

FREQUENTLY ASKED QUESTIONS

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***updated as of June 24 – 2 p.m.**

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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 starts 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
 - 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 will resume on July 6 for:

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

Warning notices will be issued for on-street parking from July 2 to 5. 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](#)

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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.

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 for Canada Day?

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](#).

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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. The City of Mississauga remains in Stage 1 until further notice. In Stage 1, condo and apartment building pools are not permitted to be open. 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>

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

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.

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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?

All of the City's Culture facilities are currently closed. The City is reviewing when they can open based on staffing and demand.

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

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.

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-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.

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 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.

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.

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GENERAL INFORMATION

- [Gathering limit](#)
- [Stage 2 amenity openings](#)
- [Updates about reopening](#)

How many people can I gather with?

The Government of Ontario has changed the emergency order to now allow gatherings of no more than 10 people, with the exceptions of private households with 10 people or more. We are encouraging residents to continue to practise physical distancing:

- keep a distance of 2 metres/6 feet when going out
- avoid large gatherings of more than 10 people
- stay within your dedicated social circle (10 people or less)
- work from home if possible/conduct meetings or visits virtually

What will the City of Mississauga open in Stage 2?

Starting Saturday, July 4, Mississauga Celebration Square wading pool, outdoor pools, artificial turf fields, select ball diamonds, cricket fields and picnic tables will open. Additionally, photography permits at parks will be available as long as you have a maximum of 10 people.

Is Mississauga in Stage 2?

Yes. On June 22, the Government of Ontario announced that the Region of Peel, which includes Mississauga would move to Stage 2 on June 24.

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.

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)

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LIBRARY

- [Library opening /Curbside pick up](#)

Are City libraries open to the public?

City libraries are closed to the public; however, they are offering returns at all locations except [Mississauga Valley Library](#) starting on June 17. Curbside pickup will start on June 23 at select locations across the city. Starting June 23, curbside pickup at the [Burnhamthorpe](#), [Central](#), [Lorne Park](#), [Malton](#) and [Meadowdale](#) libraries.

Curbside pickup will begin at [Erin Meadows](#), [Frank McKechnie](#), [Port Credit](#) and [South Common](#) on June 30, followed by [Churchill Meadows](#), [Courtneypark](#), [Sheridan](#) and [Woodlands](#) starting July 7.

Customers receiving hold notifications can pick up their materials at select locations. Curbside pickup will be scheduled by appointment in keeping with physical distancing protocols through the library website or by 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. 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.

MIWAY

- [Accessibility](#)
- [Fare collection](#)
- [Masks](#)
- [Passenger capacity](#)

How are persons with disabilities being accommodated on MiWay buses?

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.

When will MiWay resume collecting fares?

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.

Are masks and face coverings mandatory on public transit?

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.

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

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.

PARKS

- [Leash-free parks](#)
- [Park amenities opening](#)
- [Park capacity](#)
- [Using sport courts and fields](#)

What should I know about using leash-free parks?

Most Mississauga leash-free zones are open. Two 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 as 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

When will the rest of the City's park amenities open?

Under the Stage 1 plan, 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.

On Friday June 19, the following facilities will 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

On Friday June 26, the following facilities will open:

- Basketball courts
- Community use of fields – no permits
- All remaining parking lots

On Saturday, July 4, the Celebration Square wading pool, artificial turf fields, select ball diamonds (pending confirmation of clubs), cricket fields (pending confirmation of clubs) and picnic areas will reopen. On Monday, July 13, soccer fields (pending confirmation of clubs) will reopen.

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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

PERMITS/LICENCES/CIVIL CEREMONIES

- [Marriage licence](#)
- [Photography permits](#)
- [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 details please visit: [mississauga.ca/marriagelicences](#). For details please visit: [mississauga.ca/marriagelicences](#). The City is still not performing civil ceremonies.

When will photography permits be issued?

On Saturday, July 4, the City will begin 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 50 people. Civil Ceremonies officiated by the City of Mississauga officiants have a maximum capacity of 10 including the officiant and couple to be married.

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RECREATION

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

Are arenas open?

City arenas are not open for full public use. The City is currently working on a summer ice plan with hockey and skating clubs.

Will community centres be opening?

Community centres will only be opening for summer camp participants and staff with exclusive use on weekdays. At this time, community centres are not open for full public use.

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

At this time, ice training will only be permitted by organizations sanctioned by the appropriate Provincial Sport Organizations.

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.

Registrations is open 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-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 can't be maintained. Camps will not include field trips, swimming and skating. For more information, visit activemississauga.ca

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When are the pools and spray pads opening?

The City's seven outdoor pools will be opening for lane and fun swims starting Saturday, July 4 for pre-registration one week in advance only. This will allow us to limit the number of people who will be at the pool to ensure safety for users. Pre-registration starts June 27.

To ensure the health and safety of staff and participants, 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

The City's spray pads will open on July 4, with the exception of Huron Park, which is under construction. Physical distancing measures in place and capacities will be posted at each location.

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](#).