

WINTER – SPRING
2017

LIVING IN **POINTE-CLAIRE**



dans le cadre de la lutte contre l'agrigle du frêne.

**Pointe
Claire**

Made of ash wood recovered as part of

**Pointe
Claire**

LIVING IN POINTE-CLAIRE

WINTER – SPRING 2017

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A WORD FROM THE MAYOR



MORRIS TRUDEAU
MAYOR

65 YEARS OF DEDICATED SERVICE TO OUR COMMUNITY

Dear citizens,

On behalf of City Council, I am pleased to mark the 65th anniversary of the Pointe-Claire Volunteer Rescue Unit. This group of professionals has served our community year after year, making the city safer for us all.

The Volunteer Rescue Unit has more than 30 members – men and women between the ages of 21 and 65, students, working professionals, and retirees – who give of their time and effort to help improve our quality of life.

Volunteer work is an exemplary commitment that benefits the entire community. These volunteers, who assist people in danger and save lives, make a highly valued contribution to the common good. We are proud of them.

As first responders, emergency preparedness personnel, and members of search and rescue teams, they take part in weekly training sessions to make sure that their knowledge and skills are up to date and that they are always ready to respond when we need them.

The Volunteer Rescue Unit is also involved in logistics and safety during municipal events, community activities, water main breaks, and winter storms, and can provide services such as evacuation, drinking water distribution, and medical assistance.

These are passionate people with a big heart, citizens who are driven by the singular desire to help and make a difference when response is often crucial to the well-being of others. I want to take this opportunity to commend their tremendous work.

If you are a person who can make this kind of commitment, I urge you to do so. The Pointe-Claire Volunteer Rescue Unit is always looking for skilled and dedicated people. We are proud to be able to count on people like them and to provide this service to our entire community.

Morris Trudeau
Mayor



CITY NOTES

PAYMENT OF MUNICIPAL TAXES: DUE DATE FOR FIRST INSTALMENT

The first instalment of your municipal tax payment is due February 6, 2017.

THERE ARE FOUR WAYS OF MAKING THIS PAYMENT:

- At a financial institution (in person, online, or through an ATM);
- By signing up for the City's pre-authorized payment plan;
- By sending a cheque or money order to City Hall at 451 Saint-Jean Boulevard, Pointe-Claire, QC H9R 3J3;
- In person at the City Hall tax counter (Interac, cheque, or cash).

NEW! GET YOUR TAX BILL BY EMAIL

Sign up for this new service and you will:

- Receive your tax and water tax bills online;
- Access your tax statements and bills;
- Be notified when the due date approaches.

To register: www.pointe-claire

Information: 514-630-1300, extension 1829, taxes@pointe-claire.ca

COUNCIL MEETINGS

Upcoming meetings: January 10, February 7, March 7, April 4, May 2, June 6, July 4, August 15, September 12, October 3, November 14, and December 5.

Council meetings are held in the Council Chamber at City Hall, 451 Saint-Jean Boulevard, at 7:30 p.m.

Meetings are webcast on the City's website.

APPLICATIONS FOR PERMITS AND CERTIFICATES

Requests for permits or certificates must be sent to the Planning Department by email. To submit an application, download the form available on the City website (www.pointe-claire.ca). All other required documents, including plans, photographs, and letters of authorization, must be sent with the form.

MULTI CARD

The MULTI Card enables residents to register for all activities organized by the City. It is free and includes the LUDIK number required for registration. To obtain the card, go to the Central Library or the Aquatic Centre, where a photo will be taken of all family members aged 6 and up. If you are applying for a card for the first time, you will be asked to provide proof of identity and proof of residence for each person. The card is valid for two years.

SUBMITTING A CLAIM

You must send a notice of claim to the Legal Affairs and City Clerk's Department within 15 calendar days of the incident, either by email or by letter. This notice must include the date and details of the event, your contact information, and any relevant document.

SIGNING UP FOR THE NEWSLETTER

Sign up for our newsletter on the City website. You'll always know what's going on and what's coming up!

2017 ELECTIONS

If you intend to solicit and collect contributions or take out a loan in order to fund activities or incur expenses related to an election campaign, you may at this time request authorization to do so from the returning officer of the City of Pointe-Claire. This authorization is mandatory.

You may also, at any time, request permission from the *Directeur général des élections du Québec* (DGEQ) to form a political party.

For more information and to access the DGEQ form, visit electionsquebec.qc.ca/english/index.php.

Returning officer of the City of Pointe-Claire: 514-630-1228

JOBS FOR STUDENTS

The City has many summer jobs available, both full time and part time. You must be available to work all summer. Work schedules vary.

THERE ARE JOBS IN THE FOLLOWING DEPARTMENTS:

- Administrative Services (Finance, Human Resources, Information Technology)
- Legal Affairs
- Inspection – Public Security
- Planning
- Engineering and Buildings
- Leisure (day camps and park activities program)
- Canoe Club
- Stewart Hall Cultural Centre
- Library
- Community Development and Aid for Seniors
- Public Works (roads, parks, horticulture, and environment)

You can apply online beginning in January at www.pointe-claire.ca/emplois.

APPLICATION DEADLINES

LEISURE

Supervisor – Day Camp	February 12, 2017
Supervisor – Parks Program	2017
Supervisor – Canoe Club	

ALL OTHER JOBS March 5, 2017

HOW TO GET IN TOUCH WITH US

CITY DEPARTMENTS

CITY HALL
451 Saint-Jean Boulevard
514-630-1300

MAYOR'S OFFICE
514-630-1207
morris.trudeau@pointe-claire.ca

CITY MANAGER'S OFFICE
514-630-1237
direction@pointe-claire.ca

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

ENGINEERING AND BUILDINGS
514-630-1208
ingenierie@pointe-claire.ca

LEGAL AFFAIRS AND CITY CLERK'S OFFICE
514-630-1228
greffe@pointe-claire.ca

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

PUBLIC WORKS
514-630-1230
tp@pointe-claire.ca

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

INSPECTION – PUBLIC SECURITY
399 Saint-Jean Boulevard
514-630-1234
secpub@pointe-claire.ca

PUBLIC WORKS YARD
50 Terra-Cotta Avenue

VOLUNTEER RESCUE UNIT
2A Victoria Avenue
514-630-1224
rescueunit@pointe-claire.ca

LEISURE AND CULTURE

RECREATION
94 Douglas-Shand Avenue
514-630-1214
recreation@pointe-claire.ca

ARENA
58 Maywood Avenue
514-630-1211
arenabobbirnie@pointe-claire.ca

CENTRAL LIBRARY
100 Douglas-Shand Avenue
514-630-1218
bibliotheque@pointe-claire.ca

LIBRARY – VALOIS BRANCH
68 Prince-Edward Avenue
514-630-1219

STEWART HALL CULTURAL CENTRE
176 Du Bord-du-Lac – Lakeshore Road
514-630-1220
stewarthall@pointe-claire.ca

AQUATIC CENTRE
60 Maywood Avenue
514-630-1202
aquatique@pointe-claire.ca

CANOE CLUB
75 Du Bord-du-Lac – Lakeshore Road
514-630-1256
infocanoe@pointe-claire.ca

AGGLOMERATION SERVICES

POLICE: SPVM (*Service de police de la Ville de Montréal*), Station 5
395 Saint-Jean Boulevard
514-280-0105

FIRE: *Service de sécurité incendie de Montréal*
401 Saint-Jean Boulevard
514-280-1212

RECENT PROJECTS

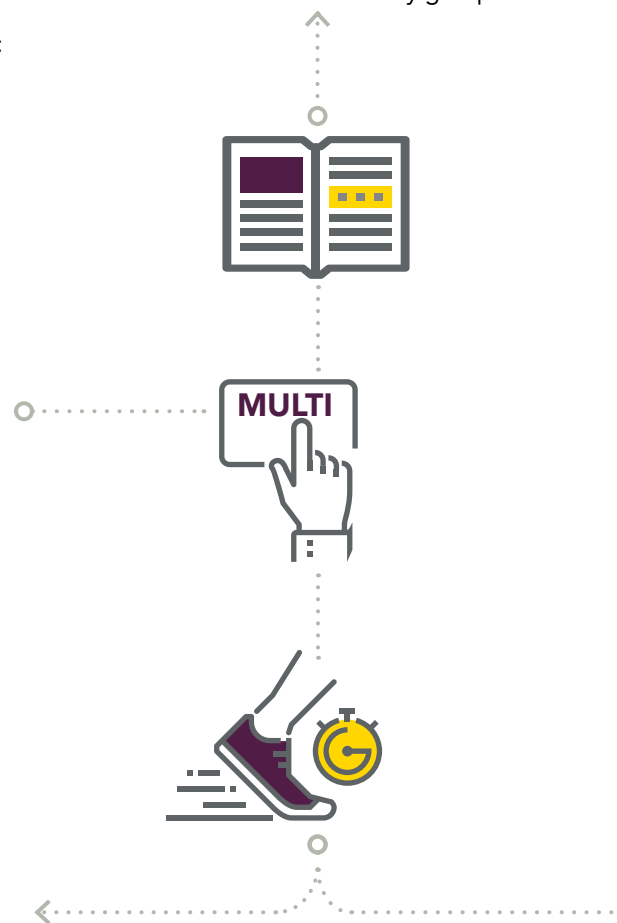
Projects carried out over the past year support the City's focus on serving residents and providing a vibrant space for community life.

ONGOING IMPROVEMENTS TO SERVICES FOR RESIDENTS

- City website completely revamped
- City publications entirely redesigned, resulting in *Leisure Guide*, *Culture Notes*, and the *Living in Pointe-Claire* newsletter
- Creation of new Inspection – Public Security Department
- Upgraded webcasting system for Council meetings
- Campaign to promote road safety: *Slower is safer!*
- Three mobile speed display signs installed to make drivers more aware of speed limits
- Lightning detector installed at Alexandre-Bourgeau Park
- Free activities offered as part of the Health Challenge
- MULTI Card implemented for registration and participation in City activities
- Improved range of activities offered for seniors
- Free admission to City activities for people accompanying disabled persons
- New service counter established at City Hall
- Pointe-Claire's first half marathon

NEW CULTURAL OFFERINGS

- *Summer Evenings in the Parks*: series of outdoor shows
- Recipe book published as part of the Library's 50th anniversary celebrations
- Permanent mural on entrance structure to Valois train station tunnel
- Series of *Friday Night Blues* shows at the Stewart Hall Cultural Centre
- Improved cultural mediation offer for school and community groups



NEW GREEN AND SUSTAINABLE INITIATIVES

- First permanent collection point for recycling polystyrene and Number 6 plastic
- Free distribution of kitchen cones for food scraps
- 575 trees distributed free of charge to homeowners on Earth Day
- New development of Terra-Cotta Natural Park involving planting of 1,240 trees and shrubs
- Program to raise awareness for protection of Terra-Cotta Natural Park
- More than \$125,000 in grants received to revitalize Terra-Cotta Natural Park
- Standardized three-compartment waste and recycling islands (for compostable, recyclable, and waste materials) in City buildings
- New two-compartment waste and recycling islands (recyclable and waste materials) outside City buildings



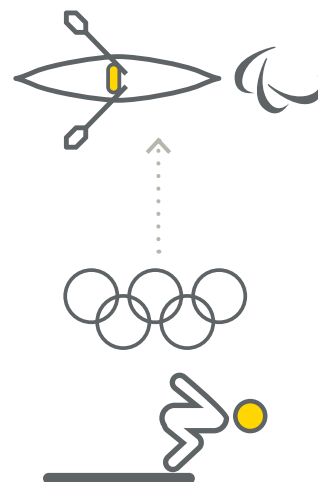
PROJECTS AND INFRASTRUCTURE WORK: ENSURING MAINTENANCE AND LONGEVITY

- Adoption of Special Planning Program for Pointe-Claire Village
- Renovation of one of the rinks at the arena
- Infrastructure work and repaving of 8 kilometres on Charles, Mount Pleasant, Vincennes, Belmont, Glanlynn, Tecumseh, Grange, Delmar, Highgate, Longmeadow, Kirkstone, Broadview, De la Pointe-Claire, Leacock, Columbus, Lucerne, Chester, and De l'Église avenues, and Hymus Boulevard
- Reconstruction of the Donegani Avenue bicycle path over 2.5 kilometres
- Repaving of parking lots in Arthur-Séguin and Cedar Park Heights parks
- Stabilization work to prevent shoreline erosion at the foot of Saint-Jean Boulevard
- Landscaping work at eight parks: Clearpoint, Northview, Arthur-Séguin, Ovide, Empress, Lansdowne, Fifth, and David-W.-Beck
- Renovation of the Terra-Cotta park chalet and braille added to signs



RECOGNITION AND COMMUNITY LIFE

- The Aid for Seniors Program received the Social Development award at the *Mérite Ovation municipale* Gala of the *Union des municipalités du Québec*.
- The Engineering Department team was nominated for an occupational health and safety award for inventing a locking cover for water supply valves in the street.
- The Pointe-Claire Aquatic Club Inc. was established.
- Four Dive Club athletes represented Canada at the Olympic Games: Jennifer Abel, Meaghan Benfeito, Roseline Filion and Vincent Riendeau.
- A Canoe Club athlete represented Canada at the Paralympic Games: Christine Gauthier.
- The Swim Club won two Canadian championships, a first in the history of Canadian swimming.



ENVIRONMENT

FIGHTING THE EMERALD ASH BORER

If you have an ash tree on your property, you have two options.

1. PREVENTIVE TREATMENT

Preventive treatment with TreeAzin, recommended by experts, is the only action that offers relatively effective protection against the emerald ash borer. The insecticide, which is injected at the base of the trunk, acts for two years. Treatment must be carried out by professionals. Once again this year, a special rate will be offered to all homeowners, beginning in the spring. To benefit from this rate, contact Public Works before **August 15, 2017** (514-630-1230). Treatment must be administered between mid-June and the end of August.

GRANTS FOR PREVENTIVE TREATMENT

Homeowners are eligible for a grant covering 50% of the treatment cost, up to a maximum of \$1,500 over two years for each residential address. The grant applies to ash trees that qualify for preventive treatment. You must first contact Public Works to have your ash trees inspected.

Close to 300 residents have benefitted from grants for preventive treatment or felling since the program was established in 2015.

2. FELLING

Any ash tree of which 30% of branches are dead must be felled. It is important to act quickly because a dead ash tree becomes dangerous and is more costly to fell. **Before felling the tree, you must apply for a certificate, which will be issued free of charge. The application form is available at www.pointe-claire.ca.** Once you have filled it out, please send it, along with all required documents, to urbanisme@pointe-claire.ca.

GRANTS FOR FELLING

A grant is provided to homeowners for the felling of ash trees with a diameter of 25 cm or more. The grant covers 50% of felling costs, up to a maximum of \$200 per tree.



FELLING IS PERMITTED BETWEEN
OCTOBER 1 AND MARCH 14



SUSTAINABLE DEVELOPMENT INITIATIVES

As part of the strategy to fight the emerald ash borer adopted in 2015, various initiatives have been taken to slow ash tree mortality, maintain the urban canopy, and recover and transform ash wood. Here they are in figures:

- 800 trees planted
- 1,400 ash trees treated with TreeAzin
- 325 ash trees recovered and transformed
- Preventive felling of 325 ash trees to be recovered and transformed
- 575 trees distributed free of charge on Earth Day



RECOVERY AND TRANSFORMATION OF ASH WOOD

Recovery and transformation of the wood from 325 ash trees has given the Aquatic Centre lobby a stylish new look.

Ash wood planks from trees felled on public land were made into 20 tables and 64 benches.

The new furniture has a natural, modern look and is practical and comfortable. The remaining wood was made into wood chips and scattered on trails in Terra-Cotta Natural Park, for the benefit of users.

Our common actions are intended to protect our environment and preserve our urban canopy. You are all invited to contribute.

WASTE MANAGEMENT

2015 REPORT

POINTE-CLAIRE RANKS SECOND AMONG TOP-PERFORMING CITIES ON THE ISLAND OF MONTREAL

Thanks to proactive City policies and shared efforts to promote sustainable development, Pointe-Claire generated 17,180 tonnes of waste in 2015, the majority of which (64%) was reclaimed, recycled, or reused.

HERE ARE THE RESULTS FOR THE MAIN COLLECTIONS:

Compostable materials: Pointe-Claire stands out again, ranking third among the area's cities with a recycling rate of 55%, just below the government target of 60%. Community efforts made it possible to divert more than 4,691 tonnes of waste from landfills in 2015.

Household waste: This category decreased from 54% to 36% of the total volume of waste.

Recyclable materials: The target in the Metropolitan Waste Management Plan (PMGMR) is 70%, a rate that was exceeded with a result of 74%.

A FEW TIPS TO MAKE IT EASIER TO JOIN IN THE ORGANIC WASTE COLLECTION

USE A TRANSFER CONTAINER

Use a transfer container to collect food scraps and transfer them regularly to the bin. Or get your kitchen cone from the Public Works counter at City Hall. It's free with proof of residence.

KITCHEN CONE

A simple, easy way to collect food scraps in three easy steps:

1. Line the cone with newspaper.
2. Put your foods scraps in the cone.
3. When the cone is full, remove the paper containing the food scraps and put the whole package outdoors in your organic waste bin.

TAKE CARE OF YOUR BIN

Line the bottom of your bin with newspaper and sprinkle it with baking soda. Wash the bin regularly with a mild detergent or white vinegar and let it dry before adding compostable materials.

KNOW HOW TO PUT MATERIALS IN THE BIN

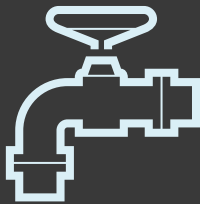
Alternate between food scraps and dry materials (tissues, paper towels, newspaper, etc.). You can also keep food scraps in the freezer between collections. Wrap scraps of meat, fish, and seafood in newspaper before putting them in your bin.

DO LITTLE THINGS THAT MAKE A DIFFERENCE

Put your bin in the shade and keep it closed. Put it out every week, even if it's almost empty.



By actively participating in sorting at the source, you reduce the amount of waste that is brought to landfills, which contributes to a better environment.



We are available to open
or close your main water
service entrance.

This service is free of charge
during regular hours.

RESIDENTIAL SERVICES

CLOSING AND OPENING OF WATER SERVICE ENTRANCE – RESIDENTIAL AND COMMERCIAL SECTOR

We are available to open or close your main water service entrance when you are carrying out repairs or renovations. Please give us at least 48 hours' notice before starting the work – unless it is an emergency – so that we can verify the condition of your water service entrance. The service is offered free of charge during regular hours. At any other time, there is a fee of \$397.

SEWER CLEAN-OUT

The sewer clean-out inside your home must be accessible and in good condition. The cap must not be covered with cement, rust, or any other material, and must be easy to manipulate. The sewer clean-out is located where the sewer pipe exits the house (usually near the water meter) and has a 45° angle so that a rigid rod can be inserted for unblocking.

BACKFLOW PREVENTION VALVE

A backflow prevention valve is installed on the private side of the service line leading to the sewer. This device, which is mandatory, is designed to prevent basement flooding in the event of a sewer backup. Here's how to make sure the valve is in proper working order:

- Check regularly that the valve is not stuck in an open or half-open position due to blockage or malfunction.
- In case of heavy rain, avoid flushing the toilet or running the water. Too much water can open the valve, causing the sewer to back up into your home.

SERVICE CALLS FOR SEWER BLOCKAGES

On request, the City will clear blocked sanitary sewers. If the work being done is the responsibility of the property owner and is carried out during regular work hours, a rate of \$813 will be charged. At any other time, the rate will be \$1071.

BY-LAWS



CONSTRUCTION OR RENOVATION WORK

Before undertaking your construction or home renovation project, we recommend that you contact the Planning Department to find out if a building permit or a certificate of authorization is required. For information about the criteria and costs related to applications for permits and certificates, visit www.pointe-claire.ca.

Some projects must comply with the objectives and criteria set out in the By-Law on Site Planning and Architectural Integration Programs (PC-2787) and, if applicable, in the By-Law on the Demolition of Immovables (PC-2818). These projects must be examined by the Planning Advisory Committee before being studied by City Council.



GOOD NEIGHBOURS

Did you know that excessive noise is prohibited by the by-law concerning nuisances? Noise that is disturbing to others is forbidden between 11 p.m. and 7 a.m. Noise is considered disruptive if the ambient noise level exceeds 5 decibels.

To enable everyone to fully enjoy their property, the noise level of appliances such as air conditioners and mechanical or pump heating equipment must not exceed 60 decibels between 7 a.m. and 9 p.m., and 50 decibels between 9 p.m. and 7 a.m.

The use of electric, pneumatic, mechanical, or other devices outdoors is permitted between 7 a.m. and 9 p.m. during the week, and between 9 a.m. and 5 p.m. on Saturdays, Sundays, and holidays.

Respect: the best way to live in harmony!



NEW STANDARDS FOR WOOD-BURNING APPLIANCES

In order to ensure the best possible air quality, all new auxiliary heating appliances or fireplaces that burn solid fuel must emit no more than 2.5 grams of fine particles into the atmosphere per hour. Appliances must have Environmental Protection Agency (EPA) certification. This new regulation has been in effect since December 14, 2016.

A certificate of compliance must be filed within 30 days of completion of the work. An installation permit is required and can be obtained from the Planning Department.



NEW TYPE OF ACTIVITY AUTHORIZED IN DETACHED SINGLE-FAMILY HOMES

In keeping with changing job market practices and to continue to improve quality of life, the City may give permission to any owner of a detached single-family dwelling to work at home, as long as certain criteria and conditions are met, to manage a business, provide personal or professional services, or work as a craftsperson. **Requests must be examined by the Planning Advisory Committee before being studied by City Council for final approval.** For more information, call the Planning Department at 514-630-1206.

If there is a discrepancy
between the explanations
above and any by-law,
the wording of
the by-law will prevail.

ARE YOU PREPARED FOR AN EMERGENCY?

BE PREPARED TO BE SELF-SUFFICIENT FOR 72 HOURS!

Seventy-two hours is how long it could take for emergency workers to get to you, or for public utilities to be restored.

THESE ITEMS ARE RECOMMENDED FOR YOUR BASIC EMERGENCY KIT:

- Drinking water: two litres per person per day, for at least three days
- Non-perishable foods: enough to last at least three days
- Manual can opener
- Flashlight with spare batteries
- Battery-operated radio with spare batteries
- First-aid kit and any medications you need
- Candles
- Lighters and matches

Assemble your kit to suit your needs, and place items in a bag or other container ahead of time.

CodeRED

Sign up for the City's automated emergency call service so that we can reach you when broadcasting alerts and general advisories. Visit the City website to fill out the form.



YOUR SAFETY

SNOW REMOVAL: STREETS AND SIDEWALKS

The time required to clear snow and spread abrasives on streets and sidewalks depends on weather conditions. The City does everything necessary to ensure that both drivers and pedestrians can get around safely.

Snow removal operations start when there is an average snowfall of approximately five centimetres and are carried out in two stages.

CLEARING

Clearing of streets and sidewalks begins on major streets and streets close to schools and hospitals, and then continues on secondary streets. These steps are repeated if snow continues to fall.

REMOVAL

This stage begins when snow has stopped falling and streets and sidewalks have been cleared. Snow may be blown onto lots or along curbs, or may be taken to a snow dump. The length of this operation depends on the amount of the snowfall.

SNOW REMOVAL RULES

When you remove snow from your driveway, you must put it on your property. The following are violations of the City by-law:

- Piling snow in such a manner as to obstruct the visibility of drivers, whether on public or private property;
- Throwing snow within 1.5 m of a fire hydrant;
- Throwing snow onto public property or onto the public right-of-way.

Snow removal signs are authorized from October 25 to April 14.

OVERNIGHT STREET PARKING

Overnight street parking is prohibited between midnight and 7 a.m., from November 15 to April 15. **If you need to park on the street during these hours, contact the Inspection – Public Security Department at 514-630-1234.** Weather permitting, a 24-hour temporary permit may be issued. A maximum of three permits a year may be issued per vehicle.

Also, we would like to remind you that parking is allowed in the daytime on one side of the street during this period.

