



FREQUENTLY ASKED QUESTIONS: COVID-19

GENERAL INFORMATION

Q. Where do I find the most up-to-date information about COVID-19 and its impact on our province?

A. The Province of Ontario has a dedicated web page to share information that you can view at <https://www.ontario.ca/page/2019-novel-coronavirus> .

Q. Where do I find information about what is happening in healthcare in Timmins?

A. The Porcupine Health Unit is keeping the district update through its website at <http://www.porcupinehu.on.ca/en/your-health/infectious-diseases/novel-coronavirus/>

Q. What should I do to keep my family safe?

A. To reduce the spread of the virus, stay at home if you are sick, wash your hands or use hand-sanitizer often, avoid touching your face, clean surfaces and try to keep 2 metres of distance between yourself and those around you.

Q. What does “social distancing” mean?

A. Social distancing means keep space between yourself and others. As the virus is spread through droplets such as saliva or mucous, it is important to keep 2 metres or 6 feet of separation between yourself and other. Some people have called the social distance a “sneeze zone”.

Q. Where do I find out about how many people have been tested?

A. The Porcupine Health Unit is sharing information about testing at <http://www.porcupinehu.on.ca/en/your-health/infectious-diseases/novel-coronavirus/>

Q. How is the media being kept informed of the situation to share the current situation?

A. Every day at 12:00 a.m. (noon) Mayor Pirie holds a media conference that allows for updates from key health sector partners and emergency services.

CITY SERVICES

Q. What City facilities are closed?

A. All City arenas, the Timmins Museum: National Exhibition Centre, the Timmins Public Library and the Archie Dillon Sportsplex Swimming Pool are closed.

City Hall is closed to the public but continues to be accessible online at <https://service.timmins.ca/> or by telephone at 705-264-1331.

Q. Where do I find the updates for City Services during the COVID-19 crisis?

A. The City of Timmins is keeping update available at https://www.timmins.ca/find_or_learn_about/c_o_v_i_d-19_information

Q. What city services are affected by the closures?

A. Municipal emergency services including police and fire services remain in place. Additionally, services ensuring our critical infrastructure including roads, water and wastewater, and sanitation/landfill services will continue.

Q. What is the city doing to help people and business who will have a hard time paying their property taxes?

A. On Tuesday, March 24, Timmins City Council voted in favour of waiving penalties and interest on tax payments, with the intent of assisting taxpayers who may be struggling financially during this uncertain time. More information can be found at

<https://www.timmins.ca/blog/One.aspx?portalId=14436983&postId=16584704&portletAction=viewpost>

Q. Is Timmins Transit still operating?

A. Yes, Timmins Transit is still operating but has reduced their schedule to a “Sunday Service”. More information can be found at

https://www.timmins.ca/our_services/timmins_transit

Additionally, fares for transit have been waived and riders are asked to enter the bus through the rear doors.