



## Frequently Asked Questions

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\*updated as of July 31 at 11 a.m.

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## GENERAL INFORMATION

- Gathering limits
- Stage 3 amenity reopenings
- Updates about reopening

### Is the City of Mississauga in Stage 3?

Yes. On July 27, the Government of Ontario announced that the Region of Peel, which includes the City of Mississauga, would move to Stage 3 on July 31.

### How many people can I gather with in Stage 3?

In moving to Stage 3, the Government of Ontario has increased the indoor gathering limit to a maximum of 50 people. The outdoor gathering limit is now a maximum of 100 people. Gathering limits are subject to the 2 metre/6 feet physical distancing requirements. Hybrid events that have an indoor and outdoor component are limited to 50 people. There is an exception for gatherings for indoor weddings, funerals and religious services – you can have up to 30 per cent building capacity, even if that is more than 50 people.

We encourage residents to continue to practise the Core Four actions:

- maintain a physical distance of 2 metres/6 feet when going out
- wash your hands often
- wear a face covering or non-medical mask in indoor public spaces as required under the City's by-law and where maintaining physical distancing is difficult
- get tested if you think you have COVID-19, have been exposed or are feeling ill

### Does the number of people allowed in a Social Circle change under Stage 3?

No. A social circle is a group of up to 10 of the same people who can interact with one another without physical distancing, regardless of which stage of reopening their region is in. Social or public gatherings may include different social circles, but are subject to gathering limits and physical distancing of at least 2 metres/6 feet.

### What will the City of Mississauga open in Stage 3?

Outdoor playgrounds and fitness equipment are open as of July 31. Culture facilities such as Museums and the Small Arms Inspection Building will be open starting August 4 with modified access and services. The Leslie Log House remains closed at this time.

Meadowvale theatre is open to receive inquiries and issue rental agreements.

Meeting rooms at the Living Arts Centre will be available as of August 17, and church group bookings, RBC Theatre, studio rentals, info desk, reception and box office will all reopen on September 8. Hammerson Hall will reopen for rental bookings that meet provincial guidelines as of October 1 and community courses are set to resume on October 13.

Harding Waterfront Estate is currently available for event bookings that align with gathering limits. C Banquets will be available for bookings in the fall.

The City's film office is open and accepting film permit requests.

As of July 31, sport fields and picnic areas will be able to be booked to accommodate larger outdoor gathering numbers as permitted by Provincial Orders. In addition, non-contact sports will be allowed to resume games.

The Courthouse will open to the public on August 4 to offer select administrative functions.



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### What are the capacity limits for businesses that are open?

All businesses or facilities that are open to the public are subject to capacity limits and must restrict the number of people admitted in order to maintain a physical distance of 2 metres/6 feet.

The following businesses/facilities are subject to an upper limit of 50 people indoors or 100 people outdoors, regardless of the size of the place/building:

- In-person teaching and instruction (tutoring, dance classes, music lessons, etc.)
- Real estate open houses
- Areas containing weights or exercise machines
- Sport and recreational facilities in which fitness classes, organized programs or organized activities are being held
- Spectators at a recreation or sports facility
- Rental meeting/event spaces (unless being rented for a wedding, funeral or religious service, in which case they are limited to 30 per cent building occupancy and the upper limit of 50 people does not apply)
- Cinemas (approved cinemas may have 50 people per screening)
- Venues for performing arts/theatre/concerts
- Casinos, bingo halls and gaming establishments
- Racing venues
- Tours and tour guide services and boat tours
- Staff members do not count toward capacity limits.
- Members of the same household or same social bubble need not maintain the 2 metre/6 feet distance.
- Day camps are exempt from capacity limits (but must comply with the cohort rules set out in the guidelines).

Restaurants are not subject to the upper capacity limit of 50 people inside, but tables must be spaced by at least 2 metres/6 feet or separated by plexiglass or other barrier. Patrons in restaurants, bars and other food and drinking establishments must remain seated in any area of the restaurant or bar where food and drink are being served. Exceptions are when you're entering or exiting, placing, picking up or paying for an order or using the washroom.

Restaurant and bar owners are responsible for obtaining the name and contact information for every patron who enters their indoor and outdoor dining areas and may be required to provide that information to Peel Public Health for contact tracing. Exceptions are for those placing, picking up or paying for a takeout order.

### What types of businesses remain closed in Stage 3?

Prohibited activities and facilities that must remain closed in Stage 3 include:

- Amusement parks
- Water parks
- Overnight camps
- Private karaoke rooms
- Night clubs (except for serving food)
- Buffet-style food service
- Dancing/singing in bars and restaurants, other than by hired performers behind plexiglass
- Tables games at casinos
- Saunas, steam rooms, bath houses oxygen bars



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### Can a business unable to open in Stage 3 request to open?

Yes. Those that are unable to open or are facing difficulties operating under the Stage 3 restrictions may visit [Ontario.ca/reopen](#) to submit a reopening proposal. The proposal should include details on measures businesses and services will implement to keep customers and employees safe. Businesses and sectors are also encouraged to use the Province's guide to developing a [workplace safety plan](#) and the [Ministry of Health's Guidance Document for Essential Workplaces](#).

### How can I stay updated regarding reopenings in Mississauga?

Reopening dates will be communicated on the City's COVID-19 webpage and on the City's social media channels - [Twitter](#) and [Facebook](#). City reopenings and operations follow provincial operating guidelines. This is to ensure compliance with current provincial measures that support reducing the risk of spreading COVID-19.

## FACE COVERINGS/MASKS

- By-law
- Enforcement/fines
- Types of acceptable face coverings
- FAQs for business operators

### Why are face coverings mandatory in Peel Region?

Face coverings are mandatory in Peel Region based on the recommendations of Dr. Lawrence Loh, Medical Officer of Health for the Region of Peel.

### How was the decision made to introduce mandatory face coverings?

The decision to enact a by-law to make face coverings mandatory in certain places in the City of Mississauga was made based on Dr. Loh's recommendations.

### Where are face coverings required?

Face coverings are required in public establishments that are located indoors and are accessible to the public such as retail stores, businesses that sell food and shopping malls.

### Are face coverings required in taxis?

Yes. Face coverings will be required in taxis and private vehicles for hire such as Uber and Lyft

### Are face coverings required in places of worship?

Yes, but not during religious rites or ceremonies that are incompatible with the face being covered, such as while receiving communion.

### Does the City's by-law require face coverings to be worn in common areas of condos or apartment buildings?

No. Condominium and apartment buildings are managed privately. The City's by-law does not require face coverings in the common areas of condominium and apartment buildings. However, this does not prevent owners of apartment buildings and condo boards from requiring face coverings in those same spaces. Peel Public Health does encourage residents to wear face coverings or masks in common areas of condominiums and apartments and strongly recommends their use in areas where physical distancing is difficult.

### Who do I call to report businesses/individuals that are not following the by-law?

You can call 311 to report any businesses or individuals not following the by-law.



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### **How will the wearing of face coverings be enforced?**

The by-law will be enforced on a complaint basis by municipal law enforcement officers from the City's Enforcement Division and Security Services Section.

### **Are there any exceptions?**

Yes. Exceptions include children age two and under, people who have trouble breathing or are otherwise unable to wear a face covering for medical reasons or disability and those who are unable to remove a face covering without assistance.

Also, the by-law does not apply to employees/staff members working within public establishments while they are behind a physical barrier, like plexiglass, or within an area of the building that is restricted to staff and not available to the public.

### **Are there fines?**

Yes. If a person who is not exempt under the by-law is identified as refusing to wear a face covering, they can be issued a ticket and fined \$150. Owners or operators of locations that are identified as failing to have a face covering policy in place or are failing to enforce that policy may also be charged and fined \$300 under the by-law.

In extreme cases, officers have the option to lay charges under Part III of the Provincial Offences Act (POA), which could be up to \$100,000.

### **Will I be refused service if I cannot wear a mask for medical reasons?**

The owners and occupiers of public establishments have the right to set terms for service in their own premises and to deny people entry to their establishments, but must comply with the Ontario Human Rights Code and, in some cases, the Charter.

The City of Mississauga by-law includes an exemption for persons who cannot wear masks for medical reasons or reason of disability and does not require the owner/operator of a public establishment to deny service to someone who is not wearing a mask for medical reasons.

### **What type of face covering is acceptable? How should it be worn?**

A face covering includes a mask, bandana, scarf or other covering constructed of cloth, linen or other similar fabric that fits securely to the head and is large enough to completely and comfortably cover the mouth, nose and chin without gaping.

### **Can I wear a face shield instead of a face covering?**

A face shield is not an effective alternative to wearing a face covering (mask, bandana, neck warmer, scarf) as it does not provide full coverage of the mouth, nose and chin and does not contain your respiratory droplets.

If a face shield is used, it should be used together with a face covering. If used on its own, a face shield should cover below the chin and wrap around the sides of the face. Throw out disposable face shields after each use, or if reusable, clean and disinfect after each use. More information is available at <https://peelregion.ca/coronavirus/prevention/#masks>

Face shields are not included in the definition of face covering in the by-law. Individuals could receive a ticket if they are not exempt from the by-law and are wearing a face shield rather than a face covering in an indoor public establishment.



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### **How long will the by-law be in effect?**

The by-law will be in force and effect until October 1, 2020.

### **Will face coverings be required in schools?**

No. Face coverings are not required in schools, day cares, post-secondary institutions and other facilities used solely for educational purposes.

### **Will face coverings be provided in public places?**

Operators of establishments are not required to supply face coverings to the public.

### **Can a business refuse anyone not wearing a face covering?**

Businesses are required to refuse entry to persons not wearing a face covering unless the person is exempt in accordance with the by-law.

### **Are face coverings or masks mandatory on public transit?**

Wearing a face covering or mask is mandatory when travelling on MiWay and at transit terminals. 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.

## **FAQs for Business Operators (these are also included in the Policy Reference Guide)**

### **What should a face covering policy look like?**

It doesn't have to be complex. To help we are providing a sample that you can use to develop your own policy for your location.

### **Does everyone have to wear a face covering?**

Generally yes, but there are exemptions for the following:

- Children 2 years of age or younger
- Children between the ages of 3 and 5 who refuse to wear a face covering and cannot be persuaded to do so by their caregiver
- Persons who have trouble breathing or are otherwise unable to wear a face covering for medical reasons or for reason of disability, including Persons who are unable to remove masks without assistance
- Persons while riding school transportation vehicles
- Persons inside a restaurant or bar while consuming food or drink, should either type of business be permitted to reopen for indoor dining by the Province
- Persons who are engaged in an athletic or fitness activity in accordance with the Emergency Orders
- Employees and agents of the Operator within an area not for public access, or within or behind a physical barrier.

### **How do I know if someone is exempt?**

You may ask "if" they are aware of the by-law and if they are exempt. If a customer enters without a face covering, advise them of your policy and that the face covering is now a by-law requirement. If they advise you that they are unable to wear a mask, that's all you have to do. You have complied with the by-law. You should not ask them the specific reason they are unable to wear a mask.

### **Do people have to provide proof that they are exempt?**

No. If they advise that they are exempt that's all that the by-law requires.



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### Why are post-secondary institutions and government buildings exempt from the by-law?

Municipalities do not have the power to regulate the provincial or federal governments. Buildings and transit vehicles operated or regulated by those governments are not covered by the City's by-law. The by-law is based on the advice and guidelines of the Medical Officer of Health for Peel Region and applies only to indoor public establishments where the City of Mississauga has the power to require face coverings. The City of Mississauga encourages all residents who are able to wear a face covering to do so in accordance with public health recommendations.

### What if people don't believe that this is actually a by-law?

You may wish to direct them to the City of Mississauga website or to call 311. They can confirm that the Face Covering By-law is in effect.

### What type of face covering is acceptable?

Virtually any fabric that covers the nose, mouth and chin without gaping is acceptable. We recommend that the public not use medical masks as supplies remain low and should be reserved for use in the medical field.

## BUSINESSES

- Temporary restaurant patio
  - Opening dates
  - Design and regulations
  - Site approval
  - Noise complaints

### How soon can I put a picnic table out in front of my restaurant?

The temporary patio program started on June 24, 2020. Restaurants and bars with a valid 2020 business licence can expand outdoor seating and dining areas to help meet COVID-19 safety guidelines. For more information visit: <https://web.mississauga.ca/services-and-programs/business/licences-and-permits/temporary-patio-program/>

### How can I design my patio to meet proper regulations?

The City has [design guidelines](#) available for restaurant owners who would like to create a patio.

### Do I have to apply for site plan approval for a patio in a parking lot of a strip plaza or a mall?

Site plan approval will not be required for patios located on private property. Design guidelines are available for reference, and permission of the property owner/management company is strongly recommended.

### I'm worried about noise coming from restaurant patios. Will the City still be enforcing this?

All patios, temporary or permanent, will continue to be regulated by the Nuisance Lighting By-law (262-12), Nuisance Type Noise By-law 785-80 and the Property Standards By-law 654-98.

## BY-LAWS/ENFORCEMENT

- Parking
- Commercial evictions
- Compliance in workplace
- Construction noise
- Enforcement focus
- Fireworks
  - Canada Day



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- Where fireworks are permitted
- Who to purchase from
- Garage sales
- Condo pools

### What are parking officers enforcing?

Enforcement of on-street parking time limit violations resumed on July 6 for:

- On-street time limit offences, such as five and 15-hour parking
- Overnight 2 to 6 a.m. parking restrictions

All other parking offences continue to be enforced to maintain public safety. This includes fire routes, accessible parking, no stopping, prohibited parking areas, as well as pay and display areas where payment is required.

If you notice a parking violation, please call 311 (905-615-4311 outside City limits). You can also report on-street time limit offences using our Pingstreet app or [online](#)

### Is there a ban on commercial evictions?

The Government of Ontario 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.

### Who do I call to complain to around compliance in the workplace?

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](#).

### Is the City taking action on construction noise?

The City is not enforcing the Noise By-law for construction, as the Government of Ontario 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.



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### How is the City handling enforcement?

During the COVID-19 pandemic, the primary focus for By-law and Regulatory Services is awareness and education. By-law officers can issue fines to individuals who fail to comply with the rules under the Ontario Emergency Management and Civil Protection Act and City by-laws.

### Can I have fireworks on my property?

Fireworks may be set off only on the following holidays:

- Victoria Day
- Canada Day
- Chinese New Year
- Diwali

### Will fireworks be allowed anywhere else in Mississauga?

Fireworks cannot be used on a public street, park or road without a permit. You should only buy fireworks from a licenced retailer. To set off fireworks on private property on any day other than these holidays, you'll need to [apply for a fireworks permit](#).

### Can I purchase fireworks in Mississauga?

Yes - You should only buy fireworks from a licenced retailer.

### Can I hold or go to a garage sale?

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.

### Are condo pools allowed to open?

The Government of Ontario is gradually reopening businesses, services and public spaces on a regional basis as progress is made in the fight against COVID-19. Under Stage 2, pools are identified as being permitted to reopen but with a number of restrictions such as no diving boards, slides etc. People wishing to file a complaint regarding a condominium pool being open may do so through 311. An officer will attend and inspect and if a violation is observed will contact the Condo Management to have the recreational facilities closed.

## COMMITTEES

- [Committee of Adjustment](#)
- [Planning and Development Committee](#)

### I need to get a variance. Can I contact the Committee of Adjustment?

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 meet through 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 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>



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### **Is the City proceeding with Planning and Development Committee (PDC) meetings?**

The City is holding virtual [PDC meetings](#). The meetings 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.

## CULTURE

- Facility openings
- Farmers Market and food truck
  - Openings
  - Date and hours
  - Safety precautions
- Major events

### **When will the City's Culture facilities be open to the public?**

Banffes Historic House, Bradley Museum and Small Arms Inspection Building will be open starting August 4 with modified access and services. The Leslie Log House remains closed at this time. More information will be available on our website and social media channels.

Meadowvale theatre is open to receive inquiries and issue rental agreements.

### **When will the Living Arts Centre reopen?**

Meeting rooms will be available as of August 17. Church group bookings, RBC Theatre, studio rentals, info desk, reception and box office will all reopen on September 8.

Hammerson Hall will reopen for rental bookings that meet provincial guidelines as of October 1 and community courses are set to resume on October 13.

### **Is the Film Office open?**

The film office is open and accepting film permit requests.

### **Are the Lions Farmers Market and Food Trucks at Mississauga Celebration Square open to the public?**

The Lions Farmers Market is now open and will continue weekly, every Wednesday, until October 21, 2020. The Food Trucks at MCS are now open.

### **What are the days and hours of operation of the Lions Farmers Market and Food Trucks at MCS?**

The Lions Farmers Market will operate weekly, every Wednesday, July to 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 are between 11 a.m. to 8 p.m.

### **What safety precautions are being taken by the City for the Farmers Market and Food Trucks at MCS?**

Mississauga Celebration Square has removed tables, chairs and picnic tables and created 48 physical distancing circles painted on the artificial lawn. The circles are 10 ft. in diameter and spaced 12 ft. apart. Hand sanitizer are 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 is barricaded off, with attendants controlling the flow of customers into the Market.



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Within the Market, vendors are 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 covering. Food Trucks are 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.

### What is happening with major events in the City?

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.

## HEALTH AND SAFETY

- Antibodies testing
- COVID19 testing

### Did I hear that health officials are testing for antibodies?

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.

### Who should be tested for COVID-19?

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. If you are concerned for your well-being please call 911 or proceed to your nearest emergency room. [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 or are at high risk of exposure through your employment/workplace, including essential workers (e.g., healthcare workers, grocery store and food processing plant employees)

## LIBRARY

- Library opening /curbside pickup

### Are City libraries open to the public?

Most library locations currently offer curbside pickup by appointment and book returns. Library due dates and fines continue to be suspended until July 31. Customers can continue to use their library card or [virtual card](#) to explore our vast collection of ebooks, audiobooks, our online programming and other virtual resources. The library is actively planning for the gradual introduction of additional services permitted in Stage 3. Details on these changes and timelines will be communicated through our website and social media channels as they are confirmed.

Customers receiving hold notifications can pick up their materials at select locations. Curbside pickup is scheduled by appointment through the library website or the virtual call centre at 905-615-3500. Customers with holds at other locations can have them transferred to curbside pickup locations through the virtual call centre.



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### MIWAY

- Accessibility
- Fare collection
- Face coverings
- Passenger capacity

#### When will MiWay resume collecting fares?

Fare collection and front door boarding for all customers have resumed. MiWay reopened 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.

#### Are face coverings mandatory on public transit?

Wearing a face covering or non-medical mask is mandatory when travelling on MiWay and at transit terminals. Children under the age of two, people with disabilities or other medical conditions that prevent them from wearing a face covering will not be required to wear one.

#### Will passenger capacity on MiWay buses be restricted for the foreseeable future?

MiWay buses are operating 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.

### PARKS

- Park amenities opening
- Leash-free parks
- Park capacity
- Using sport courts and fields

#### Are park playgrounds and outdoor fitness equipment open?

All of the City's outdoor playgrounds and outdoor fitness equipment will open by end of day on Friday, July 31.

#### What should I know about using leash-free parks?

All leash-free zones are open. 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
- Not sharing any items such as waste bags
- Avoiding touching surfaces such as fences, benches and railings
- Washing or sanitizing your hands before and after entering the area
- Staying home if you are sick and getting tested

#### Which of the City's park amenities are open?



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The City has currently opened community gardens, marinas and Lakefront Promenade public boat launch, Golf Courses, Leash-Free zones (except Union Park and Community Common), beaches, shelters, shade structures, BMX, skate parks, public and community tennis courts and seasonal washrooms.

The following facilities are also open:

- Track facilities- joint use facilities at Gonzaga, Courtney Park and Loyola. School boards have confirmed that they support re-opening tracks both joint facilities and those on school board property
- Bocce courts
- Beach volleyball courts
- Basketball courts
- Community use of fields – permitted as of July 4
- All remaining parking lots

As of July 31, sport fields and picnic areas will be able to be booked to accommodate larger outdoor gathering numbers as permitted by Provincial Orders. In addition, non-contact sports will be allowed to resume games.

The Celebration Square wading pool, artificial turf fields, select ball diamonds (pending confirmation of clubs), cricket fields (pending confirmation of clubs), picnic areas, soccer fields (pending confirmation of clubs) are open.

### How do we ensure parks are not overwhelmed with crowds?

The City is encouraging personal responsibility and 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 its major parks across the city to engage with residents and educate them on physical distancing requirements and closures within parks. Staff will be clearly identified with City of Mississauga apparel.

### What should I know about using courts and sports fields in Mississauga?

When using a sport court or field, you should ensure the facility is open for public use and:

- Maintain a physical distance of 2 metres (6 feet) from others not in your group.
- Not share any items such as balls, racquets or water bottles
- Avoid touching surfaces such as fences, benches and nets
- Wash or sanitizing your hands before and after play
- Stay home if you are sick and get tested

## PERMITS/LICENCES/CIVIL CEREMONIES/COURTS

- Marriage licence
- Photography permits
- Provincial Offences Courthouse
- Wedding ceremony
  - Holding ceremony at City Hall
  - Booking ceremony at City Hall
  - Attendance

### Can I get a marriage licence?

The City resumed issuing [marriage licences](#) as of June 10, 2020 at the Provincial Offences Courthouse, 950 Burnhamthorpe Road West by appointment, with only one applicant permitted to attend the appointment. For



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details please visit: [mississauga.ca/marriagelicences](http://mississauga.ca/marriagelicences). For details please visit: [mississauga.ca/marriagelicences](http://mississauga.ca/marriagelicences).  
The City is still not performing civil ceremonies.

### Is the Provincial Offences Courthouse open?

The Courthouse will open to the public on August 4 to offer select administrative functions including:

- Filing for a trial date
- Filing for an early resolution date
- Filing for a screening appointment
- Paying a penalty notice or a provincial offence certificate
- Applying for a case reopening or for a payment extension
- General inquiries

### When will photography permits be issued?

The City is now issuing photography permits in parks - with a maximum of 10 people.

### Can I hold my wedding ceremony at City Hall?

You may book an appointment online or call 3-1-1 to speak with Clerks staff about Civil Ceremony availability and booking. The Civic Centre continues to be closed. However, the Civic Ceremonies will be held at the POA Courthouse located at 950 Burnhamthorpe Rd W.

### What steps do I need to take to book a wedding ceremony at City Hall?

You may book an appointment online or call 3-1-1 to speak with Clerks staff about Civil Ceremony availability and booking.

### How many people can attend my wedding ceremony?

A wedding ceremony can be held in an indoor facility or place of religious assembly with attendance at 30 per cent capacity. An outdoor ceremony can hold no more than 100 people. Civil Ceremonies officiated by the City of Mississauga officiants have a maximum capacity of 10 including the officiant and couple to be married.

## RECREATION

- Arenas
- Banquet facilities
- Community centres
- Ice training
- Summer Camp
  - Sign-ups
  - Safety measures
- Pools
- Spray Pads

### Are arenas open?

Limited access is currently available for ice rentals and additional facilities will reopen as demand increases. Booking requests can be directed to the Customer Service Centre at 905-615-4100. Pre-booking is required.

### Is sanctioned ice training through sport organizations) at City arenas still happening?

Ice time is available to be booked by approved affiliate groups, residents, non-residents and commercial groups. Strict operating procedures are in place and must be followed by all groups.



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### Are banquet facilities open?

Harding Waterfront Estate may be available for event bookings that align with gathering limits. C Banquets will be available for bookings in the fall.

### Will community centres be opening?

Community centres are open only for summer camp participants and staff with exclusive use on weekdays. At this time, community centres are not open for full public use but will be in the fall. Details will be communicated through our website and social media channels as they are confirmed.

### Is the City offering any summer camps? If so, where and when can I sign up?

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.

Registration is open online at [activemississauga.ca](http://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-distanced sports, games and crafts, with activities held outdoors whenever possible.

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

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 cannot be maintained. Camps will not include field trips, swimming and skating. For more information, visit [activemississauga.ca](http://activemississauga.ca)

### When are the pools opening?

The City's seven outdoor pools are now open. Programs offered at our [outdoor pools](#) will include uninstructed recreational swimming for all ages. These include Public Recreational Swims and Adult Lane & Leisure Swims. To attend, you must book your swim time online before visiting the pool. Indoor pools will open in the fall.

Several measures have been taken to ensure the health and safety of participants and staff. Please refer to our list of [FAQs](#) for more information on booking your swim and revised guidelines. The following precautions will be implemented at the outdoor pools and wading pool:

- Controlled access through one entry/ exit point
- Increased cleaning measures in accordance with Recreation and Parks Divisional Standard Operating Procedures
- Use of physical markers and signage to indicate the appropriate two metre/6 feet spacing distance and traffic flow
- Strict adherence to the established employee guidelines, processes and screening requirements, those displaying symptoms will not be admitted
- On-deck first aid treatment stations will be established for outdoor pools
- Staff will follow all revised CPR and First Aid treatment processes, as amended by the Lifesaving Society
- Only essential equipment will be provided to patrons and all shared equipment will be disinfected between users
- Slides, diving boards, and tarzan ropes will be unavailable



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### Are spray pads open?

Spray pads are now open except for the spray pad at Frank McKechnie Community Centre, which is currently under construction and will not be opening at this time. Physical distancing measures in place and capacities will be posted at each location.

Celebration Square wading pool is now open.

### TAX

- [Property tax deferred](#)

### Where can I get more information about the City's tax deferral program?

City Council has deferred property tax payments by 90 days to ease the economic impact of COVID-19. For more information, [watch the video](#). To access your tax account information, use the [online Tax Self-Service](#) or dial 311 (905-615-4311 outside City limits) from 7 a.m. to 7 p.m. Monday to Friday. You can find more information about the [interim property tax deferral fact sheet](#) and the [final property tax deferral fact sheet](#).