairs required to meet Ontario Building Code, Fire Code, security, etc.)
- Should a rent geared to income tenant experience a loss of income during this period, they should contact our office at 519-271-3773 Ext. 200.
- No cash or debit options are available at this time. Rent will only be acceptable by pre-authorized payments (excluding Britannia), cheque or money order. Cheques and money orders can be submitted in the drop boxes at 82 Erie St., Stratford or 330 Wallace St., Listowel or sent by mail.

### Ontario Works

- All appointments will be completed over the telephone, 519-271-3773 Ext. 200, with signatures on the form required at a later date. A risk-based approach will be utilized for completing these intakes, as documents can be provided after the grant date unless there is clear evidence that the client may be ineligible due to excess earnings or assets.
- Clients may submit documents via the drop boxes at the following locations:

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- City Hall Annex - 82 Erie St., Stratford
- North Perth Municipal Office – 330 Wallace Ave. N., Listowel

For questions about services being provided, please contact the City departments or email [clerks@stratford.ca](mailto:clerks@stratford.ca).

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**City Facilities that remain OPEN to the public include:**

- Exterior washrooms at City Hall

**City Facilities that are CLOSED to the Public:**

- City Hall
- City Hall Annex
- Cemetery Office
- Stratford Landfill (remains open for curbside collection contractors and commercial customers only)
- Stratford Municipal Airport Office
- Stratford Fire Hall Offices
- Festival Hydro
- Stratford Tourism Alliance (Visit Stratford)
- Invest Stratford
- Stratford Perth Small Business Centre
- Stratford Public Library
- All daycares and camps, including:
  - Anne Hathaway Daycare
  - March Break Daycamps
- All recreation facilities, including:
  - Stratford Rotary Complex (including arenas, walking track, community halls and meeting rooms);
  - Burnside Agriplex;
  - Dufferin Arena;
  - Allman Arena
  - Playgrounds, all-wheels skatepark

**Meetings, programs and events that have been CANCELLED until further notice:**

- Committee Meetings;
- Sub-committee meetings;
- Committee of the Whole In-camera Sessions;
- Advisory Committee meetings;

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- Public meetings, open houses, and public consultations (including Municipal Accommodation Tax);
- Stratford Lakeside Active Adults Association (SLAAA) programming;
- Swan Parade (5 April);
- Dairy XPO;
- Invest Stratford International Women's Day event;
- Farmers Market,
- Stratfords of the World Reunion, Ontario (Postponed until 2021)

**Contact Information:** Members of the public are asked to call or email the City for services instead of visiting offices in person.

City Hall (general line)	519-271-0250
Building and Planning	519-271-0250 ext. 345
CAO's Office	519-271-0250 ext. 267
Clerk's Office/Parking	519-271-0250 ext. 237
Engineering/Public Works	519-271-0250 ext. 222
Fire Department	519-271-3212
Human Resources	519-271-0250 ext. 278 or 336
Mayor's Office	519-271-0250 ext. 236
Parks/Recreation	519-271-0250 ext. 245
Cemetery	519-271-0250 ext. 244
Police Department	519-271-4141
Social Services	519-271-3773 ext. 200
Tax and Finance Division	519-271-0250 ext. 211
Transit	519-271-0250 ext. 264

**Email** can be sent to [clerks@stratford.ca](mailto:clerks@stratford.ca), and will be directed to the appropriate department.

**For More Information:** [www.stratfordcanada.ca/coronavirus](http://www.stratfordcanada.ca/coronavirus)