

# Restez informés COVID-19



## Frequently Asked Questions

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## Ville de Brossard and services

### 1. Will I have to wear the mask if I go to the City Hall or library?

Yes, as of July 18, mask will be mandatory for everyone age 12 and up in all indoor public spaces, including City Hall and library.

**CORONAVIRUS (COVID-19)** **13 JUILLET**

Nouvelle directive en vigueur

Dès le 18 juillet

**LE PORT DU COUVRE-VISAGE OU DU MASQUE  
DEVIENT OBLIGATOIRE DANS LES LIEUX PUBLICS FERMÉS**

- les commerces de détail et les entreprises de services
- les cliniques médicales
- dans un hall d'entrée, une aire d'accueil ou un ascenseur d'un édifice à bureaux
- les collèges d'enseignement et les universités, à l'exception des salles de classe
- les lieux où sont offerts des activités ou des services de nature culturelle, religieuse, sportive ou de divertissement

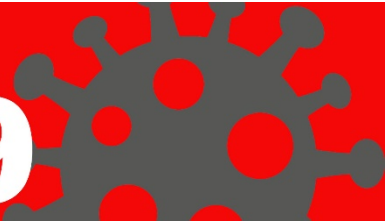
Pour consulter la liste complète : [Québec.ca/coronavirus](https://Quebec.ca/coronavirus)

### 2. Have tax payments been postponed?

Yes. The Ville de Brossard wishes to offer some relief to residents and businesses. Payment of the second installment of municipal taxes, initially scheduled for April 7, has been postponed by six months, to October 6, 2020. The deadline for the 3rd installment of municipal tax payments, initially scheduled for June 8, is extended to December 7, 2020.

| PAYMENT DATES    |
|------------------|
| August 7, 2020   |
| October 6, 2020  |
| December 7, 2020 |

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For information about payment methods, visit [brossard.ca/covid19](https://brossard.ca/covid19).

**3. Has the deadline for paying real estate transfer taxes also been postponed?**

The City is also offering relief with respect to transfer taxes and revised property taxes as these bills will not be sent out until after July 1.

**4. Will City staff be reading water meters this year?**

In compliance with government instructions and sanitary measures implemented to prevent the spread of COVID-19, City employees will not be going door-to-door to register water meter reading. Until August 31, citizens are invited to transmit their water meter reading by following this [link](#). You can also send your water meter reading by e-mail at [compteursdeau@brossard.ca](mailto:compteursdeau@brossard.ca) or by phone at 450-923-6311. For more details, visit the page [brossard.ca/compteur](https://brossard.ca/compteur).

**5. Will collection services be maintained?**

Yes, since the city will continue offering essential services.

**6. Is city hall open?**

Yes, it is possible to obtain an appointment at the city hall, either at the Brossard Services or at the Urban Planning Permits counter, in compliance with the hygiene and physical distance instructions issued by the Public Health. To obtain an appointment, simply use the "make an appointment" function of the bciti application or call Services Brossard directly at 450-923-6311.

Appointment hours at City Hall will be from Monday to Saturday, for both Services Brossard and the urban planning permit counter.

You will have to wear the mask during your appointment.

**7. What about other municipal buildings?**

The city is also closing access to all its public buildings, including Aréna Michel-Normandin, community centres and Centre Socioculturel Alphonse-Lepage.

**8. Are Brossard's parks still open?**

Yes, the parks, as well as the playgrounds and water games are open. The Government of Quebec reminds that openings are conditional to the respect of instructions on physical

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distance and hygiene measures. Water fountains, toilets and basketball baskets will be accessible in the coming days.

The city has implemented various measures to curb the spread of COVID-19, including a patrol. This team visits each park daily to remind anyone gathering there about the social distancing rules issued by the public health department. If necessary, the Service de Police de l'agglomération de Longueuil (SPAL) will be contacted.

Please note that the city's patrol has no authority to intervene on private property or in people's homes.

## **9. What can the city do to prevent gatherings in parks?**

The city has implemented various measures to curb the spread of COVID-19, including a patrol. This team visits each park daily to remind anyone gathering there about the social distancing rules issued by the public health department. If necessary, the Service de Police de l'agglomération de Longueuil (SPAL) will be contacted. Please note that the city's patrol has no authority to intervene on private property or in people's homes.

## **10. Is the dog park open?**

The dog park is open. It is important to respect the instructions posted on site since failure to do so could increase the risk of contagion and ultimately lead to the closure of the dog park.

## **11. Is the skatepark open?**

The skatepark has just opened. It is important to follow the posted instructions as failure to do so could result in an increased risk of contagion and ultimately lead to the closure of the skatepark.

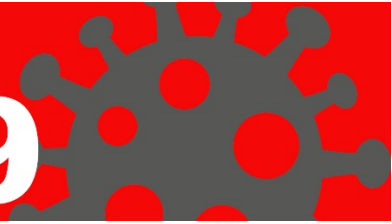
## **12. Are community gardens accessible?**

The community gardens have been open since May 15. It is important to follow the instructions posted in the gardens since failure to do so could lead to an increased risk of contagion and, ultimately, to the closure of the community gardens.

## **13. The Government has announced the gradual resumption of the recreational practice of certain sporting activities. What is the situation in Brossard?**

Following this government announcement, the City of Brossard opened its tennis and pickleball courts. It is allowed to play singles only. Playing doubles remains prohibited,

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even with people living at the same address. Each person must have their own equipment. Reservation is done online only by following this [link](#). The [bciti loisir](#) card is required. Registration is free, but mandatory. The petanque courts are now accessible.

The City is currently in the process of gradually reopening outdoor sports facilities, following the announcement made by the Government of Quebec. Indeed, it is now permitted to reopen sports fields, such as soccer and baseball fields. Our teams have been deployed to gradually make the fields, washrooms and water fountains accessible since June 15.

## **14. Will City events and activities take place this summer?**

Taking into account the government regulations in force and in compliance with the sanitary rules issued by the Public Health Department, the City has developed a summer program. Everyone is invited to get out of the house and explore the territory in order to take advantage of its many attractions. With the progressive reopening of sports and recreational facilities, the time has come to take full advantage of the beautiful season here in Brossard. Having fun, moving, jumping in the water and discovering are the watchwords of the summer! All the details at [brossard.ca/coeur](https://brossard.ca/coeur).

## **15. Will registration for activities in the summer session continue as planned?**

Registration for the city's activities in the summer session will be postponed to a later date, which will be communicated in due course. Even if it is in a simplified form, the Ville de Brossard still hopes to offer a program of aquatic activities classes provided that it receives the green light from governmental and health authorities. For the full list of cancelled or postponed events, please visit [brossard.ca/activitescovid19](https://brossard.ca/activitescovid19).

## **16. Will the outdoor pools be open this summer?**

The outdoor pools are open until August 16. The Antoine-Brossard indoor pool is also open. For all the details, go to [brossard.ca/aquatique](https://brossard.ca/aquatique).

## **17. What is happening with activities offered by organizations recognized by the city?**

If the activity takes place in a municipal venue, the activity is suspended. If the activity takes place in a venue that does not belong to the city, we encourage you to contact the people in charge of the activity. Contact information for various organizations is available at [brossard.ca/repertoires](https://brossard.ca/repertoires).



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## 18. Can I still go to the Grande Allée ecocentre?

Yes, but please note that the opening hours have changed. Starting April 1, until further notice, the ecocentre will be open from 8 a.m. to 5 p.m. on weekdays, open from 9 a.m. to 1 p.m. on Saturdays and closed on Sundays. For guidelines, visit the following page: [brossard.ca/ecocentres](https://brossard.ca/ecocentres).



## 19. Can I flush my cleaning wipes down the toilet?

No. The City reminds the public of the importance of disposing of cleaning wipes and rubber gloves in the garbage and not in the [toilet](#).

## 20. Are schools and daycar centres in Brossard closed?

Since May 11, preschools and elementary schools progressively reopened to students in all regions of Québec, with the exception of schools located in the Communauté métropolitaine de Montréal (Montréal metropolitan community). Those located in the Montréal metropolitan community will remain closed until the end of August.

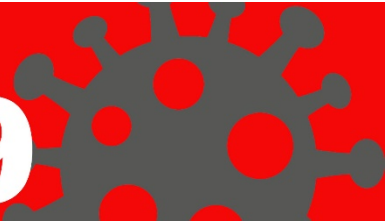
Secondary schools will also remain closed until the end of August. However, distance learning will continue to be offered with improved pedagogical support.

Childcare services in the Montréal metropolitan community will reopen on June 1.

The situation is changing rapidly. We recommend visiting the [government of Quebec's website](#). We also recommend that you check with the school board to which your school belongs.



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**21. How frequently will the city update information relating to this measure?**

Information concerning this measure will be updated each time a new decision is made. To stay up to date about all developments relating to this measure, visit [brossard.ca/covid19](https://brossard.ca/covid19) or our [Facebook](#) page.

## Government of Quebec

**22. How many confirmed cases of COVID-19 are there in Brossard?**

We do not hold this information because it is under the purview of [government of Quebec's public health service](#).

**23. I hear that emergency childcare services are available for some people. How does this work?**

Measures have indeed been implemented to continue providing emergency childcare services for parents who work in health and social services or other essential services as well as police, firefighters, ambulance personnel, correctional services officers and special constables. For more details about these emergency childcare services, click [here](#).

**24. How can I find out what is open or closed?**

We recommend visiting the [government of Quebec's website](#) for all the details.

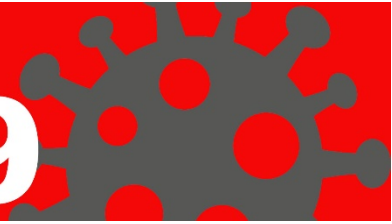
**25. What is a public health emergency?**

A public health emergency has been declared across Quebec. This exceptional step grants the government of Quebec the powers required to implement all measures aimed at protecting public health.

**26. Who decides what measures will be taken to deal with the pandemic?**

The government of Quebec and the Quebec public health department provide recommendations and guidelines for the population as a whole. Since this matter falls under provincial rather than municipal jurisdiction, the Ville de Brossard follows the instructions of the relevant authorities (Ministère de la Santé du Québec, Santé Publique Québec, CISSS Montérégie Centre, etc.) and works closely with them to inform and protect the public.

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**27. For how long will the current measure remain in effect?**

This measure will remain in effect until further notice. It will be re-evaluated as the situation evolves.

## Resources

**28. Is it possible to get information about COVID-19 in a language other than French or English?**

Yes, you may visit the [L'Alliance des communautés culturelles pour l'égalité dans la santé et les services sociaux](#) (ACCÉSSS) website.

**29. The current situation is affecting me more than I would have thought and I'm not sure where to turn. What do you recommend?**

The Ville de Brossard encourages residents in need to contact 2-1-1. This phone line, which is available every day from 8 a.m. to 6 p.m., helps everyone to find and get information about community and social services. The service may also be accessed online anytime at [211qc.ca](#). You can also talk about your condition with your family and friends or call the [Centre d'écoute Montérégie](#) by calling 450-658-8509.

The city encourages residents to provide assistance to senior citizens so they can avoid the need to go out. If you need health care for your pet, we encourage you to contact your vet directly. In the case of an emergency, you may call the Centre Vétérinaire Rive-Sud at 450-656-3660.

Our present confinement makes violence even harder to detect. However, it is more prevalent than ever in the lives of many women and children. If you hear or see any signs of conjugal or family violence call 911. You can also contact [SOS violence conjugale](#) by calling 1-800-363-9010.

**30. I feel like this situation is affecting my child, but I don't know who I can talk to about it. Can you help me?**

You may use the following resources: [Tel-jeunes](#) (1-800-263-2266), [Jeunesse, J'écoute](#), [Tel-Aide](#), Prévention suicide (1-866-277-3553) or [L'École branchée](#) to help explain the virus to children.

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You can also visit this [section](#) of our website.

**31. I am trying to find out whether a resource or business is open. Where can I obtain this information?**

You may consult an [interactive map](#) listing the resources and businesses that are currently open in Brossard. This map is updated regularly.

If you have a business or offer an essential service and you do not appear on the map but would like to be added, please contact Services Brossard by calling 450-923-6311 or writing to [services@brossard.ca](mailto:services@brossard.ca).

**32. I've heard that fraudsters are taking advantage of the current situation. Do you have more details?**

For information on the types of frauds being perpetrated at the moment, or to report a fraud, visit the [Canadian Anti-Fraud Centre's website](#).

**33. I'm available and I would like to help. What can I do?**

- You can give blood to help maintain blood banks. Consult the Héma-Québec website for details.
- Everyone with experience or training in health or social services and who would like to help is encouraged to visit [jecontribuecovid19.gouv.qc.ca](http://jecontribuecovid19.gouv.qc.ca).
- The Ville de Brossard is seeking volunteers to help carry out its activities as well as those of various organizations that provide assistance to people in the municipality. To submit an application, fill out the form available [here](#).

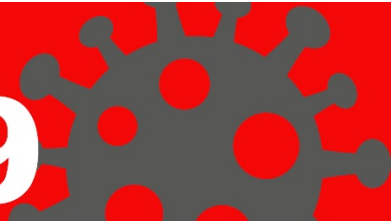
**34. I did some cleaning at home, and I have clothes that I would like to donate. Where can I go?**

Please, keep your donations at home for now, as the used clothing bins are overflowing due to temporary closures or lack of volunteers at some organizations. To stay up to date about this measure, visit our [Facebook](#) page.

**35. I'm running out of ideas to keep myself busy. What can I do?**

The Library and Recreation, Culture and Community Life departments have pooled their ideas and offer you their best [suggestions](#) for family entertainment.

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**36. There is a lot of information circulating about COVID-19. How can I make sure that it's reliable?**

We recommend that you consult reputable news websites, such as:

- La Presse, which has been maintaining an up-to-date summary page since last week that includes the latest news and other relevant information. The URL changes frequently, so you should consider going to their [home page](#).
- [ICI Radio-Canada](#) is also a good source. Along with a general section on COVID-19, you can find all national articles relating to the virus.
- The [government of Quebec](#) website also has a wealth of information on the subject of the coronavirus, including updates on the number of cases in Quebec and a description of the symptoms.
- [Health Canada](#) provides a daily update at noon, and an overview of the situation to date is available at all times.
- The Ville de Brossard updates information on its website at [brossard.ca/covid19](https://brossard.ca/covid19).

## Residents Aged 70 and Over

Please note that there is a special section on our website dedicated to answering your questions. Click [here](#) to visit it.

**37. A special measure was applied for people aged 70 or over. What is it?**

Special care must be taken for seniors, particularly those aged 70 or older, who have a higher risk of complications. It is therefore recommended that these individuals stay home, except in cases where it is necessary to go out, such as an important medical appointment.

**38. Is it possible to visit loved ones at a hospital, CHSLD or other facility for seniors or at-risk adults?**

The prohibition has been lifted on visits to the palliative care units in residential and long-term care centres, private seniors' residences, and intermediate and family-type resources.

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Starting from May 11, 2020, significant informal caregivers who were present on a regular basis before the pandemic can offer support to a person in an intermediate and family-type resource, or a private seniors' residences.

However, the informal caregivers must abide by certain instructions.

This measure was already permitted in residential and long-term care centres (CHSLD).

For more details on the various measures in place in these living environments, please consult this [page](#).

## Measures

### 39. What can I do to avoid infection by the coronavirus (COVID-19)?

Quebec's public health department encourages everyone to take the following steps:

- Wash your hands frequently
- Dispose in closed waste containers of tissues, masks, soiled gloves and wipes rapidly after use. Not in the recycling bin, the food waste bin or the toilet.
- Cough into your elbow
- Avoid indoor and outdoor gatherings
- Work from home as much as possible
- Respect the recommended physical distance depending on the context (1m, 1.5m or 2m).
- Place yourself in voluntary self-isolation for a period of 14 days when returning from a trip abroad.
- If you shop with reusable bags or boxes, wash your containers and bags regularly.

Public Health now recommends the use of face covering settings as an additional tool to limit the spread of the virus when physical distancing is not possible in public places.

Please note that the wearing of a face cover (mask) will be mandatory on public transportation everywhere in Quebec as of July 13, including buses of the Réseau de transport de Longueuil (RTL) as well as in all public places closed as of July 18.

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## 40. What should I do if I have coronavirus symptoms?

- Stay home and avoid contact with other people
- Wash your hands frequently
- Follow respiratory hygiene etiquette: cover your mouth and nose when you cough or sneeze (with the fold of your elbow, the upper part of your arm or a disposable tissue)
- Call the coronavirus information line at 1-877-644-4545 to tell them about the symptoms you have and follow the instructions they give you
- Call 911 if you experience serious breathing difficulties

## 41. I'm worried about the COVID-19 situation. Is there a resource I can use to obtain information?

You may call 450-644-4545 toll-free or consult the Self-care guide published by the government of Quebec.

## Bibliothèque de Brossard Georgette-Lepage

## 42. Are activities at the library cancelled?

Yes, all library activities are suspended until further notice, except for the new contactless lending service and the [Club de lecture d'été](#).

## 43. How does the contactless lending service work?

To make a reservation, simply log on to your subscriber file using your user name and password to consult the library catalogue and reserve the desired documents. A staff member will contact the subscriber within a few days to arrange a pick-up appointment and provide specific instructions on how to do so.

For those who wish to do so, it will also be possible to leave their contact information with the 450 923-6304, ext. 6276. A staff member will then contact them to help them in their choice of documents.

Each order will be meticulously prepared, taking care to respect all health guidelines in effect. During the first few days, priority processing will be given to the many reservations made before the library closed several weeks ago. In this context, a delay of 7 to 10 days



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is to be expected in the processing of reservations. The City is therefore asking users to be patient in order to allow staff to handle this high volume of requests.

Loans will be valid for a period of four weeks and all returns must be made in the book deposit box.

#### **44. Can I go to the library to borrow books?**

The Brossard Georgette-Lepage Library will open its doors to the public again on Monday, July 13. It will be possible to enter the library, while respecting government regulations, to borrow documents, and this, according to a specially arranged schedule (Monday to Wednesday from 12:00 p.m. to 9:00 p.m., Saturday from 12:00 p.m. to 5:00 p.m.).

It is recommended that users do their research before arriving at the library to limit the use of the research stations and the amount of time spent visiting. In addition, users who have not already done so are invited to return borrowed materials to the outside chutes before closing. For more information, click [here](#).

You will have to wear the mask.

#### **45. Will I be charged overdue fines if I do not return books on time?**

No, any overdue fees incurred while these measures are in effect will be disregarded until further notice. Note that the book deposit box is now open.

#### **46. Is the book deposit box still open?**

Yes, the book deposit box is now open.

#### **47. What will happen to my reservations for library materials?**

Since May 29, priority treatment is given to the many reservations made before the library closes. Library staff will contact subscribers who have already made a reservation to arrange a pick-up appointment and provide specific instructions on how to do so.

Please note that upon their return, all loaned materials will be quarantined for 72 hours. Loans will be valid for a period of four weeks and all returns must be made in the book deposit box.

#### **48. I don't know which book to reserve. What can I do about it?**

It is possible to borrow a surprise selection of five thematic documents chosen by the library staff. To make a reservation, simply log on to your subscriber file using your user

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name and password to consult the library catalogue and reserve the desired documents. A staff member will contact the subscriber within a few days to arrange a pick-up appointment and provide specific instructions on how to do so.

For those who wish to do so, it will also be possible to leave their contact information with the 450 923-6304, ext. 6276. A staff member will then contact them to help them in their choice of documents.

#### **49. Which library services are available online?**

Many online services, including digital books, magazines and journals and various others, are available [here](#).

#### **50. Can I still access my online member account?**

Yes, member accounts are accessible and regular operations are possible. If you require an access code, please send an email to [bibliotheque@brossard.ca](mailto:bibliotheque@brossard.ca).

## **Support for businesses**

#### **51. I have a business in Brossard and I need assistance. How can the City help me?**

The Ville de Brossard has compiled a list of various resources that can help businesses in the city during the crisis. All the information may be found [here](#). If this page does not have the answer to your question, please contact Services Brossard by calling 450-923-6311 or writing to [services@brossard.ca](mailto:services@brossard.ca).