

## NEWS RELEASE

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### **Business with the City continues online, by phone and now in-person**

*City Hall and the Service and Resource Centre are now open to the public*

#### **Summary**

As the pandemic continues, business with the City is still best done online and by phone. However, with safety protocols in place to help keep both visitors and staff safe, City Hall (455 Wallace Street) and the Service and Resource Centre (411 Dunsmuir Street) are once again open for in-person business, from 9 am to 4 pm, Monday to Friday.

For businesses and residents, bill and tax payments, licencing, paying parking tickets and more can once again be done at the front counters of the Service and Resource Centre. The public can also come by to meet with a staff member from our Development Services team to talk about permits and planning. As visitors arrive at the Service and Resource Centre, they will be greeted by an ambassador who will help to direct them. Hand sanitizer and optional masks are available and our lineups are marked for physical distancing. Residents should note that washrooms will not be open to the public, and during busier times, the lineup for the front counter may flow outside due to space limitations. Please dress appropriately for the weather.

To connect with our Legislative Services and Human Resources teams, City Hall will also be open from 9 am to 4 pm, Mondays to Fridays.

If you think you may need to come in to our facilities but wish to explore our online and phone options first, residents and businesses are encouraged to visit our website at [www.nanaimo.ca](http://www.nanaimo.ca) or to call. A list of contacts can be found at [www.nanaimo.ca/goto/contacts](http://www.nanaimo.ca/goto/contacts) or for general inquiries, call 250-754-4251.

The City of Nanaimo would like to thank everyone for their patience and for helping us all stay safe at our facilities.

**Strategic Link:** Reopening our facilities supports day-to-day business and Council's commitment to being a livable and growing community.

#### **Key Points**

- City Hall (455 Wallace Street) and the Service and Resource Centre (411 Dunsmuir Street) are once again open, Monday to Friday, 9 am to 4 pm. With safety protocols in place, our full range of services including licencing, permits and tax and utility payments can now be done in person.
- As the pandemic continues, doing business with the City is still best done online ([www.nanaimo.ca](http://www.nanaimo.ca)) or by phone ([www.nanaimo.ca/goto/contacts](http://www.nanaimo.ca/goto/contacts) or 250-754-4251).

#### **Quotes**

"Now that we're six months into this pandemic, it is becoming second nature to physically distance, sanitize our hands and even to wear a mask indoors. We have planned out this reopening carefully so that both the public and our staff will feel safe at our facilities."

Laura Mercer  
Director Finance  
City of Nanaimo

Continued... Business with the City continues online, by phone and now in-person

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