



Media Release

Date: January 14, 2021

City of Pembroke COVID-19 Operations Update

Due to the recent provincial announcement declaring a second state of emergency and the stay-at-home order, the City of Pembroke will be altering its operations to ensure the continued safety of residents and staff.

Effective on Monday January 18, 2021, all City of Pembroke offices will be closed to the general public until further notice; however, essential visits will be accommodated by appointment only. Meetings with City staff where appropriate can be setup on a case-by-case basis and will require a health screening process in keeping with established public health guidelines.

The buildings and departments that this will affect include: City Hall; the Operations Department; the Parks and Recreation Department and the Fire Department. The Pembroke Memorial Centre; the Pembroke and Area Community Centre; and Kinsmen Pool were previously closed by Provincial direction.

City staff will be working remotely wherever possible, except when the nature of their work requires them to be on-site. Staff will continue to be available during regular business hours by phone, email and video conference to address resident questions and concerns. To speak to a staff member please call 613-735-6821 or email pembroke@pembroke.ca between 8 a.m. and 4 p.m. Monday to Friday.

Based on guidance from the Renfrew County & District Health Unit (RCDHU), the City of Pembroke's dog park, The Bark Park, is now closed until further notice.

The outdoor rinks at both Kinsmen Park and Rotary Park will remain open daily from 7:00 a.m.-10:00 p.m. weather permitting with a limit of 25 users at any given time. Masks or face coverings are mandatory at all times while not on the ice or within a distance of 2 metres (6 feet) from others. Users are encouraged to limit their time on the rink to 30 minutes to give others a chance to use the rink. Use of other outdoor amenities such as trails are permitted while respecting guidelines from the RCDHU including physical distancing requirements.

Council will continue to meet over Zoom following the regularly schedule of meetings on the first and third Tuesday of each month. Meetings can be livestreamed on the City's [YouTube Channel](#).

Residents are encouraged to utilize online payment options. Tax and water bills can be paid online through online banking services. To add the City of Pembroke as a payee, use the search-term "Pembroke" and choose "Taxes" for property taxes or "Water Works" for Water/Sewer billing. Account number can be found at the top right-hand side

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of bills. Use this account number without any dashes or decimals, adding extra zeros to the end if required.

The Province has restricted construction within Ontario. Therefore, any building permit issued before January 12, 2021 can continue, but any building permit issued after that date does not currently allow construction to start. The Building Department can review and issue building permits but construction cannot proceed until after the Province has lifted the current order. The City's Chief Building Official can answer questions via [email](#) or phone at 613-735-6821 ext. 1331.

The Planning Department is still accepting and processing applications for rezoning, Official Plan amendments, minor variances and severances. Public meetings will be held virtually, and be livestreamed, and any comments or concerns about applications must be received prior to the meeting by email or mail. There is an option to call into the meetings. Contact the department by [email](#) or phone at 613-735-6821 ext. 1304 with any questions.

Documents and payments can also be delivered to the City using the mail slot located at the front of City Hall or by regular mail.

All garbage and recycling will continue to be picked up as scheduled.

The City of Pembroke will provide any further updates on City services as they become available: online at www.pembroke.ca; on Facebook at [The City of Pembroke](#); and on Twitter [@CityPembroke](#).

For further information on COVID-19, please refer to the following sources:

[The City of Pembroke COVID-19 Updates and Info](#)

[The City of Pembroke COVID-19 Business Resources](#)

[Renfrew County and District Health Unit](#)

[Province of Ontario Newsroom](#)

[Health Canada](#)

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