

New FAQs as of June 10, 2020

1. Question: Is Mississauga in Stage 2?

Answer: No, according to the Ontario government's announcement on June 8, Mississauga remains in Stage 1 of its COVID-19 recovery framework, as does the rest of the Region of Peel. On Friday, June 12, the limit on social gatherings will increase from five to 10 people and all places of worship can reopen as long as physical distancing is in place and attendance is limited to 30 per cent of building capacity. All other closures and restrictions in Mississauga remain in place.

2. Question: Why is Mississauga still in Phase 1, when can we move to Stage 2?

Answer: Like other municipalities in the GTHA, Mississauga continues to be an area for COVID-19 exposure. Mississauga will be able to move to Stage 2 of the COVID-19 recovery framework when safe to do so as public health criteria outlined in the Government of Ontario's framework are met. It is based on trends of key public health indicators such as lower rates of transmission, increased capacity in hospitals and progress made in testing.

3. Question: Is there a ban on commercial evictions?

Answer: The Province has proposed changes to the Commercial Tenancies Act, making it illegal for landlords to evict a commercial tenant as a result of COVID-19. Although the changes to the Act have not been passed by the government yet, once passed, the changes will mean that no businesses that are eligible for government rent assistance can be evicted up until August 31, 2020. The Act will also reverse any evictions dating back to June 3, 2020.

4. Question: Is the City offering any summer camps? If so, where and when can I sign up?

Answer: Yes, the City is offering summer camps for children ages 4.5 to 10 starting in July in accordance with the Ministry of Health's Summer Day Camp Guidelines. Camps will be offered in smaller camp groups with screening protocols in place.

Registrations start on June 22nd at 8:30 am online at activemississauga.ca (Customer Service Centre support will be available from 8:30 a.m. – 4:30 p.m. at 905-615-4100). The camps will focus on fun and creative physically-distanted sports, games and crafts this summer, with activities held outdoors whenever possible.

- Registration for Summer Camps will start on June 22nd at 8:30 a.m.

5. Question: At City summer camps, what measures is the City putting in place to ensure the health and safety of my child?

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Answer: The City is following the guidelines laid out by the Ministry of Health's Summer Day Camp Guidelines. This includes preventative measures such as physical distancing, small group sizes, screening protocols and staff wearing Personal Protective Equipment when physical distancing of 2 metres/6 feet can't be maintained. Camps will not include field trips, swimming and skating. For more information: visit activemississauga.ca

6. Question: Are mask and face coverings mandatory on public transit?

Answer: Effective July 2, wearing a non-medical mask or face covering will be mandatory when travelling on MiWay, at stops and at transit terminals to reduce the risk of transmission of COVID-19. Children under the age of two, people with disabilities or other medical conditions that prevent them from wearing any mask will not be required to wear one.

7. Question: When will MiWay resume collecting fares?

Answer: Effective July 2, fare collection and front door boarding for all customers will also resume. MiWay will reopen the City Centre Transit Terminal (CCTT) fares booth on June 24 to provide customers with the opportunity to purchase [PRESTO](#) fares in advance of the resumption of fare collection. The booth will be open Monday to Friday from 11:15 a.m. to 7 p.m. until further notice with appropriate physical distancing measures in place. PRESTO customers are strongly encouraged to load their cards [online](#) to avoid congestion at the terminal. Customers paying with cash or tickets are strongly encouraged to pay with PRESTO to eliminate the need for paper transfers.

8. Question: Will passenger capacity on MiWay buses be restricted for the future?

Answer: Effective July 2, MiWay buses will operate at 50 per cent seated capacity (an additional eight to 11 passengers per bus) to continue to allow for physical distancing. On August 4, passenger loading restrictions will be removed and MiWay will move to regular loading standards as more people return to work and move around the city. This decision will be contingent on compliance and subject to guidance and regulation of the Government of Ontario and Chief Medical Officers of Health. Those travelling on MiWay are encouraged to take the bus for essential trips only.

9. Question: When will the Lions Farmers Market and Food Trucks at Mississauga Celebration Square open to the public?

Answer: The start date for the Lions Farmers Market will be Wednesday, July 8, 2020 and will continue weekly, every Wednesday, until October 21, 2020. The start date for Food Trucks at MCS will be Friday, July 3, 2020.

10. Question: What are the days and hours of operation of the Lions Farmers Market and Food Trucks at MCS?

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Answer: The Lions Farmers Market will operate weekly, every Wednesday, July-October with 9 a.m. to 4 p.m. Food Trucks at Celebration Square will operate 7 days per week. New reduced hours of service between 11 a.m. to 8 p.m. will be introduced.

11. Question: What safety precautions are being taken by the City for the Farmers Market and Food Trucks at MCS?

Answer: Mississauga Celebration Square has removed tables, chairs and picnic tables and will create 48 physical distancing circles painted on the artificial lawn. The circles will be 10 ft. in diameter and will be spaced 12 ft. apart. Hand sanitizer will be available at all vendors as well as entry and exit points into the Market. Public washrooms and parking elevators will be cleaned prior to opening, and twice during operating hours.

The Lions Farmers Market will be barricaded off, with attendants controlling the flow of customers into the Market. Within the Market, vendors will be separated from each other by at least 12 ft., and 6 ft. markings on the ground will help customers maintain the proper physical distance when in line. Vendors at the Market will accept both cash and contactless payment. Visitors to the Market are strongly encouraged to wear a face mask.

Food Trucks will be required to be spaced out between one another by at least 12 ft. Customers will only be able to order food through an appropriate Mobile App and vendors will only accept contactless payment – no cash permitted.

12. Question: Can I hold or go to a garage sale?

Answer: Any garage/yard sales must ensure there are no more than 10 people gathered at any one time and that there is proper physical distancing of at least 2 metres (6 feet) between people.

Ongoing FAQs:

13. Question: Is the City proceeding with Planning and Development Committee (PDC) meetings?

Answer: The City will be holding virtual [PDC meetings](#). The first meetings will take place on July 13 and 27 at 6 p.m.

The meetings will follow the same format that Council is currently using with public engagement through telephone, computer or mobile device. Applicants can present their development proposals to PDC and the public and respond to questions or comments from Council and registered deputants. Visit the [Council and Committees Calendar](#) for updates.

14. Question: I need to get a variance. Can I contact the Committee of Adjustment?

Answer: Committee of Adjustment will be held virtually in a similar format as Council and PDC. This will allow the public and applicants to engage in the process and meeting through

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telephone, computer or mobile device. The public notices will provide details about how to register as a deputant to speak at a meeting or other means of providing input about an application.

- The next [Committee of Adjustment](#) meeting will start the week of June 22, 2020. The committee will meet on Tuesdays and Thursdays to address applications. Visit the [Council and Committees Calendar](#) for updates.
- Electronic application submission and payment have continued since the closure of the Civic Centre. Details can be found at <https://web.mississauga.ca/council/committees/committee-of-adjustment>

15. Question: Is the City taking action on construction noise?

Answer: The City is not enforcing the Noise By-law for construction, as the province has made amendments to the Municipal Act that have changed the construction permitted periods.

The provincial order (Ontario Regulation 131/20) states that:

A municipality does not have power to prohibit and regulate with respect to noise made in connection with the following:

- Construction projects and services in a municipality associated with the healthcare sector, including new facilities, expansions, renovations and conversion of spaces that could be repurposed for healthcare space, at any time of the day or night.
- Any other construction activity in a municipality between the hours of 6 a.m. and 10 p.m.

The City can enforce its Noise Control By-law if construction activity occurs outside of the permitted periods.

16. Question: Can I get a marriage licence?

Answer: The City will resume issuing [marriage licences](#) effective June 10, 2020 at the Provincial Offences Courthouse, 950 Burnhamthorpe Road West by appointment, with only one applicant permitted to attend the appointment. For details please visit: mississauga.ca/marriagelicences.

The City is still not performing civil ceremonies.

17. Question: Is the City opening outdoor amenities since the Province said they can open?

Answer: Council approved a phased approach and safety procedures for the reopening of City outdoor recreation amenities. Phases will be implemented in consultation with the

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Region of Peel Medical Officer of Health. Residents are asked to abide by provincial orders and maintain 2 metres/6 feet of physical distance when enjoying park amenities.

The following outdoor recreation amenities have reopened as part of phases 1 and 2:

- Municipal Golf Courses
- Public Marinas and boat launch at Lakefront Promenade
- Community Gardens, in partnership with Ecosource
- Park benches and picnic shelters
- Leash-free zones (2 Leash free zones remain closed at this time- Union Park and Community Common dog spot)
- BMX/Skate parks
- Public tennis courts
- Community tennis clubs
- Seasonal washrooms and portable washrooms

Physical distancing measures must be maintained. Parking lots associated with these facilities will be opened as well.

Phase 3 - To be completed within 10 days of approval and guidance from Peel Region Medical Officer of Health:

- Multi-sport, basketball and bocce courts
- Community sport fields

Physical distancing measures must be maintained.

Phase 4/TBD- These facilities continue to remain closed until further notice.

- Playgrounds and outdoor fitness equipment (currently closed under provincial order)
- Public boat launch at Marina Park will open when high-water levels subside

Enforcement will continue to focus on education and ensuring residents are informed about reopenings and ongoing closures.

18. Question: Can we have information on where the cases are being transmitted in the community?

Answer: The Region of Peel's Medical Officer of Health confirmed that the Peel Region's ongoing increase in COVID-19 cases appear to be driven by workspace exposure clusters. Residents need to continue to take general precautions, including physical distancing and wearing masks, where physical distancing is not possible as in places like grocery stores.

19. Question: Who should be tested for COVID-19?

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Answer: The Government of Ontario has updated its [guidance for COVID-19 testing](#). Each [assessment centre](#) provides information about who can get tested at their location.

[Peel's COVID-19 assessment centres](#) are here to help. At this time, testing is recommended if you:

- Have COVID-19 [symptoms](#)
- Do not have symptoms (i.e., are asymptomatic), but:
 - Are concerned you may have been exposed to COVID-19 (e.g., are a close contact of, or may have been exposed to, a confirmed or suspected COVID-19 case)
 - Are at high risk of exposure through your employment/workplace, including essential workers (e.g., healthcare workers, grocery store and food processing plant employees)

You may experience longer wait times at testing centres. Assessment centres are busy and you may be asked to come back at a later date.

If you are concerned for your well-being please call [911](#) or proceed to your nearest emergency room.

20. Question: Did I hear that health officials are testing for antibodies? (reviewed by Peel Public Health)

Answer: Health Canada recently authorized the first COVID-19 antibody test for use in Canada. This test is not yet available to the public.

Antibody tests measure antibodies in blood and show if there was a past exposure to the virus that causes COVID-19. The public health community continues to monitor advancements in this area.

21. Question: Who do I call to complain to around compliance in the workplace?

Answer: The Government of Ontario has general information on [COVID-19 and workplace health and safety](#). Learn about employers' responsibilities and how to protect workers at work. Workers can get information about [health and safety protections](#) at the workplace.

A worker can file a complaint with the Ministry of Labour, Training and Skills Development's **Health and Safety Contact Centre** by calling toll-free at [1-877-202-0008](#). [Learn more about filing a workplace health and safety complaint](#).

22. Question: How are persons with disabilities being accommodated on MiWay buses?

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Answer: Customers requiring the ramp may continue to board at the front. No fare payment is required.

Customers are asked to board and exit the bus using the rear doors until further notice.

23. Question: What should I know about using tennis courts in Mississauga?

Answer: All public tennis courts are open, but users are expected to follow safety guidelines including:

- Maintaining a physical distance of 2 metres (6 feet) This is enforceable under the provincial order.
- Using courts for singles play only; doubles play is permitted only for members of the same household
- Not sharing any items such as tennis balls, racquets or water bottles
- Avoiding touching surfaces such as fences, benches and nets
- Returning tennis balls of other players using your racquet or feet
- Washing or sanitizing your hands before and after play
- Staying home if you are sick

Community Tennis Club courts will open when each club is able to meet the required safety guidelines for play. General guidelines for public tennis courts will also apply.

The parking lots for these tennis courts are also open.

24. Question: What should I know about using leash-free parks?

Answer: Most Mississauga Leash-free zones are open:

- Etobicoke Valley
- Garnetwood
- Jack Darling
- Lakeside
- Parkway Belt
- Quenippenon (Q-Park)
- Totoredaca

Two (2) Leash free zones remain closed at this time- Union Park and Community Common dog spot.

Users will be expected to follow safety guidelines including:

- Safely opening and closing the gates upon entering and exiting the area
- Maintaining a physical distance of 2 metres (6 feet). This is enforceable under the provincial order.
- Not sharing any items such waste bags
- Avoiding touching surfaces such as fences, benches and railings
- Washing or sanitizing your hands before and after entering the area

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- Staying home if you are sick

25. Question: What is happening with major events in the City?

Answer: Council approved the [cancellation of permits for major festivals, large events](#) and other gatherings in City facilities until September 7, 2020. Impacted permit holders will be notified by City staff.

As provincial orders are revised, City staff will work with guidance from Peel Public Health on establishing parameters for the safe reopening of facilities and permitting of small group activities.

26. Question: How do we ensure parks are not overwhelmed with crowds?

Answer: The City is encouraging personal responsibility reminding residents through social media and other channels that their actions matter and that they need to do the right thing. Education and enforcement will continue in parks. Bike patrols in parks will begin in the coming weeks.

The City is using a Park Ambassador Program at our major parks across the City to engage with residents and educate them on physical distancing requirements and closures within our parks. Staff will be clearly identified with City of Mississauga apparel.