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AJAX: 65 Kingston Rd. 1949 Ravenscroft Rd.	905-619-6969 289-372-3003	BOWMANVILLE: 2379 Highway #2	905-623-1600
		PICKERING: 1355 Kingston Rd.	905-831-2874

CITY OF OSHAWA EXPANDING *IN-PERSON SERVICE DELIVERY BY APPOINTMENT*

The City of Oshawa is expanding in-person services available by appointment at City Hall. In addition to counter services available at Service Oshawa, Licensing Services, Property Tax Services and Building Services, a number of additional City services (such as Engineering Services and Planning Services) will be available for in-person services at City Hall effective Tuesday, August 3.

Community members are asked to book an appointment for City services at City Hall by calling 905-436-3311 during regular operating hours (8:30 a.m. and 4:30 p.m., Monday to Friday on business days).

Before visiting City Hall, residents are reminded that health and safety protocols remain in place and must be followed at all times. Capacity limits are also in place to ensure safe physical distancing, and as such, there may be a wait to enter City Hall.

When visiting City Hall for in-person services, community members are required to:

- enter and exit through the main entrance (located across from the Robert McLaughlin Gallery and adjacent to the Arts Resource Centre);

- upon entering, wait to respond to screening questions and provide contact information;

- wear a mask or face covering (with the exception of those who have health, respiratory and sensory issues, various disabilities; are unable to remove the mask without assistance; children under the age of two or for religious reasons);

- maintain physical distancing from others and adhere to physical distancing markers; follow directional arrows located on the floor;

- use hand sanitizer when entering and exiting the building; and,

- sign out when exiting the building.

Community members can continue to do business with the City online or over the phone. Residents can submit many common requests and

report issues through Service Oshawa online. Additional online applications and payment options are available through our online services. Service Oshawa continues to be available to customers via phone, email and live chat during their regular hours, 8:30 a.m. to 4:30 p.m. Monday through Friday on business days and can be contacted by live chat, phone at 905-436-3311 or email at service@oshawa.ca.

Oshawa Animal Services – Animal Shelter

Effective, Wednesday, August 11, Oshawa Animal Services (O.A.S.) will reopen to the public by appointment only. The Animal Shelter's regular in-person operating hours are 8:30 a.m. to 4:30 p.m., Monday to Saturday. Adoption hours are 10:00 a.m. to 4:00 p.m. only. To book an appointment, please call 905-436-3311, ext. 2480. To learn how to apply to adopt an animal,

visit the City's Adoption webpage.

Oshawa Animal Services continues to offer virtual pet adoptions online. The virtual adoption process includes a review of the available animals online by the potential adopter, the submission of a form, a phone interview with O.A.S. staff and then, once approved, the arrangement of safe pick up and secure online payment. Animals adopted through O.A.S. include spay/neuter, vaccinations, flea treatment, deworming, microchipping, rabies vaccine and four weeks pet insurance.

For further information, to report a lost/found pet or for licensing services, call 905-436-3311 or view Service Oshawa online options.

The City reminds community members that the following City recreation facilities are now open for limited use by appointment only: Camp Samac Pool, Civic Recreation Complex (excluding the Civic Dome), Delpark Homes Centre, Donevan Recreation Complex and South Oshawa Community Centre.

As part of the reopening, fitness centres, indoor badminton, pickleball courts and leisure swimming bookings are available, as well as ice and arena floor rentals. At Delpark Homes Centre, indoor track bookings are also available.

To ensure health and safety protocols are followed, use of City recreation facilities is by appointment only. Oshawa residents looking to take advantage of their 10- or three-day booking privileges are asked to call 905-436-

3311 to complete their booking request. All other community members are encouraged to book their visit online at Register.Oshawa.ca. For more information, visit www.oshawa.ca/reopeningrecreation.

Public health protocols are in place in City recreation facilities. When visiting recreation facilities, community members are asked to:

- enter and exit facilities through the designated locations

- (visit www.oshawa.ca/reopeningrecreation for information related to facility entrance and exit points);

- queue outside of the recreation facility to visit the designated screening area, respond to screening questions and provide contact information; or, save time by completing the online screening form the day of your visit at www.oshawa.ca/screening;

- wear a mask or face covering (with the exception of those who have health, respiratory and sensory issues, various disabilities; are unable to remove the mask without assistance; and, children under the age of two; or for religious reasons);

- maintain physical distancing from others and adhere to physical distancing markers;

- follow directional arrows located on the floor;

- use hand sanitizer when entering and exiting the building; and,

- sign out when exiting the building.

Fire stations

At this time, Oshawa Fire Services' Fire Stations remain closed to the public



New DRPS Vehicle Raises Awareness about *Human Trafficking*

World Day Against Trafficking in Persons, the Durham Region Human Trafficking Coalition unveiled a newly wrapped police cruiser designed to raise awareness and combat human trafficking. This year's theme for the World Day Against Trafficking in Persons is "Victims' voices lead the way," to highlight the importance of listening to and learning from survivors of human trafficking. The newly wrapped cruiser promotes the Durham Region Human Trafficking Coalition website StopHT.com – a website developed to assist victims and direct them to local agencies that can help. Human trafficking is the fastest growing crime in Canada. Sixty-six (66) per cent of all human trafficking in Canada occurs in Ontario and it is a growing problem in Durham Region. DRPS' human trafficking (HT) unit has reported a year-over-year increase in human trafficking investigations since 2018. In 2020 the HT unit conducted 137 investigations. As of June 30th this year (2021), they have already conducted 155 investigations.

"The reality is that human trafficking is happening in Durham region. It is happening in hotels through-out the Region, not far from our schools and other places where youth hang out. This vehicle will be on patrol in Durham Region to raise awareness of StopHT.com, in hopes that victims and potential victims see the vehicle, visit the website and learn how victims are lured by traffickers, as well as where they can get local help if they are being trafficked," says Detective Dave Davies from the HT Unit. "Not only is the new HT DRPS cruiser an incredible tool to create awareness of human trafficking in the Durham community, if even one survivor who sees it driving by will be guided to the StopHT.com website to see all the supports we offer in the community, it will be a win," adds Carly Kalish, Executive Director - Victim Services of Durham Region.