

Update on City services during State of Emergency

Jan. 13, 2021 — The City of St. Catharines is pivoting its mode of service delivery due to the current State of Emergency to provide more to its residents via online and over the phone.

“The Province’s announcement on Tuesday means that our essential services for residents will continue, however, any services that can be offered virtually, must be,” said Chief Administrative Officer Shelley Chemnitz. “We are all in this together and it will take all of us to make the right decisions for the safety of our community.”

In light of the Province-wide State of Emergency and 28-day stay-at-home order, the City will further restrict access to City Hall. Residents will still have access to all essential services provided by the City by emailing the Citizens First Customer Service team at CitizensFirst@stcatharines.ca or calling 905.688.5600.

All services that can be provided via online and telephone will be. If alternative arrangements need to be made, those will be accommodated on an individual basis while ensuring the health and safety of both staff and residents.

St. Catharines Farmers Market will continue for residents’ fresh, local produce needs, however, only on Saturdays with access limited to one person per vendor.

In addition, St. Catharines Community, Recreation and Culture Services team will continue to develop virtual programs for residents to provide opportunities for fun and learning while community centres and arenas remain closed. Upcoming programs include a Virtual Trail Passport, Nordic Pole Walking Tips, Conversation Cafes, and more.

Residents can share their tips for fun stay-at-home activities and stay up to date on the City’s latest programs by registering at www.engageSTC.ca and following the City of St. Catharines via Facebook, Instagram, Twitter and LinkedIn.

For more information on City services and facilities, or to report a concern relating to COVID-19, visit www.stcatharines.ca/COVID19.

-30-

Contact:
Shelley Chemnitz
Chief Administrative Officer



News Release

schemnitz@stcatharines.ca