



## SAINT JOHN

### **Q&A – CITY SERVICE UPDATES AND PRECAUTIONARY MEASURES**

*The following updates regarding City services and precautionary measures are available at this time. Further information will be provided as it is available. We thank the public for their attention and vigilance during this time. Please continue to take care of yourself and each other.*

*Updated March 15, 2020*

#### **Where should I go to receive health related information?**

For all health related information and advisories, please follow the [Government of Canada](#) and [Government of New Brunswick](#) for the latest updates. These are the lead agencies for COVID-19 health information.

#### **What measures has the City of Saint John taken within public facilities to protect staff and citizens?**

The City is following the Provincial Government schedule and guidelines for cleaning procedures in all City-managed facilities. Our contracted cleaners have been asked to follow the same protocol. Enhanced cleaning procedures beyond the Provincial guidelines are in place in our most public facing facilities, including the Saint John City Market. This will help ensure that our most populated facilities operate in the safest manner possible.

#### **Have any City facilities temporarily closed or reduced public access?**

Arena closure notice: All City-operated arenas, including the Charles Gorman, Hilton Belyea, Peter Murray and Stewart Hurley, have temporarily closed, effective 6:00 p.m. March 15, 2020. The arenas will remain closed until further notice.

In the coming days, City staff will continue to reach out to any organization or association that has not already cancelled their previously scheduled bookings.

The Lord Beaverbrook Rink (LBR), an independently operated arena, temporarily closed as of 7:00 p.m. on March 15, 2020.

TD Station announced that it has temporarily suspended all ice rentals. The Box Office and Administration Office remain open at this time.

Pool restriction notice: The Canada Games Aquatic Centre, as an independent Commission of the City, has restricted public access to its swimming pools. For updates, visit the Aquatic Centre [Facebook](#) page and [website](#).

Online and telephone customer service resources available: While front counter services remain open at this time, we encourage residents and businesses that need to interact with City services and staff to do so on line or by phone whenever possible to support social distancing advice from Public Health officials. A list of resources is shared below.

**Will City-hosted public meetings be cancelled or postponed?**

At this time, all meetings with City employees are being scheduled on a case-by-case basis and any cancellations or changes to the way in which meetings are conducted will be communicated to participating stakeholders and the broader community as necessary. City staff have been asked to schedule meetings via teleconference when possible, and until further notice. We remind the public that all open session meetings of Common Council and Committee are available online through our [website](#).

**What precautionary measures are being taken for City Transit Services and is there advice for those who travel by bus?**

Transit routes and services continue to operate as per the usual schedule at this time. Extra precautions have been taken to enhance cleaning procedures within the buses. Please continue to follow safe hygiene practices when travelling on any public transit service, this includes ensuring your hands are clean, providing adequate space between yourself and other riders including the operators, coughing or sneezing into your elbow or a tissue, and not touching your face.

**Are there any precautions the public can support when interacting with Fire Service personnel?**

The Saint John Fire Department's ability to respond to your emergency request for service is based on having personnel available. We respectfully request that during an emergency request for service and without breaching personal privacy, please inform the 911 Operator if you or anyone in your household has, or is suspect of having any highly contagious health condition such as the Coronavirus. This will allow the Fire Department to take the appropriate personal protection precautions prior to entry.

Where a Fire Code Inspection is pre-arranged with a building owner/property manager; and where the building owner/property manager gives tenants 24 hour notice of entry for the purpose of a Fire Code Inspection, the Saint John Fire Department is asking tenants of multi-unit buildings (and only if asked), to inform their landlord of any self or mandatory isolation due to a highly contagious health condition such as Coronavirus. This will allow the Saint John Fire Department to determine if the Fire Code Inspection should be rescheduled to a later date.

Saint John Fire Stations have been restricted to City personnel only at this time. In the event of an emergency, please call 911.

### **What City services can I access online?**

We are actively encouraging residents and businesses who need to interact with City services and staff to do so on line or by phone instead of at our counter services. The City offers the following on-line, email and phone services:

Saint John Water Payments:

[www.saintjohn.ca/en/home/cityhall/sjwater/drinkingwater/rates/waterpayments.aspx](http://www.saintjohn.ca/en/home/cityhall/sjwater/drinkingwater/rates/waterpayments.aspx)

Saint John Parking Commission Ticket Payments:

<https://ipn.paymentus.com/rotp/sjpt>

Building Permit Applications:

<https://onestop.saintjohn.ca/Click2GovBP/index.html>

Business Permits and Licenses:

<https://services.bizpal-perle.ca/?lang=en&b=13>

Watch Common Council meetings:

[www.saintjohn.ca/en/home/cityhall/mayor-and-council/councilmeetings.aspx](http://www.saintjohn.ca/en/home/cityhall/mayor-and-council/councilmeetings.aspx)

Customer service inquiries:

phone (506) 658-4455 or email [service@saintjohn.ca](mailto:service@saintjohn.ca)

Stay informed with City updates:

Website: [www.saintjohn.ca](http://www.saintjohn.ca)

Twitter: [@cityofsaintjohn](https://twitter.com/cityofsaintjohn)

Facebook: [@cityofsaintjohnNB](https://www.facebook.com/cityofsaintjohnNB)

Sign up for e-news: [www.saintjohn.ca/en/home/news/newsreleases/default.aspx](http://www.saintjohn.ca/en/home/news/newsreleases/default.aspx)

Sign up for Emergency Alerts: <https://ecc.sentinelssystems.ca/selfsub/?c=saintjohn>