



Welcome!

COVID-19 affects how we accommodate in-person visits to Municipal Hall. We make changes as required to keep everyone safe. Reduce the risk of exposure by connecting with us by phone, email or online.

DO NOT ENTER our facilities if you have:

- Fever
- Chills
- New or worsening cough
- Shortness of breath
- New muscle aches or headache
- Sore throat
- Traveled outside of Canada within the last 14 days
- Close contact with a person testing positive for COVID-19

Wear a mask and sanitize your hands with sanitizer before and after your visit.

Maintain safe physical distancing of two metres (six feet) at all times.

Know before you go

Parks, Recreation and Culture

View recreation programs and register online at westkelownacity.ca/recguide or call 778-797-8800. To inquire about facility and sports field bookings, call 778-797-2265.

If you must visit in person, hours are 8:30 a.m. to 4:30 p.m. Monday to Friday, excluding statutory holidays. We permit a maximum of two customers at one time. Mask up, use provided hand sanitizer and socially distance.

Development Services - building and development permits

The City is accepting building permits. Visit westkelownacity.ca/building for up to date procedures. To book inspections or for additional questions, call 778-797-8820.

If you have questions about a proposed development or public hearing, need a development permit or require subdivision or development application assistance, call 778-797-8830 for an appointment.

Licences, passes and other requests for service

For all other service and contact information, call 778-797-1000 or visit westkelownacity.ca/services.

Account information

Register or log in at online.westkelownacity.ca to view your property tax notice or utility bill details.

Property taxes and Home Owner Grants

Visit westkelownacity.ca/propertytaxes for more information.

CONNECT WITH US

2760 Cameron Road, West Kelowna, BC V1Z 2T6
T: 778.797.1000 | F: 778.797.1001 | E: info@westkelownacity.ca



What to expect if you must visit Municipal Hall

The foyer only accommodates a maximum of two people at a time in the interest of safety and the wellbeing of residents and City staff.

If you must visit Municipal Hall in-person, please follow these steps:

- 1. For everyone's safety, observe all COVID-19 measures.**
- 2. When you arrive, follow signs and markings that identify safe physical distances and wear your mask. If a line-up has formed outside the door, remain in queue and follow physical distancing measures.**
 - a. The City of West Kelowna requires the wearing of non-medical masks, covering the nose and mouth, to help reduce the spread of COVID-19 in our community and with our loved ones.**
 - b. This includes public access to Municipal Hall, Public Works, Recreation and any other City facilities open to the public.**
 - c. BC's Provincial Health Officer announced the expectation of increased personal protective measures to reduce the spread of COVID-19 in public spaces, including inside public facilities.**
 - d. The highest demographic population in West Kelowna is seniors; the City sincerely thanks everyone for doing their part to adhere to safety requirements and reduce risks.**
 - e. City employees must wear masks covering the nose and mouth, particularly when physical separation of six-feet is not available. This requirement, along with WorkSafeBC safety measures of sanitization of public and work spaces, frequent hand washing, physical distancing and staying home when feeling sick, all work toward reducing the pandemic.**
 - f. Public participants in recreational activities must adhere to provincial COVID-19 protocols before, during and after play to help protect one another**
- 3. Upon entering Municipal Hall, wear your mask and maintain social distancing. if you do not have a mask, one will be provided.**
- 4. Please sanitize your hands before and after your visit. We will provide sanitizer.**
- 5. If you have an appointment, please notify the receptionist.**

We will adjust our processes as needed to provide a better experience for customers. Give us feedback at info@westkelownacity.ca so we can enhance our service model as we move forward!

We are here to help!

If you cannot find the information you require or still need to visit Municipal Hall in person, please call or email for an appointment. We are open 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding statutory holidays.

Things may change quickly due to COVID-19's impacts on City services. Please visit our website and follow us on social media for up to date information.

Thank you and stay well!

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