



## Frequently Asked Questions

**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. However, municipal employees continue to work either by telework or at Town Hall.

The essential services maintained are:

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

**2. Are council meetings open to the public?**

Following the closure of the Meredith Centre and in accordance with recent directives issued by the UMQ, the extraordinary meeting of Council scheduled for tomorrow at 7:00 p.m. will be held by teleconference.

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

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

**4. Is it safe to drink water from the municipal aqueduct?**

Yes, the Municipality of Chelsea's drinking water maintains exemplary water quality by complying with the requirements of the provincial standards of the Drinking Water Quality Regulation. Our expert operating firm 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 for emergencies (potholes, blocked sewers, etc.)?**

Public Works remains open to take requests. You can contact them by phone at 819-827-1160 or by e-mail at [travauxpublics@chelsea.ca](mailto:travauxpublics@chelsea.ca).

**6. Can I apply for a permit by phone or email?**

It will not be possible to apply for a new permit.

Existing applications will follow the normal process. Property owners will be notified by email when their permit is released.

**7. Will the closure of the offices slow down the time it takes to process permits?**

New applications will not be accepted. However, existing applications will follow the normal process. The owners concerned will receive an email when the permit is released to let them know what will happen next.

**8. Will water sample collections for H<sup>2</sup>O take place?**

No. The water sample collection service is cancelled until further notice.

**9. How do I make payment of my tax bill?**

You can make your tax account payment online at your banking institution. You must select the Chelsea taxes supplier and add your registration number.

The other way is to make the payment by sending a cheque to the Municipality of Chelsea by mail or by depositing it in the mailbox at the visitors' entrance of Town Hall.

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

You will be able to keep the documents you borrowed until the library reopens. You will not be charge late fees. If you wish, you may use the book chute near the visitors' entrance to return books. The interlibrary loan service is suspended until further notice.

**11. Will library activities be postponed?**

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

**12. Will the committees and meetings planned by the Municipality take place?**

For the moment, committees and meetings are cancelled until further notice. The same applies to all non-essential meetings.

**13. Are containment measures applied to municipal employees returning from a trip?**

The Municipality applies the government-issued rule regarding public service employees. Municipal employees returning from a trip outside the country will be in confinement and will telework for a period of 14 days.

**14. 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 library are closed to the public. Municipal employees are required to telework. In addition, the municipal maintenance department is disinfecting areas that are susceptible to contagion.

**15. I have flu symptoms, what should I do?**

Anyone who thinks they may have COVID-19 is invited to call 1 877 644-4545 to make an appointment.

**16. Will a screening clinic be open to the population?**

A screening clinic and a preclinical evaluation clinic are now in operation in Gatineau. Anyone who thinks they may have COVID-19 is invited to call 1 877 644-4545 to make an appointment.

**17. Things are changing rapidly. How can I keep up to date with updates on available municipal services?**

Stay tuned for updates by checking this page regularly. You can also subscribe to our newsletter at the bottom of the home page and follow us on Facebook.

In addition, we invite residents to keep informed of the measures issued by both levels of government by consulting their official websites.

[Government of Quebec](#)

[Government of Canada](#)

**18. Is public transportation cancelled?**

We invite you to visit the [Transcollines website](#) to be informed of any changes.