



# Media Release

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Date: April 1, 2021

## City of Pembroke COVID-19 Operations Update

Due to the recent provincial announcement regarding a provincewide shutdown, the City of Pembroke will be altering its operations in accordance with provincial guidelines.

Effective at 11:59 p.m. on Thursday, April 1, 2021, the Kinsmen Pool, and Pembroke and Area Community Centre (Pem Ice II) will be closed. Additionally, the Pembroke Memorial Centre will be closed for walking.

All City of Pembroke offices will remain open to the general public, however, we highly recommend making appointments with staff wherever possible. Entry to municipal offices will require a health screening process in keeping with established public health guidelines.

Some staff members will be working remotely. 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](mailto:pembroke@pembroke.ca) between 8 a.m. and 4 p.m. Monday to Friday.

Council will continue to meet over Zoom following the regular 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 of bills. Use this account number without any dashes or decimals, adding extra zeros to the end if required.

The Planning and Building Department is still accepting and processing applications for building permits, 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.

The City of Pembroke will provide any further updates on City services as they become available online at [www.pembroke.ca](http://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:



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[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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