

Labour Disruption

How City services are affected

The information below is current as of Friday, March 23 at 8:30 p.m. Check here often for updated information about City services.



Residents and businesses with questions about service delivery may call 311/ 416-392-CITY (2489) - outside city limits/ TTY 416-338-0TTY (0889) - or email 311@toronto.ca (www.toronto.camailto:311@toronto.ca) 24/7. Residents may experience some delays. Call after normal business hours when call volumes may be lower. Always dial 911 for emergencies.

Police, Fire, TTC, the City's 10 Long Term Care Homes and Services and Toronto Community Housing properties are not affected by a labour disruption. Emergency calls for ambulance/paramedic services will continue as usual. Information about [Toronto Public Library services](#) (www.toronto.cahttp://www.torontopubliclibrary.ca).

The City's water supply and sewage treatment systems will continue to function within established safety and quality standards.

The City's efforts will be concentrated on maintaining as many services as possible. Refunds resulting from service disruptions cannot be processed until after services have resumed. Where applicable, credits/refunds will be pro-rated.

City Hall, Metro Hall and Civic Centres

Public access to City Hall, Metro Hall, North York Civic Centre, York Civic Centre and Scarborough Civic Centre will be restricted to ground floors only, Monday to Friday, 8 a.m. to 4:30 p.m. only.

The public may have to cross picket lines to enter these buildings. In a legal labour disruption, unions have a lawful right to picket. Anyone who encounters any problems in attempting to cross a [picket line \(www.toronto.ca/labourdisruption/picketlines.htm\)](http://www.toronto.ca/labourdisruption/picketlines.htm) is encouraged to speak with a City management staff person who will be present. Access to parking at some City facilities may be delayed.

East York and Etobicoke Civic Centres will be closed. **Note:** Community Council meetings will continue to be held at Etobicoke Civic Centre, North York Civic Centre, Scarborough Civic Centre and City Hall. **Meeting dates will be announced (www.toronto.ca#council)**.

The parking ticket counters at Metro Hall and North York Civic Centre will be closed. **More information (www.toronto.ca/parkingtickets/index.htm)**

Courier deliveries will continue to be accepted in the mail rooms at Metro Hall.

Cancelled/Closed City Hall services

- All tours, visits, presentations and official City events
- Receiving and responding to City employment applications
- Public education program and school/community group tours of City Hall

Services & programs with service adjustments (www.toronto.ca#adjusted)

Services & programs maintained (www.toronto.ca#normal)

Council & Committees (www.toronto.ca#council)

Customer Service Standards

Established [customer service standards](http://www.toronto.ca/customerservice/standards) (www.toronto.ca/customerservice/index.htm) may not always be met during the labour disruption. Residents and businesses may experience some delays in response to inquiries.

Stay informed

[Sign up \(www.toronto.ca/e-updates/index.htm\)](http://www.toronto.ca/e-updates/index.htm) to receive City news releases

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[City services and programs that will be adjusted \(www.toronto.ca#adjusted\)](http://www.toronto.ca#adjusted)

- [Children's Services](http://www.toronto.ca#children)
(www.toronto.ca#children)
- [City Clerk's Office](http://www.toronto.ca#cityclerk)
(www.toronto.ca#cityclerk)
- [City Planning](http://www.toronto.ca#planning)
(www.toronto.ca#planning)
- [Economic Development and Culture](http://www.toronto.ca#edc)
(www.toronto.ca#edc)
 - [Museums, galleries and cultural facilities](http://www.toronto.ca#edcmuseums)
(www.toronto.ca#edcmuseums)
 - [Resources for Business](http://www.toronto.ca#edcbusiness)
(www.toronto.ca#edcbusiness)
- [Employment and Social Services](http://www.toronto.ca#ess)
(www.toronto.ca#ess)
- [Municipal Licensing and Standards \(including Animal Services\)](http://www.toronto.ca#mls)
(www.toronto.ca#mls)
- [Parks, Forestry and Recreation](http://www.toronto.ca#pfr)
(www.toronto.ca#pfr)
 - [What's closed](http://www.toronto.ca#pfrclosed)
(www.toronto.ca#pfrclosed)
 - [Existing Permits](http://www.toronto.ca#pfrclosed)

- [\(www.toronto.ca#pffexistingpermits\)](http://www.toronto.ca#pffexistingpermits)
 - [New Permits](http://www.toronto.ca#pfnnewpermits)
[\(www.toronto.ca#pfnnewpermits\)](http://www.toronto.ca#pfnnewpermits)
 - [Programs](http://www.toronto.ca#pfrprograms)
[\(www.toronto.ca#pfrprograms\)](http://www.toronto.ca#pfrprograms)
 - [Urban Forestry Services](http://www.toronto.ca#pfrforestry)
[\(www.toronto.ca#pfrforestry\)](http://www.toronto.ca#pfrforestry)
 - [Cancellations, Credits and Refunds](http://www.toronto.ca#pfrcancellations)
[\(www.toronto.ca#pfrcancellations\)](http://www.toronto.ca#pfrcancellations)
- [Shelter, Support and Housing Administration](http://www.toronto.ca#ssha)
[\(www.toronto.ca#ssha\)](http://www.toronto.ca#ssha)
- [Social Development & Administration](http://www.toronto.ca#sda)
[\(www.toronto.ca#sda\)](http://www.toronto.ca#sda)
- [Solid Waste Management](http://www.toronto.ca#solidwaste)
[\(www.toronto.ca#solidwaste\)](http://www.toronto.ca#solidwaste)
- [Special Events](http://www.toronto.ca#specialevents)
[\(www.toronto.ca#specialevents\)](http://www.toronto.ca#specialevents)
- [Toronto Archives](http://www.toronto.ca#archives)
[\(www.toronto.ca#archives\)](http://www.toronto.ca#archives)
- [Toronto Building](http://www.toronto.ca#building)
[\(www.toronto.ca#building\)](http://www.toronto.ca#building)
- [Toronto Office of Partnerships](http://www.toronto.ca#partnerships)
[\(www.toronto.ca#partnerships\)](http://www.toronto.ca#partnerships)
- [Toronto Public Health](http://www.toronto.ca#tph)
[\(www.toronto.ca#tph\)](http://www.toronto.ca#tph)
- [Toronto Water](http://www.toronto.ca#water)
[\(www.toronto.ca#water\)](http://www.toronto.ca#water)
- [Wedding Ceremonies](http://www.toronto.ca#weddings)
[\(www.toronto.ca#weddings\)](http://www.toronto.ca#weddings)

[City services and programs that will continue as normal \(www.toronto.ca#normal\)](http://www.toronto.ca#normal)

- [Continuing City Hall services](http://www.toronto.ca#normal)
[\(www.toronto.ca#normal\)](http://www.toronto.ca#normal)
- [Council and Committee Meetings](http://www.toronto.ca#council)
[\(www.toronto.ca#council\)](http://www.toronto.ca#council)
- [Affordable Housing Office](http://www.toronto.ca#ahonormal)
[\(www.toronto.ca#ahonormal\)](http://www.toronto.ca#ahonormal)
- [City Clerk's Office](http://www.toronto.ca#clerksnormal)
[\(www.toronto.ca#clerksnormal\)](http://www.toronto.ca#clerksnormal)
- [City Planning](http://www.toronto.ca#planningnormal)
[\(www.toronto.ca#planningnormal\)](http://www.toronto.ca#planningnormal)
- [Court Services](http://www.toronto.ca#courtsnormal)
[\(www.toronto.ca#courtsnormal\)](http://www.toronto.ca#courtsnormal)
- [Employment and Social Services](http://www.toronto.ca#essnormal)
[\(www.toronto.ca#essnormal\)](http://www.toronto.ca#essnormal)
- [Film and Television Office](http://www.toronto.ca#tftonormal)
[\(www.toronto.ca#tftonormal\)](http://www.toronto.ca#tftonormal)
- [Municipal Licensing and Standards](http://www.toronto.ca#licensing)

- (including Animal Services)**
(www.toronto.ca#mlsnormal)
 - **Parking Tickets**
(www.toronto.ca#parkingticketsnormal)
 - **Parks, Forestry and Recreation**
(www.toronto.ca#pfrnormal)
 - **Parks**
(www.toronto.ca#pfrparksnormal)
 - **Golf courses**
(www.toronto.ca#pfrgolfnormal)
 - **Independent Arenas and Community Centres**
(www.toronto.ca#pfrarenasnormal)
 - **Urban Forestry**
(www.toronto.ca#pfrforestrynormal)
 - **Toronto Island Ferry**
(www.toronto.ca#pfrferrynormal)

 - **Property Tax and Utility Bills**
(www.toronto.ca#taxnormal)
 - **Shelter, Support and Housing Administration**
(www.toronto.ca#sshnormal)
 - **Social Development, Finance and Administration**
(www.toronto.ca#sdfanormal)
 - **Solid Waste Management**
(www.toronto.ca#solidwastenormal)
 - **Tenders, Request for Quotations, Request for Proposals and Request for Expressions of Interest**
(www.toronto.ca#tendersnormal)
 - **Toronto Building**
(www.toronto.ca#buildingnormal)
 - **Toronto Environment Office**
(www.toronto.ca#teonormal)
 - **Toronto Public Health**
(www.toronto.ca#tphnormal)
 - **Toronto Water**
(www.toronto.ca#waternormal)
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In the event of a labour disruption involving members of CUPE Local 79, the following service adjustments will be in place

City Clerk's Office

City Clerk's Office service counters at Etobicoke, North York and Scarborough Civic Centres will be closed.

Children's Services

All 52 municipal child care centres directly operated by Children's Services are closed as follows:

Albion - 1545 Albion Rd.
Alexandra Park - 75 Augusta Sq.
Ancaster - 45 Ancaster Rd.
Ancaster Satellite - 44 Ancaster Rd.
Bellevue - 95 Bellevue Ave.
Berner Trail - 120 Berner Trail
Birchmount - 365 Bay Mills Blvd.
Blake Street - 84 Blake St.
Blake St Satellite - 21 Boulton Ave.
Brahms - 5 Brahms Ave.
Canadiana Court - 20 Gordonridge Pl.
Capri - 7 Capri Rd.
Centenary/Seven Oaks - 9 Neilson Rd.
Chester Le - 201 Chester Le Blvd.
City Kids - 34 Bathurst St.
Cole Street - 10 Cole St.
Coxwell - 1631 Queen St E, 2nd Flr.
Danforth - 1125 Danforth Ave.
Davenport Perth - 1900 Davenport Rd.
Davisville - 41 Millwood Rd.
Edgeley - 405 Driftwood Ave.
Emery - 3395 Weston Rd.
Falstaff - 10 Falstaff Ave.
Firgrove - 4 Cane Grassway
Firgrove Satellite - 270 Firgrove Cres.
Flemingdon - 29 St. Dennis Dr.
Galloway - 4299 Kingston Rd.

Gilder - 31 Gilder Dr.
Gilder Satellite - 47 Gilder Dr.
Glen Road - 443 Bloor St. E.
Greenholme - 10 Jamestown Cres.
Hollis - 1 Hollis St.
Jesse Ketchum - 7 Berryman St.
Lawrence Avenue East - 3847 Lawrence Ave. E.
Malvern - 1321 Neilson Rd.
Marguerite Butt - 3197 Lake Shore Blvd. W.
Metro Hall - 55 John St.
Northminster - 255 Finch Ave W.
O'Connor - 1386 Victoria Park Ave.
O'Connor Satellite - 1665 O'Connor Dr.
Parkside - 401 Cedarvale Ave.
Rawlinson - 40 Earnscliffe Rd.
Regent Park - 40 Regent St

Rowntree - 2765 Islington Ave.
Shoreham School Age - 31 Shoreham Dr.
St. Marks - 201 Cowan Ave.
Thomas Berry - 3495 Lake Shore Blvd W.
Trimbee Infant - 30 Denarda St.
Warden Woods - 76 Firvalley Crt.
Warden Woods Satellite - 644 Warden Ave.
Willowridge - 30 Earldown Dr.
Woodbine - 700 Milverton Blvd.

All Children Services district offices will be closed:

- North District Office, Unit 4, 1118 Finch Ave. W.
- South District Office, Metro Hall, 55 John St., 10th Floor
- East District Office, Suite 200, 1457 McCowan Rd.
- West District Office, 1243 Islington Ave., 11th Floor
- Application and Enquiry, York Civic Centre, Unit, 2700 Eglinton Ave. W., Lower Level

No new applications for child care fee subsidies or transfer to other child care centres will be processed during the labour disruption. Fee subsidy appointments will be rescheduled.

Care will continue to be provided to families with children receiving care in private homes.

Child care service payments to child care operators will continue as normal, where applicable.

City Planning

All previously scheduled Design Review Panel meetings and all regularly scheduled community consultation meetings are cancelled and will be rescheduled after the labour disruption.

New Community Planning and Committees of Adjustment applications will be accepted by customer service staff until 4 p.m. on Friday, March 30. Toronto and East York applications should be submitted at the City Hall customer service counter. Etobicoke York, North York and Scarborough applications should be submitted at the customer service counter in the North York Civic Centre. These applications will not be processed until after the labour disruption.

Economic Development and Culture

Museums, galleries and cultural facilities

City-run museums, art galleries and cultural facilities will be closed. Programming will be cancelled. All permits at cultural facilities and museums will be cancelled. The following locations will be affected:

Cultural facilities:

- The Assembly Hall - 1 Colonel Samuel Smith Park Drive
- Cedar Ridge Creative Centre & Art Gallery - 225 Confederation Drive
- The Market Gallery - St. Lawrence Market, 2nd Floor, 95 Front Street East

- Zion Church - 1650 Finch Avenue East

Museums:

- Colborne Lodge - 11 Colborne Dr., High Park
- Fort York - 250 Fort York Blvd.
- Gibson House - 5172 Yonge St.
- Mackenzie House - 82 Bond St.
- Montgomery's Inn - 4709 Dundas St. W.
- Scarborough Historical Museum - 1007 Brimley Rd.
- Spadina Museum - 285 Spadina Rd.
- Todmorden Mills Museum & Arts Centre - 67 Pottery Rd.
- Zion Schoolhouse - 1091 Finch Ave. E.

Resources for Business

Enterprise Toronto/small business centres at Scarborough Civic Centre, City Hall and North York Civic Centre are closed. All Enterprise Toronto seminars and events will be cancelled.

Business Retention & Expansion, Business Incubators & Community Economic Development, Sector and Strategic Partnerships, Strategic Alliances, BIA Support and Visitor Services will be unavailable.

Employment and Social Services

Assistance for job seekers will not be available. Clients who already receive Ontario Works benefits each month by cheque or direct deposit will continue to do so without interruption. Caseworkers will not be available during the labour disruption.

Municipal Licensing and Standards (including Animal Services)

Investigation of non-emergency private property violations (graffiti, property standards, etc) will be suspended.

The Licence and Permit Issuing office at 850 Coxwell Ave. (East York Civic Centre) will be closed. There will be no in-person issuance of business licences and renewals. Online business licence renewal payments will continue to be accepted; however, renewed licenses will not be sent through the mail at this time.

Taxi and limousine driver/owner training and Licensing Tribunal hearings will be cancelled.

Parks, Forestry and Recreation

Closed

With the exception of existing permits, as noted below, Parks Forestry and Recreation facilities will be closed to the public including, indoor pools, curling clubs, community centres, arenas and fitness centres.

Existing Permits

Existing permits for parks and facilities will remain valid, including: indoor arenas, outdoor sports fields, picnics and commercial recreation in parks. New permit requests will not be accepted during the labour disruption, expect for outdoor sports fields, allotment gardens and picnic grounds.

Note: for existing permits that included services provided by recreation staff in addition to the use of the room or facility, such as some children's birthday parties, the additional service will not be provided but the room will still be available.

For more information about the status of your existing permit, call 311 or email 311@toronto.ca (www.toronto.ca/mailto:311@toronto.ca).

New Permits

New permit requests will not be accepted during the labour disruption for pools, arenas, gymnasiums, or rooms in recreation centres.

New permits will be accepted only during the labour disruption for the following activities in parks:

- Wedding photography
- Picnics and social gatherings
- Special events and weddings
- Commercial recreation in parks
- Outdoor sports fields, stadiums, and dry pads
- Allotment and community gardens

Programs

All City-run programs will be cancelled at all City-operated community centres, indoor swimming pools, arenas, curling clubs and fitness centres. This cancellation includes City-operated and community-operated programs offered at satellite locations and Toronto public, separate and community schools such as camps, classes and drop-in clubs. New program registrations will not be accepted during the labour disruption.

Urban Forestry Services

Emergency tree maintenance and inspection, including Emerald Ash Borer removal, will continue. Review and processing of applications for tree removal will be suspended during the labour disruption.

Cancellations, Credits and Refunds

Cancellations, credits and refunds cannot be processed until after services have resumed. Where applicable, credits/refunds will be pro-rated.

Following the labour disruption, wherever possible, programs will be extended to make up for the lost time.

Shelter Support & Housing Administration

The Adelaide Women's Resource Centre is closed.

Social Development & Administration

Community Development, Community Revitalization, Youth Employment Toronto and Youth Employment Partnerships will not be available.

Solid Waste Management Services

Residents are asked to hold onto their household hazardous waste during the labour disruption.

The following programs/services will not be available:

- Container pick-up locations are closed
- Environment Days are cancelled until further notice
- Compost Depots will be closed until further notice
- Household Hazardous Waste depots at Transfer Stations are closed

Special Events

All City-run scheduled events at Nathan Phillips Square, David Pecaut Square and other civic squares are cancelled. No new bookings will be accepted during the labour disruption.

Some large special events that are not organized by the City will go ahead as scheduled.

Toronto Archives

The Toronto Archives at 255 Spadina Rd. is closed.

Toronto Building

Building permit plan review/issuance will continue, however application intake will be done on a limited basis.

All non-emergency building inspections will be suspended. Building inspections and Building Plans

Retrieval services for emergency situations only will continue.

Sign Bylaw variance, amendment, issuance, customer service information, tax collection and inspection services will be suspended.

Toronto Office of Partnerships

Toronto Office of Partnerships offices will be closed.

Toronto Public Health

Cancelled services:

- Routine restaurant inspections
- Family health services, such as healthy pregnancy and baby appointments, home visits and nutrition counselling
- Health education programs
- Routine inspections of public swimming pools (City-operated, school and condominium pools) and all spas
- Immunization clinics
- City-operated sexual health clinics
- Dental screening in schools and long term homes and non-emergency dental treatment
- Home support to families with children who have hearing and or blind and low vision problems
- The Works, drop-in needle exchange at 277 Victoria St. is closed

Toronto Water

The Customer Service counter at the North York Civic Centre that handles application submission/processing for new water or wastewater services and permit applications will be closed.

Application processing will not continue for the following residential and industrial/commercial /institutional funding and service programs:

- Basement Flooding Subsidy Program
- Capacity Buyback Program
- Industrial Water Rate Program
- Mandatory Downspout Disconnection Exemptions
- Mandatory Downspout Disconnection Financial Assistance Program
- Priority Lead Water Service Replacement Program
- Sewer Surcharge Rebate Program

The following Community Outreach programs will be suspended:

- HTO to go water trailers
- Classroom presentations (including elementary and ESL groups)

Wedding Ceremonies

Wedding ceremonies will not continue at the North York, Scarborough, York and East York Civic Centres. No new bookings will be accepted during the labour disruption at these facilities. Affected residents can call Registry Services at 416-392-7036.

Wedding ceremonies at Toronto City Hall only will continue. For more information call 416-363-0316.

Toronto City Hall will continue to issue marriage licences.

[Applications for marriage licences \(www.toronto.ca/http://www.ontario.ca/en/life_events/married/004444.html\)](http://www.toronto.ca/http://www.ontario.ca/en/life_events/married/004444.html)

Services and programs that will continue as normal

Continuing City Hall services

- Receiving legal documents including notices, claims and appeals
- Issuing marriage licences
- Issuing burial permits
- Registering deaths
- Commissioner of Oaths
- Lottery licensing
- Preparation, delivery of appeal of appeal Ontario Municipal Board documents
- Circulation of records from Council meetings and notice of statutory meetings
- Receiving legal documents including notices, claims and appeals
- Receiving requests related to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Viewing of assessment rolls

Council and Committee Meetings

All scheduled meetings of City Council, standing committees, advisory committees and task forces will be held unless otherwise advised. Community Council meetings will continue to be held at civic centres. Up to date information about [Council and the City's committee meetings \(www.toronto.ca/http://app.toronto.ca/tmmis/index.do\)](http://app.toronto.ca/tmmis/index.do).

All public consultation meetings are cancelled at this time.

For information about upcoming Portlands public consultation meetings visit [www.portlandsconsultation.ca \(www.toronto.ca/http://www.portlandsconsultation.ca\)](http://www.portlandsconsultation.ca).

Affordable Housing Office

The Affordable Housing Office will continue to administer federal/provincial funds for approved affordable housing developments under construction.

Applicants approved for funding under the federal Residential Rehabilitation Assistance Program are to proceed only with those repairs or renovations that have been authorized.

City Clerk's Office

Submission of official documents

In-person delivery of mail or documents addressed to the City Clerk, including appeals of planning matters to the Ontario Municipal Board, claims and Freedom of Information requests will be accepted at the City Clerk's Office counter on the ground floor of City Hall.

City Planning

Committees of Adjustment applications received prior to the labour disruption and have a set date for the panel hearing will continue. This includes the issuance of notice of decisions.

Committees of Adjustment applications submitted prior to the labour disruption which are still pending and have not received a Committee of Adjustment panel hearing date will continue to be reviewed, however capacity to review will be limited. A small number of hearings will be scheduled to accommodate these applications if required.

There will be a review of active site plans, rezoning and condominium applications submitted prior to labour disruption and priority applications will be given attention.

If required, there will be a limited Heritage Preservation Services review of applications for demolitions and alterations.

Court Services

All Provincial Offences Court locations in Toronto remain open for business as usual during the hours indicated on tickets issued and other court documents. Scheduled court appearances including trials will be conducted in accordance with notices that have been sent out.

Provincial Offences Court locations:

- **Toronto West Court Office**
York Civic Centre

- 2700 Eglinton Ave. W.
- **Toronto East Court Office**
1530 Markham Rd.
- **Toronto South Court Office**
Old City Hall
60 Queen St. W.

- **Toronto South Centre Avenue Office**
70 Centre Ave.
(University & Dundas)
- **Court Administration Office**
137 Edward St., 2nd floor

Employment and Social Services

Two offices will remain open weekdays between 9:30 a.m. and 3 p.m. to offer emergency financial assistance only.

Applications for assistance will continue to be processed. Residents wishing to apply for financial assistance may call 416-397-0330 or [apply online \(www.toronto.cahttp://www.toronto.ca/socialservices/index.htm\)](http://www.toronto.ca/socialservices/index.htm).

Clients may visit or contact either of the following offices during a labour disruption:

- Kennedy Employment and Social Services - 1225 Kennedy Rd. Call 416-392-2800
- Metro Hall Employment and Social Services - 214 Wellington St W. Call 416-392-2600

Film and Television Office

The Film and Television Office on the ground floor of City Hall will be open with reduced service. The film office is open 8:30 a.m. to 4:30 p.m., Monday to Friday.

Municipal Licensing and Standards (including Animal Services)

The issuance of emergency orders and inspections of unsafe conditions (no heat or water, fallen trees, broken elevators, unsecured vacant buildings, pools without fences) will continue.

Taxi inspections at the Vehicle Inspection facility at 843 Eastern Ave. will continue. Appointment times may need to be modified. No "standby" inspections will take place.

All Animal Services Centres and shelters will remain open. **Note:** the office at 35 Spadina Rd. will be closed. Pet licenses can be ordered and [renewed online \(www.toronto.cahttp://www.toronto.ca/epet\)](http://www.toronto.ca/epet). Mailing of licence renewals and processing of new licences will be delayed.

Parking tickets

Parking payment deadlines will not be extended.

Payments can continue to be made by telephone, mail, online or in person.

Payment options

By telephone:

The touchtone telephone system 416-397-TAGS (8247) operates 24 hours a day, 7 days a week, and allows residents to inquiry about specific parking ticket as well as make payments. Payments can be made using Visa, MasterCard or American Express on the touchtone telephone system. Follow the instructions given on the automated system.

By mail:

Mail your payment and the yellow ticket or white notice to:

City of Toronto
Parking Tag Operations
Box 4282, Postal Station "A"
Toronto, ON M5W 5W5

Online:

Online payments for parking tickets may be made by Visa, MasterCard or American Express and may take up to two business days to be processed. Please allow sufficient time to ensure your ticket is paid on time. Pay your [parking ticket online \(www.toronto.ca/pay-toronto-tickets/payyourticket.htm\)](http://www.toronto.ca/pay-toronto-tickets/payyourticket.htm).

In person:

The parking ticket counters at Metro Hall and North York Civic Centre will be closed.

To pay a parking ticket in person or to dispute your ticket, visit one of the two other locations:

- Parking Tag Operations - East
1530 Markham Rd., Main Floor
- Parking Tag Operations - West
York Civic Centre, Ground Floor
2700 Eglinton Ave. W.

Residents can pay their parking ticket in person by cash, cheque, travellers' cheque, money order, Visa, MasterCard, American Express or debit card.

Hours of operation: Monday to Friday: 8:30 a.m. to 4:30 p.m.

Parks, Forestry and Recreation

Parks

Parks will be open for casual use. Parks will continue to receive cleaning and maintenance.

Golf Courses

The following golf courses are open:

- Dentonia Park Golf Course - 781 Victoria Park
- Don Valley Golf Course - 4200 Yonge Street
- Humber Valley Golf Course - 40 Beattie Avenue
- Scarlett Woods Golf Course - 1000 Jane Street
- Tam O'Shanter Golf Course - 2481 Birchmount Road

Independent Arenas and Community Centres

Tree planting and the review and processing of applications for tree removal will be suspended during the labour disruption. However, tree maintenance and inspection, including the Emerald Ash Borer removal, will continue.

The following arenas and community centres operated and staffed by independent Boards of Management will be open during the labour disruption.

Open Arenas

- George Bell - 215 Ryding Ave.
- Larry Grossman Forest Hill Memorial Area - 340 Chaplin Cres.
- McCormick Playground Arena - 179 Brock Ave.
- Moss Park - 140 Sherbourne St.
- North Toronto Memorial - 174 Orchard View Blvd.
- Ted Reeve - 175 Main St.
- William H. Bolton - 40 Rossmore Rd.
- MasterCard Centre - 300 Birmingham St.
- Weston Lions - 2125 Lawrence Ave. W.

Open Community Centres

- 519 Church - 519 Church St.
- Applegrove Community Complex - 60 Woodfield Rd.
- Cecil Street Community Centre - 58 Cecil St.
- Central Eglinton Community Centre - 160 Eglinton Ave. E.
- Community Centre 55 - 97 Main St.
- Eastview Neighbourhood Community Centre - 86 Blake St.

- Harbourfront Community Centre - 627 Queen's Quay W.
- Ralph Thornton Community Centre - 765 Queen St. E.
- Scadding Court Community Centre (pool closed) - 707 Dundas St. W.
- Swansea Town Hall - 95 Lavinia Ave.

Urban Forestry

Tree planting and the review and processing of applications for tree removal will be suspended during the labour disruption. However, tree maintenance and inspection, including the Emerald Ash Borer removal, will continue.

Toronto Island Ferry Service

Ferry service to the Toronto Islands will continue as per the regular schedule.

Property Tax and Utility Bills

- Payment deadlines will not be extended.
- Banks or financial institutions, including, internet banking, telephone banking, or automatic teller
- Drop boxes located at City Hall, North York, York and Scarborough Civic Centres (cheques only)
- Mailing your payment to the address listed on your bill (cheques only)

In person payments **cannot** be made during a labour disruption. All the City's enquiry/cash counters will be closed.

Residents who move during the labour disruption are required to submit a final water meter reading to the City. Residents have two options: submit the reading using the automated telephone meter reading service at 416-397-READ (7323) or [submit online \(www.toronto.ca/utilitybill\)](http://www.toronto.ca/utilitybill).

Shelter, Support and Housing Administration

City-funded agencies will continue to provide a range of services to homeless and marginally housed people, including emergency shelters, drop-ins, housing help and Rent Bank. Agencies will receive the funding they require to maintain these services. This includes social housing providers who will be able to continue to subsidize rents for their eligible residents.

The following City-operated facilities will remain open:

- Seaton House - main site
- Seaton House - Birchmount Residence
- Seaton House - Downsview Dells
- Seaton House - Fort York

- Women's Residence - main site
- Women's Residence - Bellwoods House
- Birkdale Residence
- Family Residence
- Robertson House
- Streets to Homes Assessment and Referral Centre

Some service limitations will apply regarding the Streets to Homes program and Central Intake.

Emergency Shelter

Anyone who needs emergency shelter should call 311 or Central Intake at 416-338-4766 or toll-free 1-877-338-3398. People can also go in person to the Streets to Homes Assessment and Referral Centre at 129 Peter Street (corner of Richmond Street West and Peter Street) between 8 p.m. and 7:30 a.m., seven days a week for on-the-spot referral to an emergency shelter.

Social Development, Finance and Administration

The following services will continue:

- Community Crisis Response and Toronto Newcomer Initiative
- Community Partnership Investment Program and Toronto Youth Job Corps payments to community agencies

Solid Waste Management Services

Waste Collection

Residential and commercial (Yellow Bag customers) garbage, recycling, green bin, yard waste, electronics, metal items (i.e. large appliances) and bulky items (i.e. furniture) curbside collection will continue in all areas.

Apartment/condo collection of garbage, recycling, green bin organics (where applicable), electronics, metal items (i.e. large appliances) and bulky items (i.e. furniture) will continue.

Toronto residents are asked to hold onto their household hazardous waste during the labour disruption.

Transfer Station site hours for residents and private contractors will be restricted as follows:

Transfer Station Locations

Bermondsey
188 Bermondsey Rd., North York
Commissioners
400 Commissioners St., Toronto
Disco
120 Disco Rd., Etobicoke

Public/private contractor Site Hours

Monday: 6 a.m. – 7 p.m.
Saturday: 7 a.m. – 12:30 p.m.
Monday: 6 a.m. – 6 p.m.

Monday: 6 a.m. – 6 p.m.

Transfer Station Locations

Ingram

50 Ingram Dr., North York

Scarborough

1 Transfer Place, Scarborough

Victoria Park

3350 Victoria Park Ave., North York

Public/private contractor Site Hours

Monday: 6 a.m. – midnight

Tuesday to Friday: 7 p.m. – 7 a.m.

Saturday: 7 a.m. – 12:30 p.m.

Monday: 6 a.m. – 6 p.m.

Saturday: 7 a.m. – 12:30 p.m.

Monday: 6 a.m. – 6 p.m.

Tenders, Request for Quotations, Request for Proposals and Request for Expressions of Interest

Closing dates for all City-issued Tenders, Request for Quotations, Request for Proposals and Request for Expressions of Interest will be honoured and remain unchanged unless advised otherwise. Bidders should allow adequate time to cross any information/picket lines before entering City Hall. The Purchasing and Materials Management Division will advise bidders of any extensions to the official closing times of bid documents.

Toronto Building

Building permit plan review/issuance will continue, however the application intake will be done on a limited basis.

Toronto Environment Office

Toronto Environment Office services and programs will **not** be affected.

Toronto Public Health

The following services will continue:

- Rabies investigations and vaccine provision
- Investigate high priority food and health hazard related complaints including food recalls
- Response to emergencies, such as fires and spills
- Respond to urgent situations with vulnerable adults and seniors
- Infectious disease surveillance
- Investigation and response to priority communicable diseases
- Outbreak response
- Investigation of vaccine cold chain failures and adverse vaccine events
- Provincial AIDS Hotline Service – 416-392-2437 or 1-800-668-2437
- Mobile Needle Exchange and Methadone Maintenance program

- Telephone services for people requiring information, counselling, referral and support for prenatal, postpartum, breastfeeding, nutrition and parenting issues for at-risk children and their families 416-338-7600
- Preschool Speech and Language and Infant Hearing Program Intake
- Hearing screening of newborn infants
- Dental treatment of eligible clients with emergency and or urgent dental conditions at the following locations.
 1. 5 Fairview Mall
 2. 8 Taber Rd.
 3. 1229 Queen St. W.
 4. 2660 Eglinton Ave. E.
 5. 235 Danforth Ave.

For more information, call Toronto Health Connection at 416-338-7600 or 311.

Toronto Water

There will be **no** impact to the following:

- Water supply (drinking water)
- Wastewater treatment (sewers and drains)
- Stormwater management (ponds, reservoirs)

The Water Meter Program delivery by Neptune Technology Group will continue.

Residents may experience some longer than normal response times for the following types of service requests booked through 311:

- No water supply or low water pressure
- Discoloured or rusty water
- Broken or leaking watermains or water services
- Basement flooding
- Blocked storm sewer
- Spill response (oil, chemical)