

# PUBLIC SERVICE ANNOUNCEMENT / MESSAGE D'INTÉRÊT PUBLIC

**Summary description:** City set to gradually restart some programs and services under Step Three.

## City prepares to gradually expand in-person services under Step 3

**July 14, 2021** – With the Province of Ontario now moving into the third step of its reopening plan on Friday, July 16, the City will gradually expand many of its in-person services – especially indoor recreation and cultural activities and programs.

### Indoor recreation facilities and programs

Under Step Three, Recreation and Cultural Services will restart at select locations – with a new level of restrictions and measures in place. Access to most activities will require a reservation in advance. The following activities will reopen with capacity limits:

- Indoor public and lane swims at select pools on July 16
- Indoor Aquafitness programs at select pools on July 16
- Summer Learn-to-Swim programs, starting the week of July 26 with restrictions
- Weight and cardio rooms at select facilities on July 16
- Indoor sport activities at select facilities on July 16
- Drop-in programs such as fitness classes, older adult fitness classes, and skating will start at select facilities on July 16 with capacity limits.

Reservations for drop-in activities can be made on [ottawa.ca](http://ottawa.ca) beginning July 14 at 6 pm.

Summer Learn-to-Swim registrations started on July 12 and are ongoing.

The resumption of other recreation and cultural programming and activities – including its 2021 fall programming – will be announced in the coming weeks.

### Facility rentals

Select City indoor and outdoor rental spaces will be available with capacity limits. Please contact the facility directly for rental information.

- Halls
- Rooms
- Meeting spaces
- Pool
- Sports fields
- Rental space for team sports

Arena and slab bookings are once again available for rentals. Please email [sports@ottawa.ca](mailto:sports@ottawa.ca) for more details.

### Cultural facilities and programs

Cultural facilities will gradually start to reopen over the next few weeks. While museums are open for outdoor activities, indoor self-guided tours with capacity limits will begin for the season over the next week. City-run galleries will begin to reopen on **July 22**, with restrictions and capacity limits in place.

More information will be announced in the coming weeks and months for all instructional programming and performing arts, including:

- Virtual courses from the Nepean Creative Centre, Nepean Visual Arts Centre and Shenkman Arts Centre.

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- Live performances at Meridian Theatres @ Centrepointe and Shenkman Arts Centre, with limited audience capacity. Details on shows, dates and COVID-related measures will be announced at a later date.

## Counter services

### Service Ottawa – Client Service Centres and Building Code Services

Service Ottawa will continue to deliver in-person offerings – by appointment only – at its two currently open Client Services Centres:

- Ottawa City Hall, 110 Laurier Avenue West
- Ben Franklin Place, 101 Centrepointe Drive

Stay tuned in the coming months for reopening announcements for the other Client Service Centre locations.

Visit [ottawa.ca](http://ottawa.ca) for the list of in-person service offerings. Residents can still take advantage of the convenience of accessing services online.

Residents must make an appointment for in-person counter services at any Client Service Centre by using the online booking tool on [ottawa.ca](http://ottawa.ca). Residents without internet access can reserve a time by calling 3-1-1 and choose option six for the Client Service Centre. Requests for same-day appointments will be subject to availability. A return to walk-in clients will be announced in the coming weeks.

Building Code Services counters will be open at these locations by appointment only. Building Code Services will continue to support application submissions by mail and electronically at [buildingpermits@ottawa.ca](mailto:buildingpermits@ottawa.ca)

## Employment and Social Services and Rent Supplement Program Offices

- Limited counter and document drop-off services will be available at all four centres – 370 Catherine Street, Mary Pitt Centre (second floor west, 100 Constellation Drive), 2020 Walkley Road, and 2339 Ogilvie Road, weekdays from 9 am to 3 pm. For all other services, staff will provide both telephone and email support from 8:30 am to 4:30 pm.
- The Mary Pitt Centre location (second floor west, 100 Constellation Drive) will also be the only location for limited counter and document drop-off services for the Rent Supplement Program, which will only operating from 9 am to 3 pm on weekdays. The staff will continue to provide telephone and email support on weekdays from 8:30 am to 4:30 pm.

## Business Licensing Centre

The Business Licensing Centre at 735 Industrial Avenue will continue in-person services, by appointment only:

- Business licenses (all categories)
- Pet registration

To make an appointment, email [businesslicensing@ottawa.ca](mailto:businesslicensing@ottawa.ca) / [permisdenreprise@ottawa.ca](mailto:permisdenreprise@ottawa.ca) or by calling 613-580-2424, extension 12735.

## City Archives

The City's Central Archives at the James K. Bartleman Centre, located at 100 Tallwood Drive, will continue to offer in-person appointments for residents wishing to visit the Reference Room, make a reservation by emailing [archives@ottawa.ca](mailto:archives@ottawa.ca) or by phoning 613-580-2857.

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## **Provincial Offence Act Court**

Court services counters located at 100 Constellation Drive and 110 Laurier Avenue West also continue to deliver services by appointment only. No walk-ins will be accepted. Clients are reminded to visit our counters only if necessary, as many of our in-person services can be accessed online at [www.ottawa.ca/poa](http://www.ottawa.ca/poa).

As a result of court proceedings being heard remotely until further notice, there will be no justice of the peace at any of the locations. If you received a summons to appear in court, do not attend court in-person. Your matter will be held remotely at the date and time noted on your summons. Please refer to the conference details listed at [www.ottawa.ca/poa](http://www.ottawa.ca/poa).

Defendants will receive a notice of a new court date by mail to the address on file with the court (please note that changing your address with MTO/Service Ontario does not update your address with the court office). For any changes, please contact us at 613-580-2400 (TTY 613-580-2401) and press option three, Monday to Friday, 8 am to 5 pm.

## **Ottawa Public Library Branches**

Ottawa Public Library will expand in-person services, increase capacity, and reopen creative spaces **starting Monday, July 26, 2021**. 31 of OPL's 33 branches are open; branches in Vernon and Fitzroy Harbour will reopen in the fall. Please consult OPL's [Hours and locations page](#) and [current branch services page](#) for more details. Access to virtual programs, digital resources, and requests for library items can be made around the clock via the [Ottawa Public Library website](#).

## **OC Transpo Service Centre – Rideau Centre**

The OC Transpo Service Centre at the Rideau Centre will be open Monday to Friday from 10 am to 4 pm, starting July 20. Customers can book appointments at 613-560-5500. Visit [octranspo.com](http://octranspo.com) for more information.

For more information on City programs and services, visit [ottawa.ca](http://ottawa.ca) or call 3-1-1 (TTY: 613-580-2401). You can also connect with us through [Facebook](#), [Twitter](#) and [Instagram](#).