

 The logo for the Municipality of Pontiac features a central shield with a green landscape, a blue sky, and a red maple leaf. Above the shield is a banner with the word 'PONTIAC'. To the left is a green box with 'Municipalité de PONTIAC' and to the right is a blue box with 'Municipality of PONTIAC'.	Coronavirus (COVID-19): Frequently asked questions from the public
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Coronavirus (COVID-19): Frequently asked questions from the public

Municipality of Pontiac

Update March 20, 2020 – 4:00 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. Will collections of residual materials take place as planned?

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

3. 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.

4. Will we still be able to contact Public Works for emergencies (potholes, blocked sewers, etc.)?

Public Works remains open to take emergency requests only. You can contact them by e-mail at info@municipalitepontiac.ca or by phone at 819 664-1446.

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

Yes, it is always possible, until further notice:

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

6. How do I make payment of my tax bill?

Citizens are invited to make their tax payment other than in person:

- 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.

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

Whereas the two municipal libraries remain closed until further notice (Luskville, Quyon), you can keep the documentation you borrowed during this closure. The Municipality will not charge late fees until it reopens. If you prefer, you may use the drop-off box near the visitors' entrance to return your books.

8. Will library activities be postponed?

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

9. 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.

10. Is public transportation cancelled?

According to the latest information obtained by Transcollines (March 20, 2020);

- the usual service is maintained.
- Please note that, as a preventive hygiene measure, users will no longer be able to pay in cash.
- Credit, debit, Google Pay and Apple Pay cards only will now be accepted and these must be handled by the users themselves.

11. 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 March 30 inclusively, 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;
- Governmental guidelines :
 - Quebec Government (French) : <https://www.quebec.ca/sante/problemes-de-sante/a-z/coronavirus-2019/>
 - Quebec Government (English) : <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>
 - Health Canada (French) : <https://www.canada.ca/fr/sante-publique/services/maladies/maladie-coronavirus-covid-19.html>
 - Health Canada (English) : <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- Municipality of Pontiac's Web site : <http://www.municipalitepontiac.com/fr/>
- Municipality of Pontiac's Facebook account: <https://www.facebook.com/pontiacmun/>