



Thunder Bay Police Media Release

March 16, 2020

Thunder Bay Police Service COVID-19 Response

In response to the COVID-19 pandemic, the Thunder Bay Police Service is making adjustments to ensure continued service to the public. Given the very threats posed by the pandemic, the health and safety of our members and the public is a continued concern for the TBPS.

Effective immediately, members of the public who need access to the lobby of our headquarters at 1200 Balmoral will be subject to a self-screening questionnaire regarding symptoms of or potential exposure to the COVID-19 virus.

A special page on our website has been created to explain what you can expect regarding policing services during this pandemic. <https://www.thunderbaypolice.ca/covid-19-pandemic-response>

The following changes are in effect:

- The **Collision Reporting Centre** now accepts reports over the phone at (807) 345-1617. You can then arrange with the Collision Reporting Centre staff as to photographing the damage.
 - Note: If the collision involves injuries – Call 911
- The public is encouraged to utilize our **online reporting** for the following incidents:
 - Damage/Mischief to Property under \$5,000
 - Lost and Found Property
 - Theft Under \$5,000
 - Shoplifting
 - Stolen License Plate
 - Theft/Mischief from a Vehicle under \$5,000
 - Harassing Phone Call
 - Lost or Stolen Identification
 - Break and Enter to Shed or Detached Garage
- **Non-emergencies or general inquiries** of the Thunder Bay Police should be done over the phone at 807 684-1200. You may experience delays due to call volume. You will also have the option of leaving your contact information on a voice mail for a call back from our staff.
- Anyone who is required to report to Police due to a **release order or other judicial requirement, must still attend the police station!** You will be subject to a pre-screening upon arrival.
- **Police Record Checks** can still be done online. Should you be required to attend 1200 Balmoral, you will be notified.
- For any **other type of police information** applications such as FOI requests (can also apply online), Synopsis of Police Reports, etc., please call 684-1376 and leave a message to make arrangements.

If you are not sure if you really need to attend our headquarters, then please call first.

By limiting in-person/non-emergency contact with our members, you are doing your part to reduce exposure and help us all to slow the spread of COVID-19. We ask for your cooperation as we all face the pandemic head on!

Chris Adams
Director of Communications and Technology
Thunder Bay Police Service