

WINTER – SPRING
2018

LIVING IN POINTE-CLAIRE



YOUR NEW
CITY COUNCIL

Pointe 
Claire

LIVING IN POINTE-CLAIRE

WINTER – SPRING 2018

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HOW TO GET IN TOUCH WITH US

CITY DEPARTMENTS

CITY HALL

451 Saint-Jean Boulevard
514-630-1200

MAYOR'S OFFICE

514-630-1207
john.belvedere@pointe-claire.ca

CITY MANAGER'S OFFICE

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

LEGAL AFFAIRS AND CITY CLERK'S OFFICE

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

COMMUNICATIONS

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

ENGINEERING AND BUILDINGS

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

TAXES

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

PUBLIC WORKS

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

PLANNING

514-630-1206
urbanisme@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

NAUTICAL ACTIVITIES

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
514-280-0871

POINTE-CLAIRE NEWSLETTER AND LEISURE NEWS

Sign up on the City's website to receive information about news,
upcoming events, and registration dates for activities offered
by the City!

Visit www.pointe-claire.ca.

NEWSLETTER
REGISTRATION!

PUBLISHED BY
THE CITY OF POINTE-CLAIRE
www.pointe-claire.ca



twitter.com/pointe-claire

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duval design communication

A WORD FROM THE MAYOR



JOHN BELVEDERE
MAYOR

CITIZENS FIRST

Dear residents,

It gives me great pleasure to be the new mayor of the City of Pointe-Claire, a mandate that I accept with pride and humility and that I will fulfill to the best of my abilities and with complete dedication.

During my electoral campaign, I had the opportunity to talk to many of you to understand your needs, your reality, and your wishes. Rest assured that all of your ideas, comments, and recommendations have been heard.

My commitment to our community drives me to promote a City focused on improving our quality of life while ensuring a sustainable and prosperous tomorrow for current and future generations.

Throughout my professional career in business, I have always focused on management styles geared toward accessibility, open-mindedness, and discussion while encouraging others to express their ideas in order to make the best decisions and find the right solutions.

It is with this mindset that I assume my role as mayor, to work with you in order to make our community stronger than ever.

I have been a Pointe-Claire resident for over 20 years and I am always proud to see just how close, united, and strong our community is. I have witnessed firsthand our community's ability to turn strangers into neighbours. This openness and ability to create ties naturally and quickly are what define Pointe-Claire, and I will try to highlight these qualities during my term.

City Council and I will continue to work together, for you and with you, to maintain the quality of life, the services we offer, and the vitality of our City.

Thank you for your trust.

A handwritten signature in dark ink, reading "John Belvedere". The signature is fluid and cursive, written in a professional style.

John Belvedere
Mayor

YOUR CITY COUNCIL



JOHN BELVEDERE

[Mayor](#)

514-630-1207

john.belvedere@pointe-claire.ca

1st term

I have been a Pointe-Claire resident since 1992. My wife, Sandra, and I have a wonderful daughter, Calista, and I am a retired entrepreneur.

I am passionate about our City, the quality of life and the services we offer. During my term, I will do my part to make these even better for everyone. I started volunteering at the age of 12 as a hockey and soccer coach, then as a volunteer firefighter, president of an outdoor pool, and an active member on community organization committees. I also continue to support many local foundations.

My vision is to make our City the best and most appealing in the West Island while taking into consideration future changes, such as the upcoming Réseau électrique métropolitain (REM) light-rail transit system.



CLAUDE COUSINEAU

[Councillor](#) – District 1

514-630-1288

claudc.cousineau@pointe-claire.ca

2nd term

I have been a Pointe-Claire resident since 1978 and I have frequented Pointe-Claire Village for over 60 years.

I have two grown daughters and one grandson, and have worked in Pointe-Claire for my entire 32-year career as a first responder and retiring as a fire captain.

I am passionate about Pointe-Claire Village and our City, and I believe in positive change.

My vision for the next four years is to make Pointe-Claire a more modern, balanced city focused on the future.



PAUL BISSONNETTE

[Councillor](#) – District 2

514-630-1289

paul.bissonnette@pointe-claire.ca

4th term

I have been a Pointe-Claire resident since 1949. I have one grown daughter and I have worked as a manager in marketing and services. I have volunteered for many years and I continue to give my time to many organizations in our community.

During my term, I want Pointe-Claire to remain a leader in the West Island and to continue offering exceptional services to the entire community.

As a City Councillor since 2005, I am committed to helping our residents continue to improve their environment.



KELLY THORSTAD-CULLEN
Councillor – District 3
514-630-1290
kelly.thorstad-cullen@pointe-claire.ca
2nd term

I have been a Pointe-Claire resident since 2005 as my husband, Brent, and I moved to Pointe-Claire to raise our family. We are the proud parents of three beautiful boys: Kyle, Andrew, and Tyler. I am a Nurse Practitioner and Director of Nursing and Patient Care Services at the Shriners Hospitals for Children – Canada.

I have thoroughly enjoyed representing Valois and the City for the past four years. My motivation is to represent our community and young families in Pointe-Claire. I want to continue supporting sustainable development and the optimization of the services that the City has to offer. Dedicated to supporting the activities of my three boys, I am also a soccer coach, youth leader, and avid fan in the hockey arena stands!



TARA STAINFORTH
Councillor – District 4
514-630-1291
tara.stainforth@pointe-claire.ca
1st term

I have been a Pointe-Claire resident since 2007. A teacher and author by profession, I am the mother of two lovely daughters and the President of Pointe-Claire Block Parents.

What makes our City great is that it offers the community a wonderful place to live through its services and dedication to quality of life. With my children, I became more involved, and it is this commitment that motivates me to work towards preserving and continuously improving our City, as well as making sure the people are well-represented. During my term, I will continue the great work being done in our City by making sure citizens are actively engaged and participating, creating a greater sense of belonging to the community to support Pointe-Claire as it achieves its greatest potential.



CYNTHIA HOMAN
Councillor – District 5
514-630-1292
cynthia.homan@pointe-claire.ca
2nd term

I have been a Pointe-Claire resident since 1978 and I have raised my three children here. I have over 35 years of experience in the business world and in community service. I am a strong advocate for solutions to key social issues we must face: food security, isolated seniors, the environment, and affordable housing.

As a City Councillor since 2013, I am as committed as ever to maintaining and improving services to our residents within the City's framework of sound financial management. For the next four years, I will continue the revitalization process that started with our industrial park, the Pointe-Claire and Valois Villages, our sustainable development program, and various infrastructure projects to improve our City.



DAVID WEBB

Councillor – District 6

514-630-1293

david.webb@pointe-claire.ca

1st term

I have been a Pointe-Claire resident since 1986. I am the father of three grown children – Kimberly, Melanie, and Corey – and I have worked in sales and customer service. I managed a family business on Donegani Avenue from 1976 to 1995, and I currently work for a distribution company based in Pointe-Claire.

I took full advantage of all the services offered by the City when my children were growing up, and now it is my turn to give back to our community. My wife, Kathy, and I have coached our children's soccer teams.

During my term, I want to ensure that our City continues to be a community that excels and remains a great place to live and raise our families.



ERIC STORK

Councillor – District 7

514-630-1294

eric.stork@pointe-claire.ca

1st term

I have been a Pointe-Claire resident since 2002 and I have worked as a consultant and sales manager. I am the father of two daughters and I am committed to the values of respect, integrity, and family.

During my term, I want to ensure that I represent and defend the values, opinions, and beliefs of the residents in my district.

My goals will focus on improving communication and transparency between the City and the community. That is what I will strive to accomplish for you in the coming years.



BRENT COWAN

Councillor – District 8

514-630-1295

brent.cowan@pointe-claire.ca

1st term

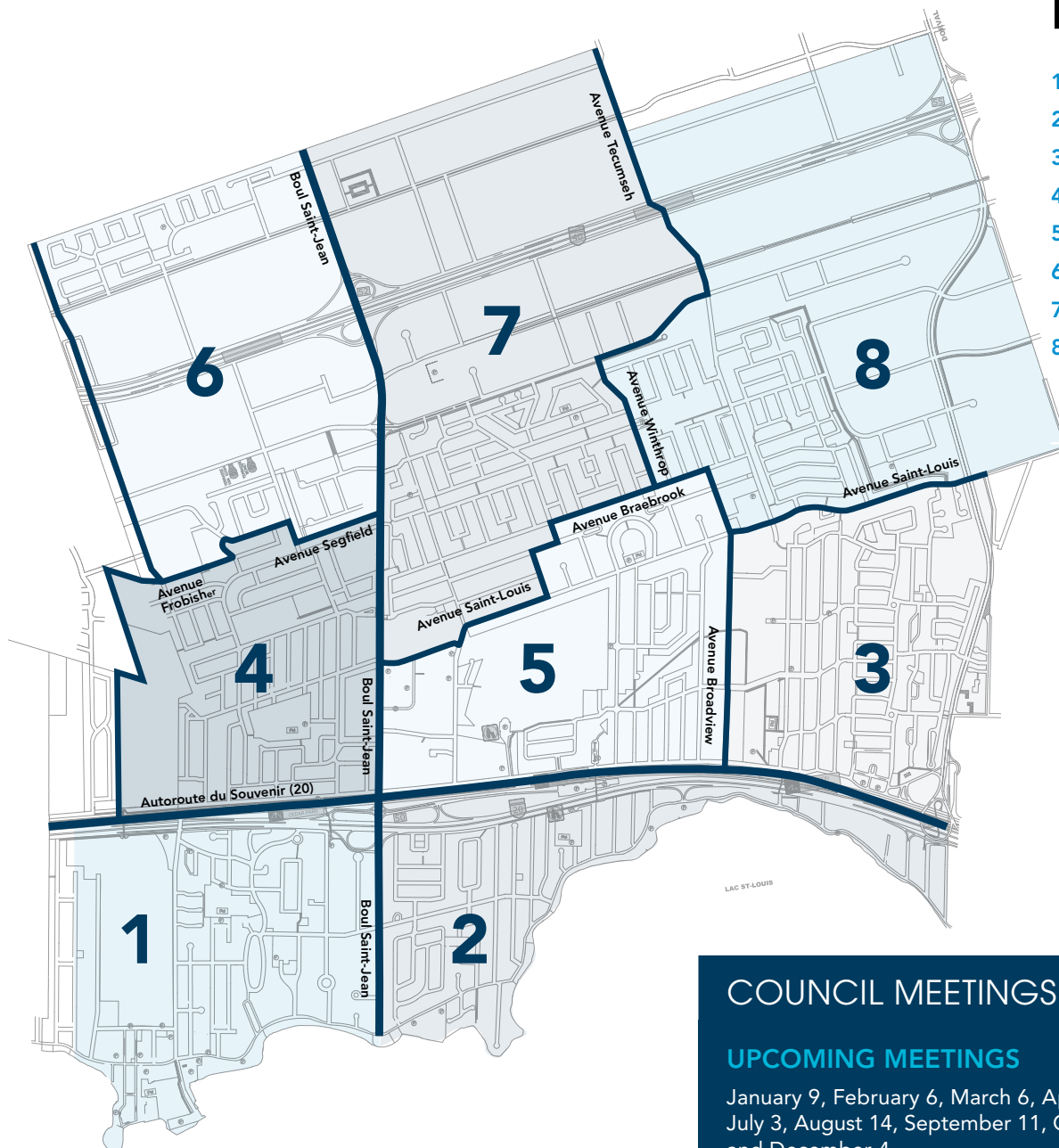
I have been a Pointe-Claire resident since 1994 and own a company which manufactures pulp testing equipment. My wife, Christiane, and I have two adult children, Stephanie and Tristan.

As a Pointe-Claire City Councillor, I want to help bring municipal government closer to the community and to encourage the community's deeper involvement in their own municipal government.

At the end of my term, I hope to have contributed significantly to achieving this aim.

DISTRICTS

- 1 – CEDAR / LE VILLAGE
- 2 – LAKESIDE
- 3 – VALOIS
- 4 – CEDAR PARK HEIGHTS
- 5 – LAKESIDE HEIGHTS
- 6 – SEIGNIORY
- 7 – NORTHVIEW
- 8 – ONEIDA



COUNCIL MEETINGS

UPCOMING MEETINGS

January 9, February 6, March 6, April 3, May 1, June 5, July 3, August 14, September 11, October 2, November 6 and December 4.

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.

CITY NOTES

MULTISERVICE COUNTER

Whether you have requests related to planning, engineering, public works, taxes, or leisure, the multiservice counter at City Hall can help.

OPENING HOURS

Regular hours

Monday to Friday: 8:30 a.m. to 4:30 p.m.

Summer hours

From May 7 to October 5, 2018

Monday to Thursday: 8 a.m. to 4:30 p.m.

Friday: 8 a.m. to noon

The multiservice counter is open until 7 p.m. on Thursdays.

ONLINE APPLICATIONS FOR PERMITS AND CERTIFICATES

Applications 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. All other required documents, including plans, photographs, and letters of authorization, must be sent with the form.

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 all relevant documents.

TAXES

Check the due dates for your instalments indicated on your account.

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 multiservice counter (Interac, cheque, or cash).

ACCESS YOUR TAX BILL ONLINE

Sign up for this new service and you will:

- Receive an email indicating that your tax bill, water tax bill or tax statement is available in your file;
- Be able to access your tax statements and bills;
- Be notified when a due date approaches;
- Receive a \$5 credit on your next tax bill.

To register, visit www.pointe-claire.ca and click on Taxes in the For residents section.

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

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
- Communications
- Legal Affairs
- Inspection – Public Security
- Planning
- Engineering and Buildings
- Leisure (day camps and parks 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
Supervisor – Parks Program
Supervisor – Canoe Club

**February
11, 2018**

All other jobs

**March 4,
2018**

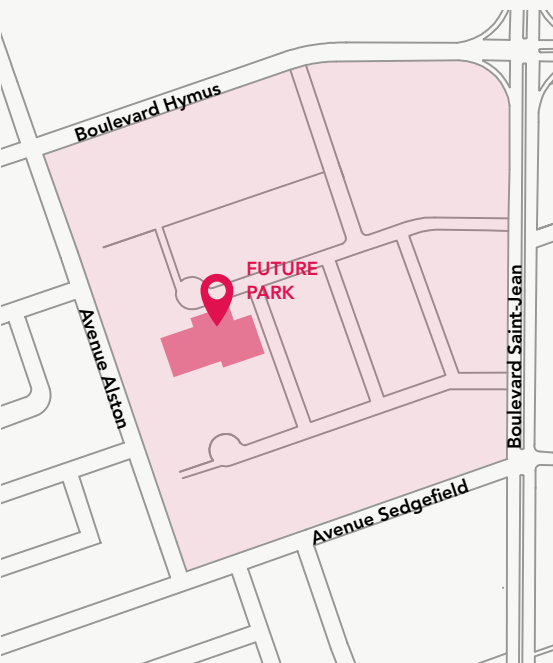
CONTEST

NAME THE FUTURE GREENWICH NEIGHBOURHOOD PARK

The City of Pointe-Claire is calling on all residents to help find a name for the new Greenwich neighbourhood park, which will be developed starting in the coming months.

This natural space located at the corner of Gendron and Des Frênes Avenues will include a path, playgrounds, and rest areas. Unleash your creativity! The person who suggested the chosen name will win a prize. Some criteria must be followed.

For full details, visit
www.pointe-claire.ca.



RENEW YOUR MULTI CARD!

Will your MULTI Card expire in the next three months? Renew it now! The MULTI Card allows residents to register for all activities offered by the City. It is also proof of residence and is required to access City services.



BOB-BIRNIE ARENA

Free public skating
at reserved times



PROOF OF RESIDENCE

**Required for services offered
by the City:**

- Leisure activity registration
- Access to municipal services



INSPECTION – PUBLIC SECURITY

Boat launching ramp permits



AQUATIC CENTRE

**Free recreational swimming
at scheduled times:**

- Every day for seniors (age 60 and up).
- Saturday and Sunday evenings for everyone.



LIBRARY

Free services:

Loans (up to 50 documents at a time), online reservations and renewals, music and movie streaming, ebooks, online courses

Special rates:

Courses, cultural activities, craft activities

Passes:

Priority passes for special events



STEWART HALL CULTURAL CENTRE

- Priority passes to certain workshops and events
- Free cultural workshop trial class
- No monthly fees for art rental in spring



PUBLIC WORKS

Free services:

Ecocentre, distribution of trees, compost and kitchen cones

Special rates:

Household compost bins, rain barrels

HOW TO RENEW:

If your MULTI Card will expire in the next three months:

- Go to the Central Library, the Aquatic Centre, or City Hall.
- A photo will be taken of all family members age 6 and up.
- Show recent proof of residence and your current MULTI Card.
- Your card will be renewed for two years.

IT PAYS TO RENEW!

There will be a prize draw every month among renewed MULTI Cards.

For the complete list of benefits, visit
www.pointe-claire.ca.

RECENT PROJECTS

Projects carried out over the past year support the City's focus on serving residents and improving the quality of life, infrastructures, and public facilities.

NEW GREEN AND SUSTAINABLE INITIATIVES

- New recovery program for small electronic devices at the Aquatic Centre
- Monarch educational garden inaugurated
- Waste management search tool added on the website
- Two beehives installed on the roof of the Central Library
- Bee educational garden created
- 11 interpretive panels installed at Terra-Cotta Natural Park
- New grant program for replacing standard toilets with low-flush toilets
- Rain barrels distributed at a preferential rate
- Household waste characterisation project
- Waste Management Squad present during the summer
- Five seasonal leaf collections added
- Children's book about composting created and given to students in Pointe-Claire elementary schools and educational workshops about waste management given

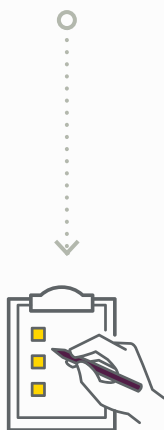
NEW CULTURAL OFFERINGS

- *Geopoetics*, a cultural project celebrating the 150th anniversary of Canadian Confederation: three indoor and outdoor exhibitions at the Stewart Hall Cultural Centre and over 50 cultural mediation activities reaching over 10,000 residents
- *Les ombres claires*, a permanent artwork by André Dubois, installed in Stewart Park, legacy of *Geopoetics* for Canada's 150th anniversary
- Day camp specializing in circus arts added
- Contemporary skating show with *Le Patin libre*, including a cultural mediation activity bringing together over 230 children in the community
- Celebration of the 50th anniversary of the Art Rental and Sales Service
- Stewart Hall Boutique redesigned and a special Canada 150 collection created to highlight the talent of our artisans
- Workshops promoting reading in schools in collaboration with emergency services: firefighters, police officers, and public security



ONGOING IMPROVEMENTS TO SERVICES FOR RESIDENTS

- Campaign to promote road safety: *Slower is safer!*
- Over 19,000 MULTI Cards issued for registration and participation in municipal activities
- Pointe-Claire's second half-marathon with more than 2,700 runners
- Children's activity booklet about friendship and inclusion created
- Adapted bicycle purchased for day camps
- New mascot, Buddy, created as an ambassador for the City
- Leisure News and Pointe-Claire Newsletter created
- Day Camp Guide and Handbook for Parents created
- Free recreational swimming on Saturdays and Sundays at the Aquatic Centre for residents with a MULTI Card



PROJECTS AND INFRASTRUCTURE WORK: ENSURING MAINTENANCE AND LONGEVITY

- Special Planning Program for Valois Village adopted
- Village Code for the Pointe-Claire Village adopted
- Special Planning Program for the Pointe-Claire City Centre adopted
- Changing rooms renovated at the arena
- Infrastructure work and nine kilometres of roads repaved on Roundtree-Crescent, Pendennis, Labrosse, Tecumseh, Highgate, Brigadoon, Sedgefield, Eldon, Norwood, Ambassador, Glenbrook-Crescent, Saint-Louis, Donegani, Fifth, and Cartier Avenues, and on Hymus Boulevard
- 4.2 kilometres of bicycle paths rebuilt and added on Hymus Boulevard, and Donegani, Labrosse, Saint-Louis, and Cartier Avenues
- Landscaping work at five parks: Clearpoint, Landsowne, Empress, Stockwell and Cedar Park Heights
- Hermitage Park completely redeveloped
- Terra-Cotta chalet renovated
- Terra-Cotta dog park extended
- Shelter installed and drinking fountain added at Ovide dog park
- Splash pad installed at Valois Park



FIGHTING THE EMERALD ASH BORER

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

1. 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.

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.

2. 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 owners, beginning in the spring. To benefit from this rate, contact **Public Works before August 15, 2018.**

Treatment must be administered between mid-June and the end of August.

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.

Public Works: 514-630-1230, tp@pointe-claire.ca

INITIATIVES TO SLOW DOWN THE DEATH OF PUBLIC ASH TREES, MAINTAIN THE URBAN CANOPY, AND TRANSFORM ASH WOOD IN 2017:

- 800 trees planted
- 1,400 ash trees treated with TreeAzin
- 250 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



INFORMATION MEETING ON FIGHTING THE EMERALD ASH BORER

February 22, 7 p.m.
City Hall –
451 Saint-Jean Boulevard

To register:
communications@pointe-claire.ca
514-630-1200

JOIN US TO FIND OUT ALL ABOUT:

- How to protect your ash trees
- Grants for preventive treatment
- Grants for felling
- What the City is doing for public ash trees

WASTE MANAGEMENT

NEW FEATURE ON THE WEBSITE – SEARCH BY MATERIAL

Do you have questions about sorting your waste? Visit **pointe-claire.ca/en/search-by-material** and simply enter the name of the material to find the best ways to dispose of it.



SEARCH BY MATERIAL

Our article or material search tool allows you to quickly find the most efficient ways to dispose of your waste. Enter your search in the field below.

SEARCH

WASTE SORTING IN PUBLIC SPACES

Bins with two or three containers (recyclables, organic waste, and household waste) can be found in parks, green spaces, and municipal buildings. Proper sorting at source is the best way to manage waste at home, as well as in parks, municipal buildings, and public spaces. These small, simple, everyday gestures will allow us to continue to improve our actions focused on sustainable development.

Installing bins with two and three containers in public spaces has allowed us to obtain a \$150,000 grant from Éco Entreprise Québec. This initiative will make it easier for everyone to take part in different collections and protect the environment.



For more information about waste accepted in each bin, visit the collection page at **www.pointe-claire.ca**.

PLEASE NOTE THAT
THE COLLECTIONS FOR
ORGANIC WASTE AND
RECYCLABLES ON
DECEMBER 25 AND JANUARY 1
HAVE BEEN MOVED UP TO
SATURDAYS, DECEMBER 23
AND 30.

INFORMATION MEETING – MANAGING WASTE MATERIALS

May 17, 7 p.m.

City Hall – 451 Saint-Jean Boulevard

Join us to find out everything you need to know about
the various collections.

Registration: communications@pointe-claire.ca, 514-630-1200

EARTH DAY

Join us from April 19 to 22 for the many activities planned for Earth Day. It's an opportunity to help protect our environment.

Here is what you can expect on Saturday, April 21 at the Public Works Yard starting at 8 a.m.:

- Free distribution of 575 trees (one per address)
- Free distribution of rain barrels to the first 100 residents to reserve a tree online (one per address). Barrels will be given at the same time as trees throughout the day on April 21. Rain barrels will also be sold at a discounted price of \$40.
- Free distribution of compost and wood chips (limited quantity)
- Free distribution of cones to collect organic waste
- A draw to win the children's book *Leonard's Composting Adventures* during all Earth Day activities from April 19 to 22. The book can also be purchased for \$5.

ONE BIRTH, ONE MEMORY, ONE TREE

You can now plant a tree to celebrate a birth or commemorate a death. To participate, contact Public Works at **514-630-1230** or **tp@pointe-claire.ca**.

NEW: ONLINE RESERVATION FOR TREE DISTRIBUTION

By filling out the reservation form, you can choose your tree species and avoid the wait at the Public Works Yard. You can pick up your tree on April 21 at any time between 8 a.m. and 4 p.m.

Here are the dates when you can choose, reserve, and pick up your tree:

When?	Where?	What?
March 1	pointe-claire.ca	Available tree species released
March 26, starting at 4 p.m.	pointe-claire.ca	Reservation form available*
March 26, 1 to 7 p.m.	City Hall 514-630-1200	Reservation assistance* and consultation with a forest engineer in person or by phone
April 21, 8 a.m. to 4 p.m.	Public Works Yard 50 Terra-Cotta Avenue	Tree distribution*

*Make sure you have your MULTI Card (details on page 9).

Other planned activities:

When?	Where?	What?
April 19 7 p.m. (English) 8 p.m. (French)	Central Library	Conference: Biodiversity of the St. Lawrence Valley
April 20, 7 p.m.	Stewart Hall Cultural Centre	Poetic Tale: Arbre A story of branches and seasons
April 21, 9 to 10:30 a.m.	Terra-Cotta Natural Park (Terra-Cotta entrance)	Clean-up and tree planting
April 21 1:15 p.m. (ages 6 to 9) 3 p.m. (ages 9 to 12)	Central Library	Biodiversity experiments
April 22, 2 p.m.	Stewart Hall Cultural Centre	Creating a tropical plant terrarium

For more details about Earth Day activities, please check the Winter-Spring edition of Leisure Pointe-Claire or visit **www.pointe-claire.ca**.

TERRA-COTTA NATURAL PARK

Terra-Cotta Natural Park
is a wooded area
of great ecological value
that is open to the public
for environmentally friendly
recreational activities.



This urban wooded area is a natural habitat for a wide range of birds, reptiles, and small mammals. The park's varied fauna and flora provide these animals with abundant sources of food and a place to have their young.

NEW INTERPRETIVE PANELS

The paths in Terra-Cotta Natural Park now feature 11 interpretive panels. During your next hike, you can learn more about the park's history, the different animal species that live there or are just passing by, and the unique characteristics of its flora.

Panels have also been added at the park's five entrances to make the park more accessible and make hikes more enjoyable. A map of the paths and a list of rules have also been installed at each entrance.

BEE EDUCATIONAL GARDEN

The Viburnum entrance of Terra-Cotta Natural Park now includes a honey plant garden that aims to preserve biodiversity. The garden includes a path, three interpretive panels, and a bench. These plants produce nectar and pollen, playing a vital role for pollinating insects such as bees and monarchs. The garden is expected to be inaugurated in the summer of 2018.



Estimated projection in 2020

RESIDENTIAL SERVICES



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

This service is
free of charge during
regular hours.

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 \$345.

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 \$719 will be charged. At any other time, the rate will be \$943.

Rates are subject to change without prior notice.



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 and, if applicable, in the By-Law on the Demolition of Immovables. These projects must be examined by the Planning Advisory Committee before being studied by City Council.



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.**



NEW: VILLAGE CODE

The Village Code is a tool that centralizes, simplifies, and illustrates planning by-laws for Pointe-Claire Village to make them easier to understand and apply. The Village Code is based on the Form-based Code approach, which relies on urban form to create a pleasant, dynamic, human-scale environment that respects our heritage.

The Village Code is available on the City's website.

Start planning your permit and certificate requests in January for the summer!

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

SAFETY

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.

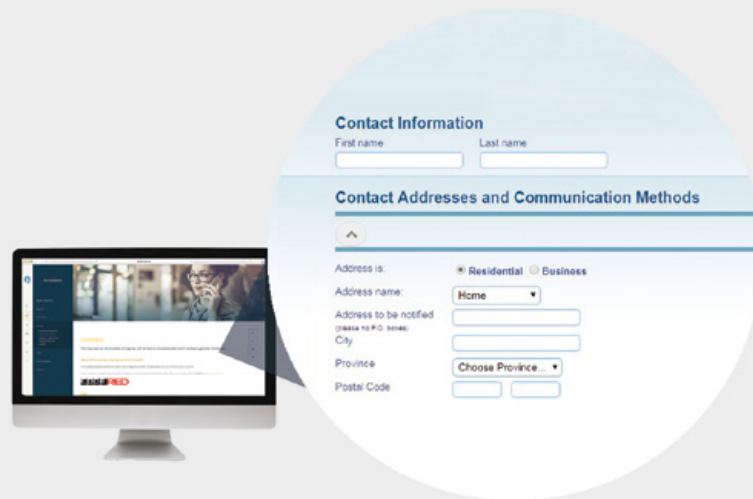


CodeRED

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

The CodeRED database contains all listed landline telephone numbers located within the City of Pointe-Claire as of 2014. If you have an unlisted phone number or only a cell phone, or if you moved to Pointe-Claire after 2014, this is how to sign up:

- Go to www.pointe-claire.ca;
- Choose Security in the For residents menu;
- Click on CodeRED and follow the procedure.



CodeRED trial call

As part of Civil Protection Week, a CodeRED trial call will be placed to all registered phone numbers between **May 6 and 12, 2018.**

What happens if I fail to answer a CodeRED call?

- If you have voicemail, the system will leave a message.
- If you do not have voicemail, the system will call you back at least three times within 15 minutes.

Can I listen to an advisory a second time?

When you receive a CodeRED call, the number 866-419-5000 will be displayed. To hear the most recent advisory, dial this number from the same telephone.

The CodeRED trial call
will allow everyone
to become familiar with
the system and verify numbers
in the database.



SNOW REMOVAL

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.

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 markers are authorized from October 25 to April 14.

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.

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 during the day on one side of the street during this period.

