

NEW RESIDENTS' GUIDE



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New to Québec, Canada

Word from the Mayor

Hello and Welcome to Pointe-Claire!

Moving to a new city is both an exciting and demanding adventure. The City is delighted to welcome you and to support you through this new chapter. I am confident that once you are settled, you will quickly discover everything that gives our community its charm and richness.

My name is John Belvedere, and it is with great pride and enthusiasm that I welcome you to Pointe-Claire.

As Mayor, my role is to represent all residents of the City, to lead City Council meetings, and to serve as the City's primary representative. I also ensure that by-laws and resolutions are implemented and that the City's resources are managed in accordance with the law and in the best interests of all.

Pointe-Claire is a wonderful place to live, with its beautiful parks, privileged access to Lake Saint-Louis, high-quality services, and a warm, dynamic community. Our 2023-2030 Strategic Plan guides our efforts to continue developing the City in a responsible, inclusive, and sustainable manner, while preserving the unique character that defines us.

Thank you for choosing Pointe-Claire as your new home. I hope this guide will help you find your bearings and fully enjoy everything our beautiful City has to offer.



A handwritten signature in black ink that reads "John Belvedere". The signature is written in a cursive, flowing style.

John Belvedere
Mayor

Portrait of the City

About My City

Pointe-Claire is a municipality within the urban agglomeration of Montréal with a growing population of over 33,000 residents.

The City borders Lake Saint-Louis, a picturesque body of water on which much of the City's nautical programming is offered. There are more than 50 public parks and green spaces located on the territory for residents to enjoy, most notably the Terra-Cotta Natural Park. This urban green space spans almost 40 hectares and offers its visitors 4.4 kilometres of hiking trails.

The City is also known for its extensive canopy of mature trees throughout its territory. This blend of nature and urban life is one of the many advantages of living in Pointe-Claire.

The City is located between two major highways, Autoroute Félix-Leclerc (40) to the north and Autoroute du Souvenir (20) to the south, making it well-positioned for transportation and mobility.

Pointe-Claire offers a special taxi service for seniors, with dedicated local routes within the area. Additionally, residents have access to an extensive network of public buses, as well as exo commuter trains and the Réseau express métropolitain (REM), all serving Montréal and the surrounding area.

An Ideal Place to Settle Down

With several elementary schools and high schools on its territory, and an extensive leisure, sports and cultural programming, Pointe-Claire is an attractive living environment for all ages.



Pointe-Claire in Numbers

33,488
residents



More than

50

**parks and
green spaces**



68.1%

of the population is bilingual

(capable of speaking in both French and English)



7

**outdoor
swimming pools**

2

**public library
buildings**



More than

10

**seniors'
residences**

More than

20 km

of bike paths



3,965

**households
with children**



6

**sports, leisure
and cultural facilities**



18.9 km²
of territory

11

**outdoor
skating rinks**



Data from the 2021 Census of Population by Statistics Canada



Serving the Community

The City of Pointe-Claire has several different municipal departments, each essential in enabling the City to offer a quality service, a safe and secure living environment and continued up-to-date infrastructure.



Municipal Departments and Responsibilities

Each department has specific roles and responsibilities, all for the benefit of citizens. The organization is aligned in their objectives, strategies, and mission, guided by the major orientations of the City's Strategic Plan.

City Manager's Office

Primarily responsible for managing the City's human, financial, material and information resources, supporting and advising the Mayor and City Council and ensuring the implementation of the City's Strategic Plan.

514-630-1237
direction@pointe-claire.ca

Finance and Taxation

Primarily responsible for the preparation of annual budgets and the three-year Capital Investment Program (CIP), management of the City's finances, procurement processes, and tax collections.

514-630-1300, ext. 1829 | taxes@pointe-claire.ca

Communications

Primarily responsible for promoting the City through various communication tools, publications, and digital platforms.

514-630-1200
communications@pointe-claire.ca

Planning

Primarily responsible for drafting and implementing the Urban Plan, which governs the City's planning and development, as well as issuing building and renovation permits.

514-630-1206 | urbanisme@pointe-claire.ca

Engineering

Primarily responsible for the development, planning and supervision of construction sites for municipal infrastructure, as well as electrical and landscape architecture.

514-630-1208 | ingenierie@pointe-claire.ca

Human Resources

Primarily responsible for supporting staff effectiveness, employee hiring and development, and ensuring safe working conditions.

514-630-1300

Legal Affairs and City Clerk's Office

Primarily responsible for drafting by-laws, preparing Council meetings, and overseeing management and preservation of City documents and archives.

514-630-1228
greffe@pointe-claire.ca

Inspection – Public Security

Primarily responsible for 24/7 telephone, email and in-person assistance, implementing emergency measures, and ensuring the compliance with municipal by-laws.

514-630-1234 | secpub@pointe-claire.ca

Public Works and Buildings

Primarily responsible for maintaining municipal infrastructure and public spaces, overseeing road signage and road markings, and managing various municipal household collections.

514-630-1230 | tp@pointe-claire.ca

City Hall

514-630-1200 | 451 Saint-Jean Boulevard

Agglomeration of Montréal Services

Service de Police de la Ville de Montréal (SPVM), Station 5

393 Saint-Jean Boulevard
514-280-0105 | pdq5@spvm.qc.ca

Service de Sécurité Incendie de Montréal (SIM), Station 55

401 Saint-Jean Boulevard | 514-280-0871

Culture, Sports, Leisure and Community Development

Primarily responsible for providing a variety of cultural, leisure, and sports services to the community, including day camps, a seniors program, and competitive swimming, diving, and canoe kayak clubs.

Recreation

514-630-1214
recreation@pointe-claire.ca

Nautical Activities

514-630-1256
infocanoe@pointe-claire.ca

Stewart Hall Cultural Centre

514-630-1220
stewarthall@pointe-claire.ca

Pointe-Claire Aquatic Centre

514-630-1202
aquatique@pointe-claire.ca

Olive-Urquhart Sports Centre

514-630-1210
centresportif@pointe-claire.ca

Bob-Birnie Arena

514-630-1211
arenabobbirnie@pointe-claire.ca

Pointe-Claire Public Library – Central

514-630-1218
bibliotheque@pointe-claire.ca

Pointe-Claire Public Library – Valois Branch

514-630-1219

City Council and Democracy

The members of the City Council represent the citizens and make decisions based on the municipality's orientations and action priorities. The major projects undertaken by the City follow the adoption of resolutions and must comply with the regulations in effect.

Council meetings are held once a month, and citizens are invited to join these sessions either via livestream or in person, where those in attendance can ask a question to the Mayor and Councillors. The agenda is made available on the Friday before the meeting on the City's website, where you can also find the council meeting minutes and webcast.

Special meetings can also be held, when required, to discuss an important topic or issue, adopt a new by-law or make a specific decision affecting the population of Pointe-Claire.

Meet Your Mayor and Councillors



John Belvedere
Mayor
514-630-1207
john.belvedere@
pointe-claire.ca



Claudine Demers
District 1 Councillor
Cedar / Le Village
514-630-1288
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pointe-claire.ca



Ludovic Matthews
District 2 Councillor
Lakeside
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Kelly Thorstad-Cullen
District 3 Councillor
Valois
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pointe-claire.ca



Andrew Swidzinski
District 4 Councillor
Cedar Park Heights
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pointe-claire.ca



Cynthia Homan
District 5 Councillor
Lakeside Heights
514-630-1292
cynthia.homan@
pointe-claire.ca



Bruno Tremblay
District 6 Councillor
Seigniorie
514-630-1293
bruno.tremblay@
pointe-claire.ca



Eric Stork
District 7 Councillor
Northview
514-630-1294
eric.stork@
pointe-claire.ca



Mike Potvin
District 8 Councillor
Oneida
514-630-1295
michel.potvin@
pointe-claire.ca

City Districts

The territory is divided into eight electoral districts, which are labelled as follows:

- District 1 – Cedar / Le Village
- District 2 – Lakeside
- District 3 – Valois
- District 4 – Cedar Park Heights
- District 5 – Lakeside Heights
- District 6 – Seigniory
- District 7 – Northview
- District 8 – Oneida

Councillors are elected by the voters of the district where they submitted their candidacies. Once elected, they are required to make all decisions in the best interest of the City and its citizens.



Municipal Elections

During election periods, residents will have the opportunity to vote for the City's mayor and their respective district's City Council member. Exercising your right to vote is very important, as the elected officials will act for and make decisions on behalf of the district that they represent. Similarly, the electoral candidate who is elected mayor of Pointe-Claire will represent the entirety of the municipality.

Advisory Committees

The City of Pointe-Claire relies on several advisory committees to develop its vision and refine its policies in certain sectors.

These committees, made up of citizens, City employees and Council members, meet on a regular basis to discuss issues and ideas and to propose recommendations to City Council. These propositions are made to ensure that City services and orientations are continually geared toward citizens' needs.

Residents can become members of:

- The Public Art Advisory Committee
- The Library Advisory Committee
- The Environmental and Sustainable Development Advisory Committee
- The Youth Advisory Board
- The Stewart Hall Advisory Committee
- The Planning Advisory Committee

Calls for candidates for these committees are held throughout the year, when a seat becomes available, and are posted on the City's website and social media pages.



Services for Citizens

The City's website, pointe-claire.ca, contains a wealth of information to meet your needs. Its built-in search tool helps you quickly find the information or services you are looking for. Additionally, you can call or visit us in person at City Hall, where a member of our service team will be happy to assist you.

Online Requests and Permits

Citizens can utilize our online requests platform to submit any non-urgent inquiries, accessible on the City's **Online Requests** web page. The most common types of requests include the following:

- **Notifying the City of a defective streetlamp or damaged urban furniture**
- **Filling out a subsidy application**
- **Reporting a pothole**

This online requests platform also allows citizens to file a permit application for:

- **Tree felling**
- **Building an extension**
- **Installing a fence**
- **Installing a mechanical device**
- **Installing a pool or hot tub**
- **And more**



ptclr.ca/requests-online



Where to find information:

- On our website:
pointe-claire.ca
- On our social media pages:
Facebook, Instagram, LinkedIn (username: Ville de Pointe-Claire / City of Pointe-Claire) and **X** (username: Pointe-Claire)
- On the City's electronic billboards
- In our municipal newsletter and leisure newsletter (register on our **Newsletters** web page!)
- On the Library's portal (**biblio.pointe-claire.ca**) and Facebook page (**Bibliothèque publique de Pointe-Claire / Pointe-Claire Public Library**)
- Through the City's automated alert system (information on our web page titled **Automated Alert System**)
- On our community participation online platform, Pointe-Claire consults you!:
consultation.pointe-claire.ca

We also have a wide variety of printed publications that we send out to residents annually, including the annual Collections Calendar, the Living in Pointe-Claire municipal newsletter and the Emergency Measures Guide.

Service Counters



Various service counters are located at City Hall to provide you with the best possible service. Go to the Planning, Taxation, Leisure, Public Works and Engineering counters or the Multiservice counter for assistance, to ask a question or to make a payment.

Residents can visit City Hall to:

- Pay municipal or water taxes, dog licenses or permits
- Get or renew the MULTI card, an identification card which allows you to register for services and activities
- Buy rain barrels and household compost bins at a low cost or obtain a mini compost bin
- Complete a subsidy application for reusable diapers or reusable hygiene products
- Complete an application for a commemorative program: *One birth, one memory, one tree* or *Commemorative Benches*
- Have documents authenticated by a Commissioner of Oaths (by appointment only)
- Pay a statement of offence from the City of Montréal

Library Services



Pointe-Claire's Library services are offered at two buildings: the Central Library and the Valois Branch Library. They both offer numerous activities for all ages, including lectures, travel stories, book clubs, arts and crafts and more. The full programming can be found on **pointe-claire.ca** and on the Library portal **biblio.pointe-claire.ca**.

Pointe-Claire Consults You! Online Platform

This consultation platform allows residents to voice their opinions on a variety of topics and projects. Residents have the opportunity to contribute directly to the future of the Pointe-Claire community's urban landscape and take part in various revitalization projects, as well as numerous other initiatives and projects across the City.

To consult this online platform, visit **consultation.pointe-claire.ca**.

Website Search Tools

In addition to the City website's general search engine, there are two specific search tools allowing users to find detailed information.

Search by Address

This tool allows residents to find the name of their municipal Councillor, the name and number of their district and their collection schedule.

Search by Material

This tool enables users to quickly find the proper ways to dispose of various goods and household waste.

Parking Info System

Street parking may be prohibited between midnight and 7 a.m. from November 15 to April 15 throughout the territory. You can check our **Parking Info System** to see if overnight street parking is allowed or prohibited, while still respecting the other posted signs.

To find out whether or not parking is permitted, you must:

- Check the City's **Parking Info** web page every day after 5 p.m.
or
- Call the Parking Info System every day after 5 p.m.
at 514-630-1205

Identification Dog Tag and Annual Registration Fee



The identification tag and the annual registration fee are mandatory for every dog and can be paid through the online registration platform, **emili.pet**. In just a few clicks, you can create your account and each of your dogs' profiles. You can also schedule reminders to stay up-to-date and make your payment online.

Chalet and Community Facility Rentals



Residents can reserve one of Pointe-Claire's numerous chalets for meetings, family parties, large events, or any other social gathering. To make a reservation, or to view the available chalets, visit the **Chalets and Community Facilities Rental** page on the City's website.

Boat Launching Ramp

Residents have access to a seasonal boat launching ramp located at Alexandre-Bourgeau Park. However, a permit is required between June and September to use this water access point and to park a vehicle with a boat trailer in the adjacent parking lot.

Permit requests can only be completed on our Online Requests platform (pointe-claire.edemandes.com/en).

Public Wi-Fi in Municipal Buildings



Pointe-Claire offers access to its fast and reliable Wi-Fi, free of charge, in numerous municipal buildings. To connect to the network, you must follow the steps below:

- Open the Wi-Fi settings on your device
- Click on the network titled PubliqueVPC
- Your device will be redirected to the connection page, where you will be asked to accept the terms and conditions

Tax Payments

If you own a residence or building in Pointe-Claire, it is important to know about annual taxation periods and the methods of paying your taxes. Your annual municipal and water taxes, as well as the property transfer tax (welcome tax) can be paid by following the steps below or at the City Hall Taxation counter.

Municipal Taxes

Residents can use one of these four payment methods to pay their municipal taxes:

- Your financial institution (in person, online or through an ATM)
- A pre-authorized payment plan
- The City Hall Taxation counter (Interac, cheque, or cash)
- Sending a cheque by mail in the envelope provided

Annual property tax bills are sent out at the beginning of every year, and the tax payment dates for the two installments are in February and May. The water consumption tax bill for residential owners is usually sent out during the month of September and is payable in October if it is below \$300 or in two installments in October and December should it be greater than \$300.

You can also subscribe to the electronic document service, where you will be notified by email when a new document is available in your account. When you register for this service, you can choose to no longer receive paper invoices. To register, visit our **Taxation** web page.

This online service allows you to view your documents (statements and bills), access your account balance and statements and receive reminders about upcoming due dates.

The Property Transfer Tax

Property transfer tax, often referred to as 'welcome tax', is a sum of money that every owner must pay when purchasing a property. This sum must be paid 30 days after the invoice date.

School Tax

As a property owner, you must pay the school tax each year. To find out how to pay, visit cgtsim.qc.ca/en/school-tax.



ptclr.ca/taxation

Local Businesses, Commercial Areas and Industries

There are many sectors in Pointe-Claire, including residential, industrial and commercial zones. Among these sectors are the following:

- **The Pointe-Claire and Valois Villages:** Two of the City's commercial sectors, the Pointe-Claire and Valois Villages, have a variety of small stores, boutiques, coffee shops and local businesses for all residents to enjoy.
- **Commercial sectors:** There are several shopping centres, retail stores, restaurants, and bistros, as well as grocery stores located in Pointe-Claire. CF Fairview Pointe Claire (6801 Trans-Canada Highway) is the largest shopping centre in the area.
- **Industrial sector:** Pointe-Claire also has an industrial sector in which local manufacturing facilities, warehouses, and other industrial businesses conduct their operations.



Collections and Permanent Collection Points



ptclr.ca/collection-calendar

For the proper disposal of residual materials, Pointe-Claire offers a wide variety of door-to-door collections, permanent collection points and other ways to help you manage your waste.

The City has published its Best Practices Guide for Waste Sorting, which informs residents of the collection days, the different seasonal collections (Ecocentres, leaf and branch, bulky items, etc.) and all other information regarding municipal collections. Digital copies are available on our website. A paper copy of the calendar and guide can be obtained at City Hall.

Visit the **Collection Calendar and Sorting Guide** page on the City's website to learn more.

Municipal Collection Bins

Residents can request a collection bin through the **Need a New Bin, Repair or Replacement?** web page, as the City provides residents and businesses with bins for the collection of recyclables and organic waste.

These bins cannot be used for garbage and citizens are responsible for obtaining a container or bin for their household waste collection. It is recommended that the bin be grey or black, as it should not be blue, green, or brown. The bin specifications can be found on the City's website.

Is your recycling or compost bin damaged? You can request the repair or replacement of your bin on our website.

Permanent Collection Points

The City invites citizens to take advantage of the permanent collection points at various municipal buildings. You can dispose of small electronic items, batteries, cork, and polystyrene (Styrofoam). To find out where the permanent collection points are located, visit the **Permanent Collection Points** page on our website.



Culture, Sports, Leisure and Community Development

The City of Pointe-Claire is not only renowned for the quality and variety of its municipal services, but also for its extensive cultural, sports and leisure programming for all ages and abilities.

The MULTI Card

The MULTI Card allows residents to register for activities offered by the City. It also serves as a proof of residence and as your library card, and is required to access the City's programming.



To obtain your MULTI Card, you must go in person to one of the following locations: the Central Library, City Hall, the Pointe-Claire Aquatic Centre or the Olive-Urquhart Sports Centre. You must have valid identification and proof of residence showing the name and address of each member of your family. Consult the City's website to find out what constitutes as a proof of residence.

MULTI Online Registration Platform

MULTI (multi.pointe-claire.ca) is Pointe-Claire's online registration platform. It allows residents to sign up for various events, classes and other activities happening in the City. To use this online registration platform, residents must obtain a MULTI Card.





Municipal Cultural, Sports and Leisure Facilities

Stewart Hall Cultural Centre

The Stewart Hall Cultural Centre, along with its Art Gallery, is the cultural pride and joy of Pointe-Claire. This historical building, located on the waterfront of Lake Saint-Louis, is the hub for culture and art.

The Cultural Centre features several captivating exhibitions and concerts throughout the year, with numerous local and international artists showcasing their art in its gallery. The facility also offers an extensive cultural programming for all ages and interests. Find its seasonal programming on our website.

Olive-Urquhart Sports Centre

The Olive-Urquhart Sports Centre will enthrall sports and fitness enthusiasts, offering soccer, basketball, volleyball, badminton, pickleball, recreational swimming, group fitness classes, and a weight room, among other fun activities.

Consult its full service offering on our website.

Pointe-Claire Aquatic Centre

The Pointe-Claire Aquatic Centre is a nationally recognized aquatic facility with three pools and a wading pool, including an Olympic-size swimming pool where several high-level competitions are held. Along with recreational swimming periods and a weight room, the facility offers extensive programming for beginners to experienced swimmers, as well as fitness and lifesaving courses. Consult its seasonal programming on our website.

Baie-de-Valois Nautical Centre

The Baie-de-Valois Nautical Centre comes alive in the spring and summer with an exciting seasonal programming for all ages. Lake Saint-Louis is not only a beautiful view, but serves as an ideal environment for all nautical, water and sports activities. Consult its seasonal programming and the current navigation conditions on our website.

Residents can also rent canoes, kayaks, paddleboards and other small watercrafts to enjoy the outdoors at their own pace.

Competitive Clubs

The nationally recognized Pointe-Claire Aquatic Club and Canoe Kayak Club have been training competitive athletes for several decades. The quality of their coaching, sports environment and facilities has garnered the clubs a strong reputation. For more information, visit the Aquatic Club's (gomotionapp.com/team/canqccapc/page/home) and Canoe Kayak Club's (pccanoekayak.ca) web pages.

Bob-Birnie Arena

Pointe-Claire's Bob-Birnie Arena features two large ice surfaces for all visitors to enjoy. With its numerous on-ice activities, including family hockey, public skating, and ringette sessions, as well as various amenities for visitors, such as a canteen and an equipment repair and maintenance shop, there is never a dull moment, or skate blade, at this sports facility. Consult its seasonal public activities and skating sessions on our website.

Pointe-Claire Public Library

The Pointe-Claire Public Library is a place of cultural discovery, enrichment, gathering and relaxation. It is an essential service that is rapidly evolving with new technologies, and is available to residents at two locations: the Central Library and the Valois Branch.



Getting In on the Fun!

Cultural, Sports and Leisure Programming

Whether you enjoy outdoor activities, swimming, diving, fitness classes, cultural events, arts and crafts or concerts, there is something for everyone, no matter your interests and abilities.

Our online **Calendar of Events and Activities** is updated every season with exciting new activities for all ages.

Day Camps, Parks Program and Youth Centre

The City of Pointe-Claire offers a variety of cultural, recreational, sports and paddling camps in the summer, along with a March Break day camp for children and teens. Residents have priority registration access for all day camps.

The City also offers a Parks Program and Youth Centre, neither of which require registration. These drop-in programs for children and teens enable them to enjoy fun and engaging activities with other members of the community. Visit our **Parks Program and Youth Centre** web page for more information.



Summer Activities



A variety of services and activities are offered during the warm summer months. Several parks and green spaces feature playgrounds, sports facilities and accessible outdoor furniture. Sports enthusiasts can expect a wide range of leisure and sport services, including:

- **Natural and synthetic soccer fields**
- **Baseball and softball fields**
- **Tennis, pickleball and basketball courts**
- **A skatepark and outdoor fitness park**
- **Lawn bowling surfaces**
- **Dog parks**

To locate our parks and green spaces, and to view their service offering, visit the **Interactive Map** on our website, and select the desired activity.

Outdoor Pools and Splash Pads

Cool off in one of seven heated outdoor pools, open all summer long. Partner associations, run by volunteers, organize the activities at each pool. To register and to find the pool nearest you, visit our **Outdoor Pools** and **Splash Pads** web pages.

You can also beat the heat at one of our two splash pads: one located at Valois Park (40 de la Baie-de-Valois Avenue) and another at Augusta Park (Augusta Avenue).

Winter Activities



Outdoor Rinks

Pointe-Claire ensures residents enjoy the winter season to the fullest despite the colder weather! The City offers two refrigerated rinks for all to enjoy: a skating oval located in the Pointe-Claire Village and a hockey rink located at Valois Park.

There are also nine non-refrigerated outdoor rinks, located in various City parks, that are maintained and resurfaced throughout the winter. To find the one nearest you, and to check its condition, visit our **Outdoor Skating Rinks** web page.

Cross-Country Skiing Trails and Winter Paths

During the winter season, the City collaborates with the Beaconsfield Golf Club to open cross-country skiing trails and winter paths for the public. These trails are regularly maintained and groomed, without the use of salt or abrasives, to preserve the natural setting and overall experience for visitors. Consult our **Cross-Country Skiing** web page for the status of these trails.

Certain parks around the City also have winter walking trails, including Terra-Cotta Natural Park, where residents can enjoy snowshoeing and Nordic walking. Consult the City's website for more information.



Can't-Miss Events in Pointe-Claire

Mark your calendars! Several major events are held throughout the year, allowing the community to get together and celebrate.

Spring and Summer

Earth Day

The City highlights Earth Day every year to raise awareness about the importance of protecting our planet. A tree distribution as well as leisure and cultural activities are offered for the occasion.

Cultural Rendez-Vous

Visitors will be immersed in cultural entertainment throughout the day, including shows, art workshops and artisan demonstrations.

Public Works Day

The highly anticipated Public Works Day is an opportunity for the young and young at heart to learn about our Public Works and Buildings Department, their impressive machinery, and the hard work they perform on a daily basis.

Québec's National Holiday

Pointe-Claire organizes festivities to celebrate Québec's National Holiday, including facepainting, inflatable games, musical performances, and much more!

Canada Day

Live entertainment and various activities are offered to celebrate Canada Day!

Pointe-Claire Summer Showcase

This event, a favourite among residents, is a summer-long celebration of our great municipality. The event's program is shared with residents, highlighting a list of the exciting activities, food trucks, shows, and festivities!

Fall and Winter

Halloween

The City organizes fun Halloween-themed activities for all ages! Whether you love the spooky side of Halloween, or just the candy, all are welcome to enjoy the festivities.

Remembrance Day

Pointe-Claire takes the opportunity to commemorate the contributions of our veterans and pays tribute to them.

Light Up the Village

This annual tradition involves lighting up the Christmas tree in the Pointe-Claire Village and enjoying the various holiday activities offered to visitors.

Holiday Train

The Holiday Train is a magical train decorated with lights and sparkles for the awe and amazement of all who see it pass through Pointe-Claire. Fun holiday-themed activities will also be offered.

The Pointe-Claire Artisan Show

This annual craft fair features the original creations of several local artisans. The art on display includes pottery, jewelry, decorative fibers, glass, wood, and so much more.

Winter Carnival

The Pointe-Claire Winter Carnival is filled with fun family activities, inflatable games and hot chocolates, making it the perfect way to celebrate winter.



ptclr.ca/events-calendar

Follow us on social media and subscribe to our newsletter to never miss a special event! (See page 13).

City Programs and Initiatives

As part of its 2023-2030 Strategic Plan, Pointe-Claire strives to foster a supportive, community-oriented, and welcoming living environment for all its residents.

Universal Accessibility

The City has been striving to make its municipal buildings, public facilities and green spaces, as well as events and activities, accessible and inclusive for all. Integration for those living with a disability is of the utmost importance, which is why Pointe-Claire has identified several key actions to foster inclusion and accessibility. Among these efforts are:

- Closed captioning for Council meeting webcasts
- Loan of hearing aids for people with hearing impairments
- Installation of ramps, accessible entryways, automatic doors and elevators in various municipal buildings
- Signage with braille for the visually impaired
- Development of accessible and inclusive parks like Tony-Proudfoot Park
- Home delivery service of documents to Pointe-Claire residents who are unable to come to the Library due to limited mobility, health issues, or physical disabilities

To learn more about the City's universal accessibility efforts, visit our **Universal Accessibility** web page or come speak to an employee at one of our municipal buildings.

Services for Seniors

The City ensures that seniors are offered quality services designed to meet their needs, including financial assistance, an aid for seniors program, and leisure programming at the Seniors' Centre.

- **Financial support for seniors:** This financial aid is offered by the City to seniors receiving the federal Guaranteed Income Supplement.
- **Seniors' Centre and monthly programming:** The Centre provides seniors, aged 60 and over, with a welcoming environment and a variety of programs and activities.
- **Friendly Hello:** Residents aged 65 and over can sign up to receive a call from a student or volunteer who will check in and have a conversation with those living alone.
- **STM Navette Or taxi service:** The STM Navette Or is an easy, efficient transportation service to help seniors travel around the City.
- **Aid for Seniors Program:** Housework and yard maintenance services are provided by students, including lawn maintenance and snow removal.

Special Financial, Hygiene Product and Commemorative Programs

Financial Assistance Program

With the goal of promoting community participation in sports, cultural and leisure activities, the City offers a financial assistance program for low-income families. This subsidy can be applied to municipal activities and those run by non-profit organizations partnered with the City.

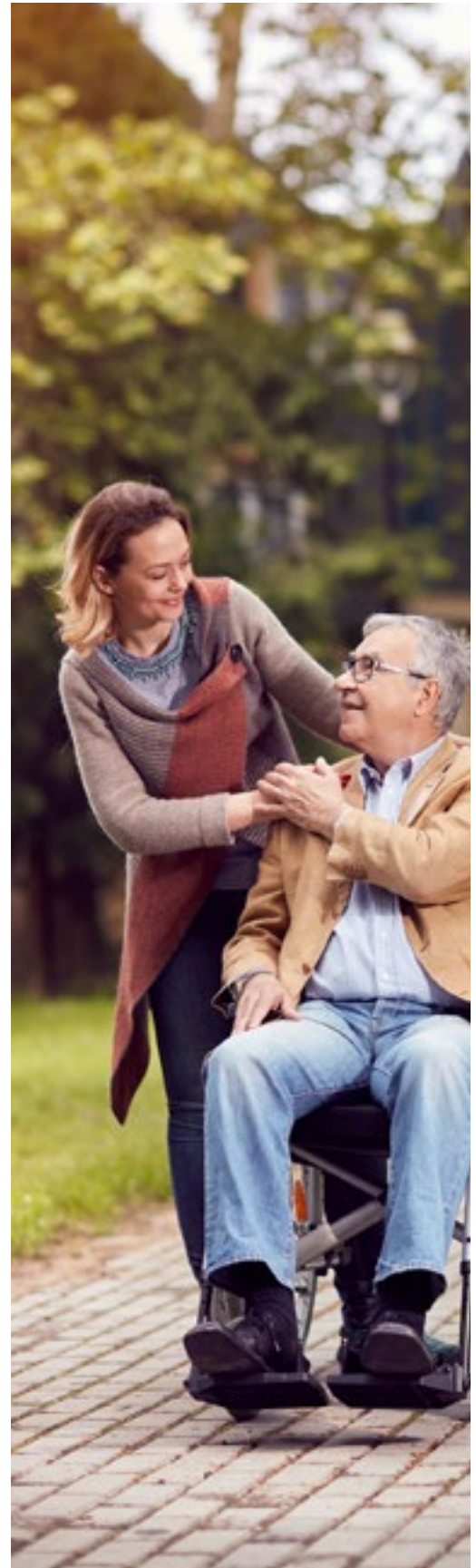
Visit the City's **Financial Assistance Program for Leisure Activities** web page to learn more about how to apply and to see if you are eligible.

Reusable Hygiene Products Subsidy

The City has implemented a subsidy program for the purchase of reusable diapers as well as reusable menstrual protection, bedwetting, and incontinence products. To benefit from this subsidy, visit our **Subsidy for Hygiene Products** web page to fill out the online form and to learn more about the requirements and conditions of the subsidy.

Commemorative Programs

The *One birth, one memory, one tree* program allows citizens to have a tree planted on public land to celebrate a birth or commemorate the passing of a loved one. The City also offers residents the opportunity to have a plaque installed on a public bench on its territory in memory of a chosen person. To learn more, visit our **Birth and Commemoration Programs** web page.



City Regulations, Public Security and Emergency Measures

The City has implemented various by-laws, regulations and emergency measures to ensure the safety, well-being and quality of life of all its residents.

Public Safety and Emergency Services

Pointe-Claire residents can feel safe and secure knowing that their municipality is ensuring their protection, safety, and the respect of by-laws through its various public security services. These services are the Inspection – Public Security Department and the Pointe-Claire Volunteer Rescue Unit, both entities of the City of Pointe-Claire. The City's Public Works and Buildings Department is also responsible for the safety of citizens, as they continually ensure the upkeep and proper functioning of infrastructure across the territory.

Residents are also supported by the agglomeration of Montréal's emergency services, which include the Service de sécurité incendie de Montréal (SIM) and the Service de police de la Ville de Montréal (SPVM).

Pointe-Claire Volunteer Rescue Unit

The Pointe-Claire Volunteer Rescue Unit (PCVRU) is a volunteer organization of professionals that serves the community. They can respond to emergency situations and incidents threatening public health and safety.

To learn more about their mission and responsibilities, or to submit a membership application to join their team, visit our **Pointe-Claire Volunteer Rescue Unit** web page, or contact them directly at rescueunit@pointe-claire.ca or by calling 514-630-1224.

Emergency Measures and Preparedness

To ensure residents are aware of various emergency situations and the importance of being prepared, the City has developed an Emergency Measures Guide. This booklet can be found digitally on our **Preparing for an Emergency Situation** web page, while paper copies can be obtained at City Hall.



ptclr.ca/emergency-measures





Nuisances

To ensure that all residents can enjoy their living space without visual or audio nuisances, Pointe-Claire has implemented a nuisance by-law. This regulation protects residents from any nuisances deemed intolerable or dangerous for other Pointe-Claire citizens. As part of this by-law, please note that making disturbing noise between 11 p.m. and 7 a.m. is prohibited across the City.

Proper maintenance of trees, shrubs, grass, and plant species located on your property is the responsibility of the homeowner. The overgrowth of some plants may cause nuisances or dangers to yourself and neighbours, and for this reason, their regular upkeep is necessary.

Garage Sales

Garage sales are permitted in all residential zones and do not require a permit. Some conditions do apply. Visit our **Garage Sale** web page to learn more.

Usage of Drinking Water

To encourage responsible management and consumption of water, the City has adopted a municipal by-law on water usage to reduce waste and promote the proper use of this resource within its territory. To learn more, visit our **Consumption of Drinking Water** web page.

By-Laws and Municipal Regulations

The City has adopted several by-laws to protect, regulate and manage its territory and resources, while also ensuring a high-quality living environment for its residents. Consult the by-laws in their entirety on the **Municipal By-Laws** web page.



ptclr.ca/regulations

Public Services Available in Pointe-Claire

A variety of medical and educational institutions, as well as sports and community associations are available to Pointe-Claire residents and their families.

Medical Facilities

There are several healthcare facilities located in Pointe-Claire, most notably:

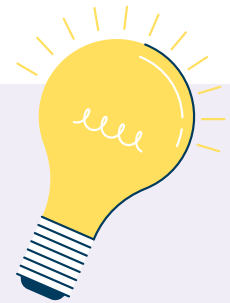
- **Lakeshore General Hospital (160 Stillview Avenue)**
- **Local Community Service Centre (CLSC) (180 Cartier Avenue)**

CLSC offers a range of health and social services, preventive or medical services, rehabilitation and reintegration services, and public health services. To find the one nearest you, visit the Government of Québec's website: sante.gouv.qc.ca.



Schools and Education Centres

Pointe-Claire has various schools and education centres located on its territory, including daycare centres, elementary schools, high schools, and postsecondary education institutions.

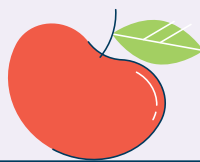


Daycare Centres (ages 5 and under)

Residents can use the Childcare Establishment Locator on the Government of Québec website (mfa.gouv.qc.ca) to find local daycare and childcare centres in proximity to their residence and that best suit their needs.

Elementary Schools (ages 4 to 12)

- Pointe-Claire Elementary School (93 Douglas-Shand Avenue)
- Saint-Louis Elementary School (151 Winthrop Avenue)
- Marguerite-Bourgeoys Elementary School (3 Sainte-Anne Avenue)
- Clearpoint Elementary School (17 Cedar Avenue)
- St. John Fisher Elementary School, Junior Campus (87 Belmont Avenue)
- St. John Fisher Elementary School, Senior Campus (121 Summerhill Avenue)



High Schools (ages 12 to 17)

- John Rennie High School (501 Saint-Jean Boulevard)
- Félix-Leclerc High School (311 Inglewood Avenue)
- Horizon High School (90 de Jubilee Square Avenue)
- St. Thomas High School (111 Broadview Avenue)

Adult Education

- Place Cartier Adult Education Centre (120 Ambassador Avenue)

Post-Secondary Education

- CDI College (1000 Saint-Jean Boulevard, office #500)

Sports and Community Associations

For those looking to get involved in a community organization or join a sports association, there are several options within Pointe-Claire.

The City has several partners that provide residents with a wide range of resources, community services, sports clubs, leisure activities, shows and other festivities. Residents can register for organized sports such as hockey, figure skating, soccer, baseball and ringette through these partner associations.



ptclr.ca/organizations

Public Transportation

The public bus system, managed by the Société de Transport de Montréal (STM), has several bus routes throughout the territory. To find a bus stop near you, and to build your itinerary, visit stm.info.

Exo Train System and REM stations

Residents can also utilize the exo commuter train system, with three train stations serving the Pointe-Claire territory. Visit exo.quebec to learn more.

Two Réseau express métropolitain (REM) stations serve Pointe-Claire: the Fairview–Pointe-Claire station is located along Autoroute Félix-Leclerc (40) service road, near the CF Fairview Pointe Claire shopping centre, and the Des Sources station located between Des Sources and Hymus boulevards.

For more information about the REM, visit the **REM** page on our website.



New to Québec, Canada

Here is a brief overview of the important things to know when moving to Québec, Canada.

The Financial System in Québec and Canada

The currency in Canada is the Canadian dollar. You can exchange your money for Canadian dollars at various currency exchange stations throughout the Island of Montréal. You can also learn about money and the province's financial institutions by visiting the Government of Canada's **Money and Finances** web page.

Job Search and Entrepreneurship

The Government of Québec website has a section dedicated to employment and work opportunities (quebec.ca/en/employment). This web page provides information on how to find a job or internship, manage your career and explore programs for workers.

The Government of Canada also offers a tool for new residents looking for work. To access this tool, visit jobbank.gc.ca and type in keywords to start looking for work in your desired field, based on your preferences and expertise.

Another government resource for newcomers is the **Look for jobs in Canada** web page on the Government of Canada website. This web page has extensive information regarding Canadian workplace culture, career information, volunteer opportunities and more.

Government Services

The Government of Québec offers various services to new immigrants, including **Arrima**, its online immigration and French learning service, permanent immigration to Québec information, and work opportunities throughout the province. To find this information, visit quebec.ca/en/immigration.

The Government of Canada also offers numerous services to new immigrants, including language assessments, language classes, childcare and educational information, taxation information, community service information, health care and mental health services. Visit canada.ca/immigration to learn more about the services available to all residents of Canada.

Social Commitment and Volunteer Work

For those looking to get involved in their community, the City of Pointe-Claire is frequently looking for dynamic volunteers to help with events, sports competitions, and serve as integral members of advisory committees. Follow our communication platforms to be notified when these opportunities become available.

Health and Medical Insurance

To benefit from various covered health services, new residents must register to obtain their Health Insurance Card. Learn more about the Régie de l'assurance maladie and available health services by visiting ramq.gouv.qc.ca.



Getting Established and Finding Housing

The West Island Community Resource Centre (CRC), located on the territory of Pointe-Claire (114 Donegani Avenue), is a non-profit organization that promotes local organizations and shares information regarding various community resources available to citizens.

The Government of Québec has a Housing and Territory tool (quebec.ca/en/housing-territory) that enables new residents to find housing in Québec. Among the information available is guidance regarding renting, healthy living environments, prevention and security, and the necessary steps for a change of address.

New residents can also consult the **Settling in Canada** web page on the Government of Canada website to learn about getting established. The tool will allow you to find a place to live, learn about the education system, obtain a driver's licence and everything else you may need as a new resident.



Staying Informed

Listening to local radio and reading local news are the best ways of staying up-to-date with what is going on in your community. Here are the primary news outlets:

Main French-Language Print and Television Media:

- La Presse
- Radio-Canada
- Le Journal de Montréal
- Le Devoir
- TVA Nouvelles

Main English-Language Print and Television Media:

- The Montreal Gazette
- CTV Montreal
- CBC News
- Global News

Main French Radio News Outlets:

- 98.5 FM Montréal
- ICI PREMIÈRE 95.1 FM
- Radio Circulation 730 AM
- CPAM 1410 AM

Main English Radio News Outlets:

- 88.5 FM CBC Radio One
- CJAD 800 AM
- TSN 690 AM

There are also numerous community, alternative, and cultural newspapers and news outlets available. These broadcasters and media outlets discuss culture, art and community-specific topics rarely covered by larger news networks and are often written in several different languages.