

	Coronavirus (COVID-19): Frequently asked questions from the public
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Municipality of Pontiac

Update April 15, 2020 – 3:00 p.m.

Frequently asked questions from the public:

1. What actions are deployed to ensure the continuity of essential services to the population?

The Municipality has closed public access to all its municipal buildings.

The essential services maintained are:

- Fire department;
- Collection of residual materials;
- Snow removal operations;
- Urgent road works;
- Activities at wastewater treatment plants and drinking water filtration plants.

2. Which services are suspended?

- Town Hall is closed;
- The two libraries are closed (Luskville, Quyon);
- All activities in the three community centres are cancelled (Luskville, Quyon, Quyon Women's Institute);
- The distribution of bottles for water testing;
- The commissioner for oaths;
- Processing of access to information requests;
- Access to parks;
- Repair of bins;
- The issuance of permits.

3. Will collections of residual materials take place as planned?

Garbage and recycling collections are maintained according to the usual schedules for each sector.

4. Is it safe to drink water from the municipal aqueduct in the Quyon sector?

Yes, the drinking water in the Quyon sector of Municipality of Pontiac maintains exemplary water quality by complying with the requirements of the provincial standards of the Drinking Water Quality Regulation. Our municipal employees in the field ensures daily operations at the plants and in the system while performing the necessary microbiological analyses to ensure water quality compliance at all times.

5. Will we still be able to contact Public Works to report minor issues such as potholes, blocked sewers, etc.?

Yes, only during the Municipality's opening hours either by telephone 819-455-2401 or by email info@municipalitepontiac.ca. However, please take note that in order to maximize the safety of people on municipal roads, any **emergency** outside of municipal office hours must be reported to **911**.

- Example of emergencies to call 911:
 - o Fallen tree onto a road;
 - o Dead deer on the road (obstructing traffic);
 - o Road damaged following a torrential downpour, collapse, major erosion;
 - o Icy road.
- To report any serious situation that requires police intervention: 819-459-9911 or 1-888-459-9911.
- The Municipality's work-info number will no longer be effective for security reasons.

6. Can I request information or apply for a permit from the planning department?

Yes, processing of non-urgent requests continues, but NO PERMIT WILL BE ISSUED, UNTIL FURTHER NOTICE:

- By email: urbanisme@municipalitepontiac.ca;
- By phone: 819 455-2401;
- By mail: 2024, route 148, Pontiac (Québec) J0X 2G0.

7. Can I postpone payment of my tax bill?

At a special council meeting by phone on March 25, 2020, the elected members unanimously decided to allow the deferral of the payment of municipal taxes **for all taxpayers of Pontiac whose account is not in arrears as at May 31, 2020**. Property owners will have until August 1, 2020 to make their payment, without interest.

- By Internet via a financial institution:
 - You must include the numbers 82030 followed by the letter F, and your roll number, which is comprised of 10 digits, for a total of 16 spaces.
- By mail: 2024, Highway 148, Pontiac (QC), J0X 2G0;
- Citizens who are unable to pay their taxes in one of these ways are invited to contact us: 819 455-2401.

8. What happens to items borrowed or reserved for the library?

Considering that the two municipal libraries remain closed until further notice (Luskville, Quyon), we ask that you keep the documentation you borrowed at home during this closure. In addition, the drop-off box is not accessible for the time being. The Municipality will not charge late fees until it reopens.

9. Will library activities be postponed?

For the moment, the activities are cancelled. A decision will be taken shortly regarding possible postponements.

10. Will there be a municipal bulletin in April?

Yes, however its form and content will differ since the Municipality is preparing a special edition pertaining to the COVID-19 events. Please note that it will be published electronically. We invite you to send us your email address at info@municipalitepontiac.ca.

11. Is public transportation cancelled?

According to the latest information obtained by Transcollines (March 31, 2020):

Due to government directives to limit travel in the context of the Covid-19, Transcollines will reduce its public transit service as of April 6 and this, until further notice, to meet the current travel needs of users. To see the modified service schedule and for additional information concerning public transportation, we invite you to consult Transcollines' website www.transcollines.ca and Facebook page www.facebook.com/montranscollines.

12. What measures has the Municipality undertaken to counter COVID-19?

The Municipality is monitoring the situation from hour to hour in order to be able to react to the progress of COVID-19. For the moment, the municipal offices and the libraries are closed to the public and activities that were to be held in the three community centres (Luskville, Quyon, Quyon Women's Institute) are cancelled **until further notice**, after which the situation will be reviewed according to its evolution. In addition, the Municipality's maintenance department is disinfecting areas that are prone to contagion.

Where to inquire :

- If you are worried about the COVID-19: 1 877 644-4545;
- For any **help service** (food, seniors, volunteer work, domestic violence, etc.) consult www.mrcdescollinesdeloutaouais.qc.ca;
- To **report any non-urgent situation** to the Police department (denunciations, information, questions): 819-459-2422 – ext. 3277 or infocovid19@mrcdescollines.com;
- To **report any serious situation** that requires police intervention 819-459-9911 or 1-888-459-9911;
- Governmental guidelines :
 - Quebec government: www.quebec.ca;
 - Government of Canada: www.canada.ca;
- Municipality of Pontiac's Website: www.municipalitepontiac.com;
- Municipality of Pontiac's Facebook account: www.facebook.com/pontiacmun.