

News Release

City Taking Action in Response to COVID-19 Pandemic

March 18, 2020 — Effective Thursday, March 19, 2020, Castlegar’s City Hall will be closed to the public until further notice.

The Civic Works office, Fire Hall reception and Community Forum will also be closed.

With the COVID-19 situation quickly evolving, the City’s top priorities are the health of our staff and community and keeping essential City services operating to minimize the impact on residents and businesses. The following services are **not** impacted:

- emergency response
- water and sewer treatment and maintenance
- waste management
- West Kootenay Regional Airport operations

During this time, we will be working diligently from remote locations to ensure residents continue to receive the services they expect from the City.

Many of the City’s services are available through the City’s website at www.castlegar.ca and staff will be available at their regular phone and email addresses. The City’s general phone line (250.365.7227) will be staffed as usual from 8:30 a.m. – 4:30 p.m. Monday to Friday and accepting voice messages during and after-hours. General inquiries can be sent to info@castlegar.ca any time.

Residents have several alternatives to visiting City Hall and we’re working on new solutions to make things as easy as possible:

Service	Solution
Utility bills	1. Pay online through your financial institution. Simply login to your online banking. Add a payee and search for “Castlegar”. Choose the City of Castlegar Utilities option, enter the 13-digit utility number, then follow directions for making a bill payment. 2. Send a cheque. Please include the top portion of your utility bill to us via the mail or drop in the box outside City Hall. 3. Email finance@castlegar.ca or call 250.365.8952 for assistance.
Business licenses	Visit the City’s website at castlegar.ca/licenses , email devserv@castlegar.ca or call 250.365.8964.
Building & related permits	Visit the City’s website at castlegar.ca/permits , email devserv@castlegar.ca or call 250.365.8964.
Building Officials	Call 250.365.9343 or email mdefosse@castlegar.ca .
Animal licenses	Call 250.365.8952.
Bylaw enforcement	Call 250.365.9349.
Meetings with staff	Preference will be given to phone calls or on-line meetings.
Council Meetings	Currently exploring options for electronic meetings.
Funeral bookings	Please contact the Castlegar Funeral Chapel directly at 250.365.3222.

Reporting problems	Call 250.365.7227. It is important to note that response times may be delayed.
Emergencies	Call 250.365.3341 after house in the event of serious City emergencies.

Many other community facilities are now closed to the public, including the Castlegar & District Community Complex (including Castlegar Senior’s Centre), Pioneer Arena and the Castlegar & District Library.

In addition to ongoing planning by the City, Castlegar’s Emergency Operations Centre (EOC) has been officially activated, as of noon on today, with the declaration of a provincial state of Emergency. The purpose of the EOC is to monitor escalating situations, coordinate with other agencies, ensure the City’s essential services remain operational, gather and share current and official information, and support our community.

The City has created a new page on its website at castlegar.ca/covid19 that includes City information and links to:

- Official and up-to-date information from Interior Health, BC Centre for Disease Control, Public Health Agency of Canada and provincial and federal governments.
- More information from community groups on how residents can support them.

The City is also sharing information updates on its Facebook page.

The City of Castlegar is a service centre in the West Kootenay. The diversified and growing economy is focused on the forestry, energy and mining sectors in the valley, and commercial services in the City. Quality of life features backcountry adventure and an increasingly dynamic urban culture, including the Millennium Park & Ponds and Sculpture Walk.

For more information, please contact:

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