



PORT COLBORNE

CITYHALLNEWS

A newsletter written by Staff for the Residents of Port Colborne

AUGUST 2020

66 Charlotte Street, Port Colborne, ON L3K 3C8 | 905-835-2900 | portcolborne.ca | newsletter@portcolborne.ca

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REOPENING PORT COLBORNE

On Friday, July 24, 2020, Port Colborne, along with the Niagara region, entered Stage 3 of the Province's reopening framework. As the City continues with a safe and gradual recovery from the COVID-19 pandemic, more restrictions are being lifted allowing residents greater use, and access to municipal services and outdoor spaces.

Scheduling Appointments at City Hall

The City's municipal offices at City Hall, 66 Charlotte Street, is now scheduling appointments Mondays - Thursdays from 9 a.m. - 2 p.m. for residents requiring access to City services. Departments accepting appointments at City Hall include • **Corporate Services** (for example, marriage licenses and commissioning). Residents and businesses will not be able to make appointments to pay property taxes or water/wastewater bills. • **Planning Division** • **By-law Enforcement Division** • **Building Division** • **Mayor's Office** • **Community Services** (Parks and Recreation) • **Economic Development** • **Chief Administrative Officer**

Appointments are to be scheduled by phone (905-835-2900) and staff will be asking pre-screening questions when making appointments. When arriving at City Hall for an appointment, visitors are asked to enter through the accessible entrance located on the westerly side of the building. A staff member will meet you at this location. Before entering the building visitors will be required to answer COVID-19 passive screening questions.

Although the physical doors to City Hall and City facilities have been closed to the public since March 16, 2020, City staff have continued to serve residents, businesses, and visitors by phone, email, website, and social media channels. As City Hall and facilities remain closed, or offer limited services, staff are continuing to offer customer service support through these channels. To reach our customer service representatives, Monday - Friday, 8:30 a.m. - 4:30 p.m., call **905-835-2900** or email customerservice@portcolborne.ca. Looking for a particular staff member? Visit www.portcolborne.ca/page/City_Contacts. For more information and updates about the City's response to COVID-19, visit www.portcolborne.ca/page/covid-19.

Customer Satisfaction Survey

City staff are continuously working to improve customer service and are interested in resident and business feedback about customer service, particularly during COVID-19. Anyone who has interacted with the City are being asked to complete a short customer satisfaction survey to let us know how we are doing. To complete the survey, visit www.portcolborne.ca/page/customer_service.

Council Meetings

Council meeting will continue to be held virtually the second and fourth Monday of each month and live streamed on the City's YouTube channel. Anyone wishing to be a delegate at Council meetings are asked to submit a written delegation that will be circulated to Council members prior to the meeting. Submissions must be received by 12 p.m. on Monday of the Council meeting by emailing deputyclerk@portcolborne.ca, or handwritten delegations can be submitted in the after-hours drop box in front of City Hall, 66 Charlotte Street. To read the agenda package, or to watch live, visit www.portcolborne.ca/page/minutes_and_agendas. Alternatively, to sign up to receive council information and agenda directly to an email inbox, visit www.portcolborne.ca/page/subscribe_newsletter. Council meetings are also broadcasted the Thursday following the Council meeting at 9 a.m. on YourTV (Cogeco), channel 10.

#RESILIENTPORTCOLBORNE

As Port Colborne continues towards recovery from COVID-19, the City has implemented a variety of programs to help support local businesses with their recovery efforts to create a #ResilientPortColborne. Some of these programs include:

- A temporary patio extension program that permits Port Colborne restaurants, bars, and other food/drink establishments (e.g. breweries and coffee shops) to temporarily expand/create outdoor seating areas as they begin to reopen their businesses or expand current service offerings;
- 15-minute curbside pick-up parking for businesses in the Downtown and Main Street areas to ensure their customers have access to parking for take-out or curbside pick-up orders;
- The launch of Resilient Port Colborne, <https://resilient.portcolborne.ca/>, a curated website that allows Port Colborne businesses to share their current service offerings with customers; and
- Joining Digital Main Street's ShopHERE powered by Google program to help Port Colborne businesses start selling online. To learn more about these programs and recovery and support for local businesses, visit www.portcolborne.ca/page/COVID-19_RecoveryandSupport.



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REOPENING RECREATION

What's Open?

- Playgrounds at all City parks;
- Discovery Spray Pad at H.H. Knoll Lakeview Park;
- Select public washrooms, including the Harbourmaster Building on West Street, H.H. Knoll Lakeview Park, Lock 8 Gateway Park, and Centennial Park-Cedar Bay Beach;
- Centennial - Cedar Bay Beach access;
- Port Colborne Farmers' Market (more information below);
- Nickel Beach and Cedar Bay Beach;
- Algoport Skateboard and BMX Park at Lock 8 Gateway Park;
- Tennis/Pickleball courts (143 Helen Street and Cedar Bay/Centennial Park); and
- Public boat launch ramp at H.H. Knoll Lakeview Park.

Farmers' Market

Our Farmers' Market is open every Friday from 6 a.m. - 1 p.m.!

Here are some operational changes and things to remember:

- The number of vendors permitted in Market Square has been increased from 20 to 25;
- Attendees inside the market has increased from 20 to 35. Should the number of customers inside the market exceed 35 there will be a line up outside the entrance along Charlotte Street. The Market has one entry point and a separate exit point off Charlotte Street. The flow of attendees will be controlled to ensure proper physical distancing and attendees must keep at least two metres (six feet) apart at all times;
- While inside the market customers are asked to move in one direction and maintain physical distancing, especially if there is a line up at a vendor. There are arrows on the ground indicating the route attendees are asked to travel;
- Only essential items will be sold. Food businesses and agriculture businesses are considered essential workplaces under the Provincial Order;
- No food preparation or cooking will take place on-site. Food will be handled by the vendor only;
- All items sold are to be consumed off-site;
- Customers may use reusable shopping bags for their purchases, as long as they are maintained in a clean and sanitary manner, and are handled by the customer only;
- Hand wash and/or sanitation stations will be located throughout the market and at the entrance and exit points, along with disposable masks for those customers wishing to use one;
- Vendors are required to perform a self-assessment on the day of the market;
- Since City Hall remains closed to the public, those requiring access to washroom facilities can use the Harbourmaster building located at the east end of Charlotte Street on West Street; and
- A reminder that dogs (animals/pets) are not permitted at the Market.

For more information about the Farmers' Market, visit http://portcolborne.ca/page/farmers_market

Port Colborne Events

All City events, including third party community events held on City property, have been cancelled until Oct. 31, 2020.

Stay updated!

For more information about Recreation and Park amenities amid COVID-19, visit www.portcolborne.ca/page/covid-19/RecreationandParks.



Photo credit: Melanie Moore

Stay healthy & safe while you

#PORTicipate



**Maintain
two metres
physical
separation**



**Wash or
sanitize
hands
frequently**



**Stay home
if you
are sick**





PORT COLBORNE
• PUBLIC LIBRARY •

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310 King Street, Port Colborne, ON L3K 4H1 | 905-834-6512 | www.portcolbornelibrary.org

PortColbornePublicLibrary @PortColborneLib @PortColborneLib PortColbornePublicLibrary

Temporary Hours

Monday - Friday | 9 a.m. - 5 p.m.

Library staff are onsite to answer your phone calls and to schedule curbside pick-up and public computer appointments.

Please note the following:

- The book drop is open 24/7 to return your books and library materials.
- All fines will be waived on items due during the closure.
- If your library card expires during the closure, we will automatically extend your privileges.
- Library programs are offered online. Please check our website and social media for upcoming events.
- Our e-resources are available 24/7 including e-books and e-audiobooks. Check out Universal Class to sign up for free online continuing education and personal development courses.
- If you need help, please call or email us and we will respond to your questions as soon as possible. Stay safe! We will see you soon.

Curbside Pick-Up By Appointment

The library is now offering contactless curbside pick-up for our library patrons.

Have you made your appointment yet? It's as easy as 1-2-3!

1. Order your books, video games, etc. online, by email or by phone.
Don't know what to borrow? Library staff will help you with suggestions to help satisfy your reading needs.
2. Schedule an appointment with library staff.
3. Pick up your library materials at 310 King Street.

Computer Access By Appointment

Call the library at 905-834-6512 to book your 30-minute appointment.

Book Browsing By Appointment

Coming in August! Call the Library at 905-834-6512 for more information.

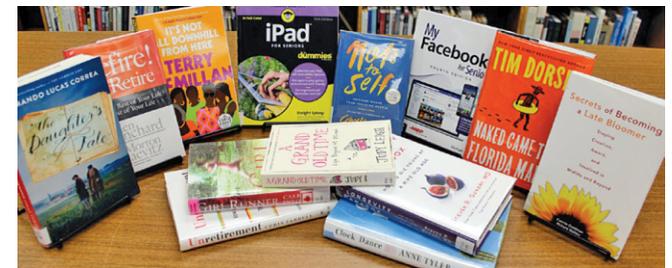
Online Book Club Discussions

Join our new book club discussion forum! Every week we will discuss a new topic. Login to Goodreads to join the conversation!

www.goodreads.com/PortColbornePublicLibrary

E-Resources

Did you know you can access free ebooks, audiobooks, online courses, and e-resources through your Port Colborne Public Library? All you need is a library card.



NEW RBdigital: E-magazines & Video Streaming Services

With RBdigital you can stream free movies, television shows, documentaries & concerts. RBdigital has a selection of over 3,000 digital magazines! Download the RBdigital app to get started. Free with your library card.

Online TD Summer Reading Club Until September 7, 2020

Join the online TD Summer Reading Club! This is a free program encouraging children to read throughout the summer. Participants have unlimited access to a selection of ebooks. They can track their reading, earn badges, play games and trivia, write reviews and jokes, and much, much more.

www.tdsummerreadingclub.ca



PORT COLBORNE
- HISTORICAL & MARINE MUSEUM -

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280 King Street, Port Colborne, ON L3K 5X8 | 905-834-7604 | <http://portcolborne.ca/page/museum>

[f](#) /PortColborneHistoricalMarineMuseum [t](#) @PortMuseum [i](#) @portcolbornemuseum

Ahoy There!



Photo: Stephanie Powell Baswick, Director/Curator, and Michelle Mason, Assistant Curator, on the Hochelaga Life Boat taken by Stephen Brule.

For the first time since 1978, where the Canal Days Marine Heritage Festival was established, Port Colborne Historical & Marine Museum patrons and volunteers will not be spending the Civic Holiday weekend selling lemonade, serving afternoon tea, demonstrating rope-ladder making, or having tintype photographs taken to commemorate the event. The Great Lake Model Boat Association's pool won't be built and filled by the Port Colborne Fire Department, and the Niagara Antique Power Association's steam whistles will not blow. Although it is disappointing, challenges and changes are exciting parts of our lives, and this year we have an opportunity for some unique solutions.

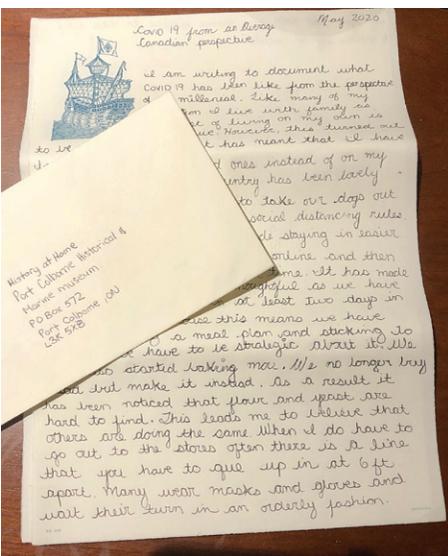
The board of management and staff do not want Canal Days weekend to go by without a nod to the marine heritage of our community, or without providing a chance for our members, volunteers, and friends to **#PORTicipate** in our Museum Fundraiser! Over the years, **Canal Days T-Shirts** have come in variety of colour and designs and are a favourite among festival attendees, often purchased as a collector's item. This year the fundraising committee would like to thank Bell Marine and K-Motion who sponsored the cost of our 2020 "Port Colborne, Welland Canal" t-shirts. T-shirts are being sold for \$25 (taxes included and delivered to your front door).



The Museum is slated to be set up for credit card payments over the phone by Canal Days weekend, or you can pay by cheque. Museum staff are available to take t-shirt orders over the phone Monday - Friday, 9 a.m. - 5 p.m. Call 905-834-7604.

History from Home

We're still calling on you to **#PORTicipate** in history! COVID-19 is an extraordinary time within history that future citizens of Port Colborne will look back upon. We are asking for handwritten letters of your personal experience – share with us your thoughts, feelings, drawings, photographs, and/or daily activities at home. Everyone of any age is welcome to **PORTicipate**! Please mail your letters to the Port Colborne Historical and Marine Museum PO Box 572 Port Colborne, ON L3K 5X8 or place them in the mailbox at the museum front door. If you do not have the supplies to mail us a letter you can request a kit (paper, stamp, and envelope) to be mailed to you. In addition, please let us know in your letter if you would like museum staff to send you a reply. These letters will be compiled in our Heritage Resource Centre and Archives, and may one day be part of the collection for future generations to read.



Collections Care!

We've been using the opportunity while we're closed to give our collections housed in the J.W. Sharpe Heritage Resource Centre some extra special TLC, to ensure they are preserved for future generations.

Our textile collection includes dozens of beautiful, hand-woven jacquard coverlets from the workshop of the Graf family in Gasline. Abiding by the latest conservation science, we've now rolled these on large rods with layers of acid-free tissue, wrapped in unbleached cotton muslin, and stored on tall racks. Rolling, rather than folding, reduces wear on the coverlets. Quilts and rugs have also been stored this way to preserve them and protect them from dust and light damage. Each rod has a photo of the coverlet, quilt or rug attached, so we don't need to unroll it except for exhibition.

With more than 18,000 items in the collection, it's time-consuming but vital to check artifacts, and identify any that need conservation. Metal objects need to be examined regularly for corrosion. Most people don't realize that plastic is also vulnerable to deterioration, so we have to examine the plastic items in our collection carefully. Plastics have been around for more than a century, and we have many artifacts with plastic in our collection, including things like buttons, zippers, toys, kitchen equipment and tools.

Another important project to ensure long-term preservation of our archival items is to scan them. Researchers can access the digital scans, instead of handling of the documents. We've been prioritizing the scanning of our most vulnerable archival materials along with some of most used photographs. Scanning documents and photos in the collection takes time, since we have to be careful in handling the items, and ensuring the scans are good quality.