

LET'S 
Re-connect
PORT COLBORNE

Your Guidebook to Re-connect with us!



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Messages from the City

Bill Steele

Mayor

At all levels of government, we have worked together to ensure the health and welfare of our staff, residents and visitors remains a top priority. Although we are not on the other side of the COVID-19 pandemic quite yet, we are continuing to navigate, together, so that we come out of the pandemic stronger. Part of that navigation is easing restrictions at our administration buildings to provide easier access for residents, businesses, and visitors to connect with our staff, buildings, and services. Our mission is to provide an exceptional small-town experience in a big way. **As of Monday, November 29, 2021, the doors to our administration buildings, including City Hall, Public Works Centre, and Fire Hall, will re-open for walk-in and in-person services.** Our Library, Museum, and Vale Health & Wellness Centre have been open for cultural and recreational services and will continue to serve our community, safely.



City Hall, 66 Charlotte Street



905-835-2900 x302



mayor@portcolborne.ca



On behalf of Members of Council and staff, we hope you continue to remain safe, and we look forward to re-connecting with all of you!

Scott Luey

Chief Administrative Officer

Through the pandemic, Port Colborne proved it is a resilient community, but now it's time we re-connect! City staff have been here to serve you, our community, by phone, email, appointment. We have continued to deliver essential services including road maintenance and snowplowing, parks maintenance, water, and wastewater services and so much more. We found creative ways to stay connected, but we've missed interacting with you in our administration buildings and we are looking forward to seeing you all again, in-person!

So, let's re-connect Port Colborne!



City Hall, 66 Charlotte Street



905-835-2900 x306



cao@portcolborne.ca

Our Mission: to provide an exceptional small-town experience in a big way.

Streamlining Customer Service

Our Customer Service team has been here to answer your calls, respond to your emails, schedule your appointments, and/or connect you with the staff member and/or service you're inquiring about. Now you can see them in-person, Monday – Friday, from 8:30 a.m. – 4:30 p.m., when the doors to City Hall re-open on Monday, November 29.

We thought we would show you their smiling faces because when you arrive at City Hall, they will be wearing masks.



66 Charlotte Street



905-835-2900



customerservice@portcolborne.ca



www.portcolborne.ca
Citizen Request Portal - [Request a Service Online](#)



Visit our [Staff Directory](#)



Find us on social media [@cityofportcolborne](#)

Have you interacted with our Customer Service Team or a City staff member recently? We would appreciate your feedback by [completing our survey](#), so we can continue to improve our service delivery.

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Re-connect with City facilities & staff

City Hall



66 Charlotte Street



Departments: Corporate Services, IT, Human Resources (1st floor); Planning & Building, Clerks Division, Economic Development & Tourism (2nd floor); Mayor, CAO, and Communication Offices (3rd floor).



Monday – Friday, 8:30 a.m. – 4:30 p.m.
Closed on Statutory Holidays



905-835-2900



customerservice@portcolborne.ca



www.portcolborne.ca



What can you expect when you arrive in-person?

- You will be greeted by a staff member to assist in directing you to the appropriate area for an in-person service or a scheduled appointment.
- You will be asked to complete an active screening questionnaire.
- You are required to wear a face covering.

Services Available

City services	In-person 	Appointment 	Phone 	Email 	Website
Corporate Services – First Floor					
Bill payments: taxes, water, parking tickets, invoices etc.					
Bill inquiries					
Bus schedule & information					
Well water testing					
Building permit payments					

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City services	In-person 	Appointment 	Phone 	Email 	Website 
Recycle Bin Program					
General inquiries					
First floor restroom facilities					
Clerks Division – Second Floor					
Submitting Delegation Requests					
Commissioner of Oaths Services					
Submitting Freedom of Information Requests					
Submitting Marriage License Applications					
Submitting Business License Applications					
Submitting Lottery License Applications					
Planning Division – Second Floor					
Zoning Information					
Development Inquiries					
Submitting Planning Applications					
Mayor & CAO – Third Floor					
Meeting with Mayor and/or CAO					

Council Meetings

Council meetings, including delegations, will continue online until the new year.

For the Council meeting calendar, including agendas, minutes, and/or to watch online, visit our [website](#). In 2022, Council Meetings will move to the second and fourth Tuesday of every month. Here's the new schedule for 2022:



Legend

- Holiday
- Agenda Package
- Statutory Public Meeting
- Council Meeting
- Committee of Adjustment
- Election Day

Council Chambers

66 Charlotte Street, Port Colborne, ON L3K 3C8 | 905-835-2900
 cityclerk@portcolborne.ca | www.portcolborne.ca
 YouTube WATCH LIVE - @cityofportcolborne
 YourTV Airs Thursdays after Council Meeting at 9 a.m.

Public Works Centre



1 Killaly Street West



Departments: Roads, Parks, Water and Wastewater, and Engineering



Monday – Friday, 7:30 a.m. – 3:30 p.m.
Closed on Statutory Holidays



905-835-2900
After hours: 905-835-5079



customerservice@portcolborne.ca



www.portcolborne.ca

























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Services Available

Public Works services	In-person 	Appointment 	Phone 	Email 	Website
Water/Wastewater: reporting Flooding/Drainage					
Water/Wastewater inquiries					
Municipal Consent inquiries					
Submitting Municipal Consent application					

Public Works services	In-person 	Appointment 	Phone 	Email 	Website 
Street Light inquiries					
Project & Tender inquiries					
Live Construction inquiries					
General Engineering inquiries					
General Roads inquiries					
General Parks inquiries					



Did you know? H.H. Knoll Lakeview Park received Bell Media’s Best of Niagara Award for Best Park/Playground? We hope you enjoy all year-round!



Fire Hall



3 Killaly Street West



Departments: Fire & Emergency Services and By-Law



Administrative Offices Monday – Friday
8:30 a.m. – 4:30 p.m.
Closed on Statutory Holidays



905-835-2900
Emergency: 9-1-1



[Email Fire & Emergency Services](mailto:bylawenforcement@portcolborne.ca)
bylawenforcement@portcolborne.ca
www.portcolborne.ca/


















What can you expect when you arrive in-person?

- You will be greeted by a staff member to assist in directing you to the appropriate area for an in-person service or a scheduled appointment.
- You will be asked to complete an active screening questionnaire.
- You are required to wear a face covering.

Services Available

Fire & By-law services	In-person 	Appointment 	Phone 	Email 	Website
Smoke alarm program					
Fire complaints					
By-law complaints					

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Fire & By-law services	In-person 	Appointment 	Phone 	Email 	Website 
Prevention activities					
Insurance/Fire Reports					



"Fill the Fire Truck" Toy Drive 2021



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Vale Health & Wellness Centre



550 Elizabeth Street



Departments: Recreation and Event Services



Fall/Winter open daily from 6 a.m. – 11 p.m.

Walking Track open daily from

6 a.m. – 10:30 p.m.

Closed on Statutory Holidays



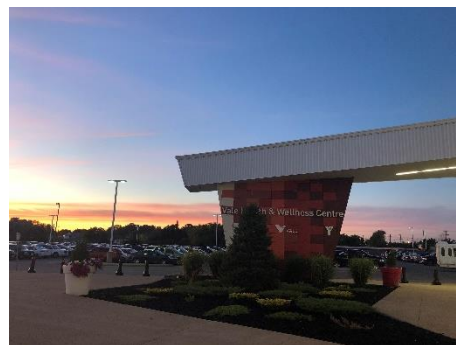
905-835-2900



customerservice@portcolborne.ca



www.portcolborne.ca/valehealthandwellnesscentre






























What can you expect when you arrive in-person?

- You will be greeted by a member of our security team
- If you're attending the YMCA of Niagara, you are required to follow their screening protocols and guidelines.
- The Vale Health & Wellness Centre requires patrons to be fully vaccinated, as required under Provincial legislation if they are:
 - Any adult (18+) accessing the facility for any purpose, including parents or guardians of youth participating in an organized sport, walkers, and the general public; and
 - Youth (12+) that are spectating and not actively participating.
- Youth under 18 years of age actively participating in an organized sport, including training, practices, games and competitions, patrons with a medical exemption, and workers or volunteers (including coaches and officials) are not required to provide proof of vaccination at the Vale Health & Wellness Centre.
- To gain access, proof of vaccination status is required through the [enhanced COVID-19 vaccine certificate](#) that will be scanned through the Verify Ontario App, along with photo ID. A laptop and printer are available at the Vale Health & Wellness Centre for patrons that require assistance.
- Those with medical exemptions must provide proof as identified by the Province in order to access facilities.

- COVID-19 screening will also be in effect for all individuals entering the building.
- Face coverings are always required inside the building while not actively participating in an activity.

Services Available

Recreation & Event services	In-person 	Appointment 	Phone 	Email 	Website 
Walking Track					
Arena Programming Schedule (see below)					
Facility rentals/permits (Rink 1 or 2, Golden Puck Community Room, etc.) and payments					
Program registration and payments					
YMCA programming and general inquiries					



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FALL & WINTER 2021/2022 ARENA PROGRAMMING SCHEDULE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Vale Health & Wellness Centre, Rink 1 <i>*effective September 2021 – April 2022</i>							
Rates (Rinks 1&2) Pre-School - Free Students - \$3 Seniors - \$3 Adults - \$4 +PAYP - \$3 Open PAYP - \$5	SR & ADULT SKATE 9:30-10:50 a.m. OPEN PAYP 12-1:20 p.m.	Ice Maintenance	OPEN PAYP 11-11:50 a.m. SR & ADULT SKATE 12-1:20 p.m.	PARENTS & TOTS 10-11:50 a.m.	50+ PAYP 11 a.m.-12:20 p.m.		
	Vale Health & Wellness Centre, Rink 2 <i>*effective September 2021 – April 2022</i>						
*Stick & Puck - \$5 for adult & child; \$3 each additional child (10 years & under must be accompanied by an adult)	50+ PAYP 11 a.m.-12:20 p.m. PARENTS & TOTS 1-2:20 p.m.	Ice Maintenance	50+ PAYP 11 a.m.-12:20 p.m. PARENTS & TOTS 1-2:20 p.m.		SR & ADULT SKATE 9:30-10:50 a.m.		PUBLIC SKATING 12-1:50 p.m.
		STICK & PUCK 3:30-4:50 p.m.		STICK & PUCK 3:30-4:50 p.m.		PUBLIC SKATING 7-8:20 p.m.	



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Port Colborne Public Library



310 King Street



Monday, Tuesday, Thursday 10 a.m. - 7 p.m.
 Wednesday, Friday, Saturday 10 a.m. - 4 p.m.
 Closed on Statutory Holidays



905-834-6512



library@portcolborne.ca



www.portcolborne.ca/library










What can you expect when you arrive in-person?

- You will be greeted by a staff member and actively screened prior to entry into the building in accordance with municipal requirements.
- You are required to wear a face covering.
- Entry will be by capacity.
- There is currently no in-person programming.

Services Available

Library services	In-person 	Appointment 	Phone 	Email 	Website
In-person browsing					
Public computer sessions & Wi-Fi sessions (limited to 60 minutes)					
Reserving books, boardgames, DVD's, etc.					

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Library services	In-person 	Appointment 	Phone 	Email 	Website 
Take & Make kits, free while quantities last, no registration					
Curbside pick-up					



The Library enjoyed connecting with fellow superheroes at our Comic Book Day this past summer.



Port Colborne Historical & Marine Museum



280 King Street



Daily, 12-4 p.m.
Closed for the season December 20, 2021



905-834-7604



museum@portcolborne.ca



www.portcolborne.ca/museum



Special Note – Residents and visitors are encouraged to walk through the Museum, Heritage Village & Marine park, and use picnic tables and benches unassisted. You're also encouraged to use the grounds as a backdrop for upcoming family photos!
















What can you expect when you arrive in-person?

- For entrance to the Museum gallery and gift shop you will ring the doorbell. You will be greeted by a staff member and actively screened prior to entry into the building in accordance with municipal requirements.
- For entrance to the Archives, you will be required to make an appointment.
- You are required to wear a face covering.
- Entry will be by capacity.

Services Available

Museum services	In-person 	Appointment 	Phone 	Email 	Website
Heritage Village and Marine Park					
Gallery Tour					
General Inquires, Donations & Memberships					
Research					

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Museum services	In-person 	Appointment 	Phone 	Email 	Website 
Outdoor Events & Programming					
Gift Shop					
Speaker's Series and Presentations					



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Upcoming Events

The City of Port Colborne is proud of its vibrant culture and marine heritage. Throughout the year we host various events and festivals including Christmas in Port Colborne, New Year's Eve, SportsFest, Canada Day, and Canal Days. These events allow us to engage with the local community, invite visitors to experience the very best of Port Colborne, and partner with various stakeholders.

Although our events and festivals right now may look a little different because of COVID-19, City staff are finding creative ways for residents to PORTicipate and promote tourism in the area.

[Visit our website](#) for an updated list of festivals and events being offered by the City.



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Port Colborne's Safety Plan

Since March of 2020, the City of Port Colborne has adapted to the effects of COVID-19 in the work environment. The City has taken necessary steps to minimize the impact of COVID-19 on operations, while also protecting the health and safety of all employees, visitors, and the public. The City's Emergency Control Group (ECG) has met on a weekly basis to evaluate, discuss, and make recommendations regarding best practices in the response to COVID-19.

The City of Port Colborne's COVID-19 Safety Plan is an outline of the current actions that are being taken to protect the health, safety and well-being of employees, visitors, and the community.

The COVID-19 pandemic is an evolving situation, and the Safety Plan will be reviewed regularly, and changes made as required.

Date completed: December 9, 2020

Date revised: November 17, 2021

Prepared by: Health & Safety Coordinator

[Read Port Colborne's Safety Plan](#)



Additional Resources

The health and welfare of our staff, residents and visitors is a top priority for the City of Port Colborne as we continue to navigate the changing impact of COVID-19. As this is an evolving situation, we continue to remind everyone of the importance of using credible sources to stay informed. For more information, please visit:

<https://www.ontario.ca/page/reopening-ontario>.

For updates about the City's response to COVID-19, visit portcolborne.ca/covid19.

Looking to get vaccinated?

There are lots of opportunities to get your COVID-19 vaccine across Niagara, including at Niagara Region Public Health vaccine clinics. For a list of upcoming vaccine clinic dates and locations, or to book an appointment, visit:

niagararegion.ca/covid-vaccine.



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