

Stay Connected

Fall 2020

Working Together to Overcome COVID-19

As Mayor of the City of Mississauga, I want to take the opportunity to thank residents and businesses for your patience and understanding as we navigate this incredibly difficult year together, as a community.

We realize that money is tight and residents and businesses are struggling. That's why we continue to do what we can to make life easier during these challenging times by maintaining the 200+ services you rely on while working to keep property taxes competitive.

We have a strong short and long-term recovery plan in place to help Mississauga rebound from this crisis. We are focused on building back to better in a safe and responsible manner.

Over the past few months, the true spirit of Mississauga has been on full display. We have come together as a community to help one another in our time of need. From donating to the food bank to delivering groceries and medical supplies to seniors and much, much more, I could not be more proud.

We must remain extremely vigilant and commit ourselves to making COVID-19 prevention part of our daily lives. Please continue to keep a safe physical distance, wear a face covering, wash your hands, limit your social interactions to your immediate households and essential supports, and if you are sick, please stay home.

Given symptoms are similar, getting the flu shot is more important than ever. To find out where you can get a flu shot visit peelregion.ca/flu

Please join me in thanking our frontline healthcare heroes at Trillium Health Partners and Peel Public Health for working around the clock to keep Mississauga healthy and safe.

We continue to take the advice and direction from health and government authorities when it comes to the reopening of City facilities, amenities and services.

Get updates on COVID-19 support for residents at sau.ga/401



Meet Mississauga's New City Manager, Paul Mitcham

As I prepared to step into the role of City Manager and Chief Administrative Officer for the City of Mississauga earlier this year, after 25 years of service with the City, I never could have imagined it would start out in the midst of a global pandemic.

Our response to the COVID-19 pandemic has showcased Mississauga's ability to come together in uncertain times. As a City, we moved quickly to support residents, introducing enhanced safety measures, deferred tax payments, offering free transit, suspending some parking enforcement, and expanding our online programs and services. I am proud of our response as an organization and even prouder of the strength and resilience of our residents and businesses. We continue to work closely with our regional and provincial health partners and governments to ensure a safe and strong Mississauga.



I am honoured to be City Manager for this great city and my hope is that we emerge stronger and more united than ever before — to build back our thriving city together.

As I've settled into my new role, the past few months have showed me that it is important to 'stay the course' as they say. As Canada's sixth-largest city, we are committed to delivering the quality programs and services our residents rely on.

For the latest City updates, I encourage you to visit [Mississauga.ca](https://mississauga.ca) as well as our social media channels. You can also reach out to your ward councillor or our 311 call centre with any questions or concerns you may have — we are here to serve you.

Best regards,

A stylized, handwritten signature in black ink, appearing to read 'Paul Mitcham'.

Paul Mitcham

Learn more about the City Manager at sau.ga/402

Actions to Protect Yourself and Others from COVID-19

Practise these Core Four actions recommended by Peel Public Health to stay safe, rebuild our economy and help Mississauga thrive.

- 1. Stay apart:** Maintain 2 metres/6 feet distance from everyone outside your safe social circle.
- 2. Lather up:** Wash your hands often with soap and water or use hand sanitizer.
- 3. Mask up:** Wear a face covering where mandatory and physical distancing is difficult. Be respectful to those who may be exempted.
- 4. Get tested:** If you think you might have COVID-19 or have been exposed to it, get tested. While waiting for test results, self-isolate to prevent potential spread.

Additional precautions include:

- If you're over 70, have a weakened immune system or underlying medical condition, stay home and ask for support.
- Avoid touching your eyes, mouth and nose as much as possible.
- Avoid handshaking and choose virtual meetings over in-person meetings where possible.
- Maintain a healthy lifestyle, including a healthy diet, exercise and enough sleep, to enhance your body's immune system.

Mississauga. Strong. Ready.

Stay Safe and Healthy



2 metres | 6 feet

**Physical
Distance**



**Wear a
Face Covering**



**Wash
Hands**



**Get
Tested**

Learn how to protect yourself and others at sau.ga/403

A New Approach to Delivering City Services

Throughout the pandemic, City employees have worked incredibly hard to keep the City safe, connected and moving.

Whether working from home or on the front lines, employees have ensured that residents received essential services, financial relief and wellness support measures.

Residents have also stepped up, and through your efforts practicing preventive measures City facilities are reopening. Services and programs designed to reengage Mississauga's vibrant community life are resuming in a phased, prioritized and safe manner.



As we reopen, facilities may look different and some services and programs may be delivered in new or modified ways, such as:

- screening prior to entering a facility
- new and enhanced cleaning measures
- appointment based in-person counter services and customer-focused online services
- cashless payments and contactless document drop off
- reservation or pre-registration for group classes
- reduced in-person group sizes
- virtual programming

Our goal is to Build Back Better by incorporating these positive changes and efficiencies permanently, and redesigning our services and programs to build resiliency.

We continue to consult with key stakeholders and review our Strategic Plans and Community Support Programs to assess recovery impacts. And above all, we are focused on protecting the health and safety of our residents and employees.

Get updates about the status of City services at sau.ga/404

Commemorating First World War Fallen Soldiers

WAR Flowers

WAR Flowers is a touring art exhibition that has captivated audiences across Canada. During the First World War, Canadian soldier Lieutenant-Colonel George Stephen Cantlie sent home flowers and letters from the fields of war-torn Europe. These were carefully preserved and provide the inspiration for a unique exploration of human nature in the landscape of war.



Using floriography, the Victorian language of flowers, artist Viveka Melki creates an immersive, multisensory experience featuring Cantlie's letters, specially commissioned optical crystal sculptures, and original flower-based scents, interwoven with the personal stories of ten Canadians directly involved in the war.

Access has been modified to ensure an almost exclusive tour of the exhibition at Mississauga's Living Arts Centre. Additional COVID safety protocols are in place to mitigate risk.

Book your free admission to WAR Flowers until December 13 at sau.ga/405

Clearing the Way this Winter

Our crews, with over 370 pieces of equipment, are ready to respond to winter storms 24 hours a day, seven days a week.

The City plows and salts using a priority route system. Major roads, on-street bike lanes, priority sidewalks, bus stops, pedestrian crossings and designated roadside multi-use trails are cleared first. Residential roads begin only when major roads are cleared.



Crews salt when snowfall is less than five centimetres and will plow and salt when five centimetres or more accumulates. The time it takes to clear roads, priority sidewalks, bike lanes and bus stops depends on how much and how long it snows.

For information about snow clearing and winter parking, visit sau.ga/406

A Smart City is for Everybody

Building a city for the future means building a city for everybody and the City of Mississauga has developed a Smart City Master Plan to do just that. This year, the City introduced several Smart City initiatives to enhance quality of life, reduce the city's digital divide and help make Mississauga an inclusive, accessible city for all. New initiatives include access to free public Wi-Fi, computer access for youth and a newly redesigned City website that's more accessible and easier to navigate.

During the pandemic, the City used Smart City technology to continue delivering business and services to residents. Examples include library curbside pick-up, virtual fitness classes, hosting hybrid and virtual Council meetings and adding 200+ additional outdoor hotspots for free public Wi-Fi.



As the Smart City Master Plan moves forward, residents and businesses will continue to have opportunities to thrive, and the City's goal of a Smart City for everyone will be realized.

Learn how Mississauga is a Smart City for everybody at sau.ga/407

Understanding the City's Annual Budget

At the heart of Mississauga's growth and development is the City's annual budget. The budget ensures the financial health and well-being of our city, balances competing priorities and challenges, ensures affordable programs and services and provides funding to maintain and build much-needed infrastructure like trails, cycling paths, roads and sidewalks.



Interested in learning more about the City 2021 Budget? Get involved by:

- trying out the online budget tool
- emailing questions or comments to budget@mississauga.ca
- following us on Twitter (twitter.com/citymississauga) and Facebook (facebook.com/citymississauga)
- streaming Budget Committee meetings to hear budget discussions
- submitting a comment/question during public question period at Council

Get involved with the City budget at sau.ga/408

Supporting Economic & Financial Recovery for Mississauga

COVID-19 has had an enormous impact on local businesses. Since the pandemic began, the City has taken immediate and important actions to address the challenges faced by the business community. Some of these actions include creating an Economic Resiliency Task Force, developing a Business Relief Portal, implementing initiatives to support buying local and offering free online business education seminars.

An Economic Recovery Framework outlines how the City will continue to address the economic impacts of the pandemic on the business community. The Framework reflects the challenges heard from over 600 Mississauga-based organizations and businesses across all industry sectors.



Supporting the Framework is a sustained and coordinated two-year City campaign called Building Back to Better. Five industry specific economic recovery plans will also address the business sectors the City supports today: Major business, Small business, Creative industry, Tourism industry, and Land Development and Real Estate industry.

Our business community is steadfast and together we will continue to make the City a place where businesses want to invest and grow.

The City has also felt the financial impacts of COVID-19. Actions under consideration to ensure financial recovery include:

- Pausing financial investment in our Master Plans advancement
- Reducing discretionary spending
- Use of reserves

Council, Leadership and staff continue to innovate to find the best way forward into 2021. The City also continues to advocate for additional financial assistance from the Federal and Provincial governments.

Learn more about the City's recovery efforts at sau.ga/409

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Call **3-1-1** or **905-615-4311** outside city limits
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mississauga.ca



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