
LIVING IN POINTE-CLAIRE

WINTER – SPRING 2020

ZERO-WASTE CHALLENGE:
Eight households wanted to take up the challenge in March

Details on page 13



Pointe
Claire 

LIVING IN POINTE-CLAIRE

WINTER – SPRING 2020

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twitter.com/pointe_claire

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YOUR CITY COUNCIL



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District 8 – Oneida
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COUNCIL MEETINGS

January 21, February 11, March 10, April 7, May 5, June 2, July 7, August 18, September 8, October 6, November 3, and December 1.

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.

A MESSAGE FROM THE MAYOR



JOHN BELVEDERE
MAYOR

THE COMMUNITY AT THE HEART OF OUR PRIORITIES

Dear Citizens,

Over the past two years, we have stepped up our efforts to engage with you and improve the municipal service offering to better meet your needs. I am proud of the progress we have made together and excited to embark on upcoming projects and make Pointe-Claire the best place to live!

Through more than 50 meetings and opportunities for exchanges with you, whether by way of public consultations, online and telephone surveys, meetings with your district councillors or two new advisory boards, we continued to focus on citizen participation to improve the various projects. These opportunities are essential for fostering tangible community involvement that contributes to projects that have a major impact on our community.

You also shared your challenges with us, and together with the municipal departments, we found solutions to help improve your daily life. Among other things, collecting waste on a weekly basis helped make it easier to manage, snow removal operations were improved to take into account new winter realities, permit applications were simplified, an online platform was added, and communication tools were enhanced and diversified for easier access to municipal information. These are just a few examples of initiatives that allow us to strengthen our relationship with you.

Economic and sustainable development are also a priority, and we continue to work on them, in particular by updating the Planning Program and by-laws, creating a special planning program for our industrial park, developing a plan to optimize our municipal building operations, and creating various partnerships to encourage local businesses in our two villages.

On pages 18 and 19, you can read about some of our departments' achievements, and I would like to congratulate our teams for this joint effort.

These accomplishments contribute to making Pointe-Claire a living environment that best reflects the community. The members of City Council and I are proud of them and will continue to work together to pursue and strengthen this collaboration and its achievements.

Thank you for your confidence!

A handwritten signature of John Belvedere in dark ink, written in a cursive style.

John Belvedere
Mayor

YOUR CITY COUNCIL IN THE COMMUNITY



FIREBALL: POINTE-CLAIRE WELCOMES SAILING EXPERTS FROM AROUND THE WORLD

In August, the Pointe-Claire Village was livened up by the presence of some forty sailing enthusiasts from 10 countries and numerous spectators for the 2019 Fireball World Championships, thanks to the initiative of the Pointe-Claire Yacht Club. These competitions take place in a different country every year.

Photo: Urs Haerdi



BREAKING GROUND AT TONY-PROUDFOOT PARK

Construction of this new park began in August, following public consultations with the community. This park, designed to be easily accessible to all children, especially those with special needs, is set to open this summer.

Mayor John Belvedere (centre), accompanied by Vicky Proudfoot, wife of the late Tony Proudfoot, and David Webb, Councillor for District 6, at the groundbreaking ceremony.



A NEW SKATEPARK

The mayor was proud to inaugurate the skatepark in June before Council representatives, the Youth Advisory Board, and professional and amateur skateboarders of all ages. Spanning 12,000 square feet, this facility on Douglas-Shand Avenue can accommodate skateboards, scooters, bicycles and wheelchairs.

Mayor John Belvedere (centre), accompanied by members of City Council and the Youth Advisory Board.



TRIBUTE TO MARCEL MONTPETIT

At a ceremony held in May at the Stewart Hall Cultural Centre, Marcel Montpetit, a Pointe-Claire citizen, received the Lieutenant Governor's Medal for Exceptional Merit in recognition of his community involvement. Mr. Montpetit began serving the community with passion and dedication at a very young age and continues to do so today.

Marcel Montpetit (centre), receiving the medal from the Honourable J. Michel Doyon, Lieutenant Governor of Québec, and John Belvedere, Mayor of Pointe-Claire.

MEET YOUR ELECTED OFFICIALS

Come meet Mayor John Belvedere and your councillor! This is a great opportunity to discuss your ideas and thoughts on how to make Pointe-Claire a city that meets your needs!

Pastries and coffee
will be served.
Think green, bring
your cup!

MEETING SCHEDULE

CLAUDE COUSINEAU
District 1 – Cedar / Le Village

PAUL BISSONNETTE
District 2 – Lakeside

TARA STAINFORTH
District 4 – Cedar Park Heights

DAVID WEBB
District 6 – Seigneurie

May 2 – 9:30 to 11 a.m.

Stewart Hall Cultural Centre
176 Du Bord-du-Lac – Lakeshore Road

May 9 – 9:30 to 11 a.m.

Cedar Park Heights Chalet
20 Robinsdale Avenue

CYNTHIA HOMAN
District 5 – Lakeside Heights

ERIC STORK
District 7 – Northview

KELLY THORSTAD-CULLEN
District 3 – Valois

BRENT COWAN
District 8 – Oneida

May 2 – 1:30 to 3 p.m.

Arthur-Séguin Chalet
365 Saint-Louis Avenue

May 9 – 1:30 to 3 p.m.

St. Columba by-the-Lake Presbyterian Church
11 Rodney Avenue (entrance via Vincennes Avenue)



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District 7 –
Northview

BRENT COWAN
District 8 –
Oneida

DAVID WEBB
District 6 –
Seigneurie

To find your district, use the “search by address” tool on the City’s website at www.pointe-claire.ca.

CITY NOTES

POINTE-CLAIRE NEWSLETTER AND LEISURE NEWS

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

Visit www.pointe-claire.ca

MULTISERVICE COUNTER

Open Monday to Friday from 8:30 a.m. to 4:30 p.m. and Thursday until 7 p.m.

AT THE COUNTER, YOU CAN:

- Get general information about the City
- Pay your municipal or water taxes
- Pay a fine from the Ville de Montréal
- Purchase Pointe-Claire promotional items
- Get or renew your MULTI card
- Get bus and taxi tickets for eligible seniors
- Purchase a rain barrel, household compost bin, or get a kitchen cone
- Renew your dog licence
- Fill out a grant request for ash tree felling or preventive treatment
- Fill out a request to fell a tree
- Fill out a request for reusable hygiene products
- Apply for commemorative programs: a birth, a memory, a tree or a plaque on a City bench
- Get a boat ramp permit in the spring
- Have documents sworn

New

CITY HALL AND MUNICIPAL DEPARTMENTS

Opening hours

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

Summer hours – May 4 to October 9, 2020

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

Friday: 8 a.m. to noon

Administrative offices (except for the Inspection – Public Security Department) will be closed:

- From December 24, 2019, to January 2, 2020, inclusively
- April 10 and 13, 2020
- May 18, 2020

CLAIMS

For all claims, you must fill out and send the form to the Legal Affairs Department and City Clerk's Office (greffe@pointe-claire.ca) within 15 calendar days of the incident. The form is available on the City's website and at City Hall.

PAYMENT OF MUNICIPAL TAXES

The first instalment of your municipal taxes is due February 3, 2020.

THERE ARE THREE WAYS TO MAKE A PAYMENT:

- At a financial institution (in person, online or through an ATM)
- Through the City's pre-authorized payment plan
- At the City Hall multiservice counter (Interac, cheque or cash)

ACCESS YOUR TAX BILL ONLINE TO:

- Receive an e-mail notice when your tax bill, water bill or statement of account has been added to your file
- View your statements and bills
- Receive a reminder about upcoming due dates
- Get a \$5 credit on your next tax bill

To sign up, go to www.pointe-claire.ca.

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

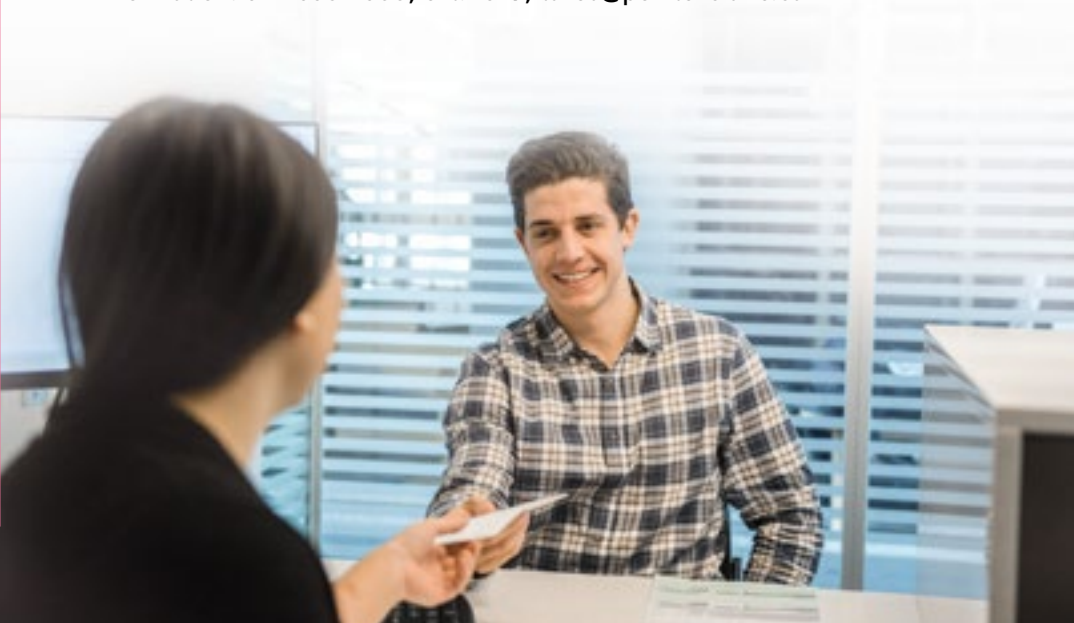
RENEWING YOUR MULTI CARD

It's valid for two years.

It allows residents to register for all activities offered by the City and take advantage of special rates and priority passes.

To obtain or renew your card, go to the Central Library, the Aquatic Centre, or City Hall with a recent proof of residence with a photo.

For the complete list of benefits or for more information, visit www.pointe-claire.ca.



SUMMER JOBS

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

Work schedules may vary.

THERE ARE JOBS AVAILABLE IN THE FOLLOWING TEAMS:

- Finance
- Human Resources
- Communications
- Legal Affairs
- Inspection – Public Security
- Planning
- Engineering and Buildings
- Leisure (day camps and park activities program)
- Canoe Kayak 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/en/city/jobs.

APPLICATION DEADLINES

Canoe Kayak Club	January 19, 2020
Supervisor – Day Camp	February 9, 2020
Supervisor – Parks Program	February 9, 2020
All other jobs	March 1, 2020



PROMOTIONAL ITEMS

Several useful items featuring the City logo are available for purchase at affordable prices. You can get them at the multiservice counter at City Hall.

Visit www.pointe-claire.ca for the list of promotional items!



DID YOU KNOW THAT YOU NEED A LICENCE FOR YOUR DOG?

Go to the multiservice counter at City Hall to purchase a licence for \$25. Licences are renewable every year in May, and your bill will be mailed to you in April. A \$5 fee will be charged for a lost tag.

Please let us know if you no longer need to renew a licence (514-630-1300, ext. 1829).

Licences for guide dogs are free of charge with proof.



HOW TO CONTACT 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

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

BOB-BIRNIE 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 OF MONTRÉAL SERVICES

POLICE: SPVM (SERVICE DE POLICE DE LA VILLE DE MONTRÉAL)
(Station 5)
395 Saint-Jean Boulevard
514-280-0105
pdq5@spvm.qc.ca

FIRE: SERVICE DE SÉCURITÉ INCENDIE DE MONTRÉAL
401 Saint-Jean Boulevard
514-280-0871

YOUTH ADVISORY BOARD

A FIRST YEAR FULL OF ACCOMPLISHMENTS!

For its first term, the Youth Advisory Board suggested several ideas for improving the living environment for youth, whether it be through activities, events or facilities.

Initiatives include:

- Collaboration in the planning and inauguration of the skatepark
- Evening for young people filled with music and light as part of the LUMINA summer art exhibit at the Stewart Hall Art Gallery
- Mural project led by professional muralists and its inauguration at the skatepark.



2020 YOUTH ADVISORY BOARD

These young people will have the opportunity to get involved in their community, share their point of view on various projects and events, and make suggestions for improving their living environment. We wish them much success in their mandate!

From left to right: Madeline Sparkes, Christophe Kélada, Vanessa Vincent, Patrick Martel-Eastmond, Jane Weber, Daniel-Jiajun Yu, Magali Shimotakahara, Katie Marsolais, Cassandra Gillen and Mark Siou.

ONLINE RESERVATION FOR THE FREE DISTRIBUTION OF 575 TREES TO COMMEMORATE EARTH DAY

By filling out the online reservation form, you can choose your tree species and avoid the wait at the Public Works Yard on Saturday, April 25.

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

MARCH 2

List of available tree species released online
www.pointe-claire.ca

MARCH 12, 1 P.M. TO 7 P.M.

Consultation with a forest engineer in person or by phone to help you choose your tree species
City Hall, 514-630-1200

MARCH 12, 4 P.M.

Online reservation begins*
www.pointe-claire.ca

The first 100 people to reserve a tree online can get a free rain barrel, which will be given with the tree on April 25.

APRIL 17, 4:30 P.M.

End of the tree reservation period
www.pointe-claire.ca

APRIL 25, 8 A.M. TO 4 P.M.

Tree distribution*
Public Works Yard
50 Terra-Cotta Avenue

* Make sure you have your MULTI Card (details on page 7).

HERE IS WHAT YOU CAN EXPECT ON SATURDAY, APRIL 25 AT THE PUBLIC WORKS YARD STARTING AT 8 A.M.:

- Free distribution of 575 trees (one per address)
- Free distribution of compost and wood chips (limited quantity)
- Free distribution of cones to collect organic waste
- Rain barrels for sale at a discounted price of \$40

Several activities are planned from Thursday, April 23 to Sunday, April 26 to celebrate Earth Day!

For programming information, see the Leisure Pointe-Claire – Winter 2020 guide or visit www.pointe-claire.ca.

The tree planting activity usually scheduled for this day will take place on May 23 as part of Public Works Day.



WASTE MANAGEMENT

POINTE-CLAIRE RANKS FIRST ON THE ISLAND OF MONTRÉAL FOR THE SECOND YEAR IN A ROW!

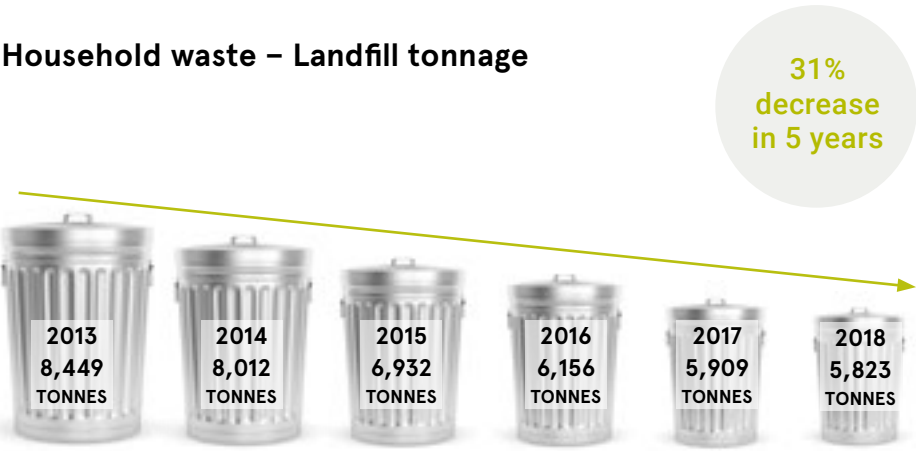
The City’s ongoing actions to promote good waste management habits and practices as well as growing citizen participation have kept Pointe-Claire at the top of the list of cities on the Island of Montréal for waste collection for a second year.

Through clear and targeted information on the actions to take, regular Ecocentre days, the Waste Management Squad, and additional recovery or collection points, Pointe-Claire has achieved or exceeded government recovery objectives in two categories.

Here are the results for the main collections:

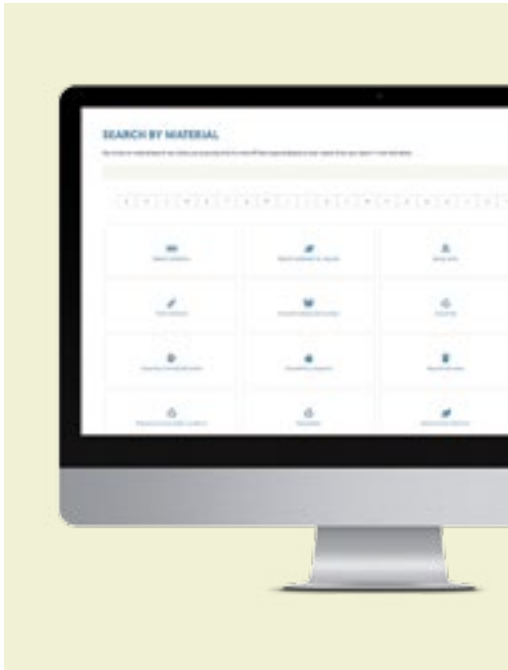
MATERIALS	GOVERNMENT OBJECTIVES	2015	2016	2017	2018
Organic waste	60% recovery	55%	55%	57%	58%
Recyclable material	70% recovery	74%	76%	77%	79%
Bulky items and construction and renovation materials	70% recovery for bulky items and 80% for dry items	66%	55%	77%	80%

Household waste – Landfill tonnage



SORTING TOOL – SEARCH BY MATERIAL

Do you have questions about sorting your waste? Go to www.pointe-claire.ca/en/search-by-material/ to enter your materials and find the most responsible ways to dispose of them.





ZERO-WASTE CHALLENGE – EIGHT HOUSEHOLDS WANTED

The City is seeking eight households to participate in the Zero-Waste Challenge for seven months, and adopt best practices in waste management.

Beginning in March, the chosen households will have to come up with ideas and take concrete steps to reduce waste at the source, that is from the moment of purchase.

To do so, they will rely on a diagnosis of their lifestyle, a realistic and appropriate target, tips and tricks, a coaching service and telephone support. A conference and tailored workshops will be offered: making home-made household and personal care products, preparing zero-waste lunches.

Interested in taking up the challenge? Fill out the online form and submit a photo of your household, pets and all!

You have until February 5 to apply on the [Pointe-Claire, It's Who We Are](#) platform.

EVERYONE IS INVITED TO ADOPT BEST PRACTICES IN WASTE MANAGEMENT!

ARCHAEOLOGICAL INVENTORY

Over the summer, an inventory was conducted on La pointe Claire, an area of archaeological interest, in preparation for future infrastructure work.

The goal: continue documenting the finds to reconstruct the history of this heritage site.

Three weeks of digs and a total of nineteen holes have led to several discoveries, including walls that may be the remnants of:

- the old cemetery, church and school; and
- the convent of the Sisters of the Congregation of Notre-Dame, built in 1784, or its outbuildings.



© Plan and photographs : Archéotec



A.

- Two saucers and a cup made of fine glazed white terracotta made by Dudson, Wilcox & Till Ltd, Hanley, England, late 1800s.
- Neck of a wine bottle, 1761–1801. Found at the possible site of the presbytery built in 1705 and demolished in 1848.

B.

- Small slate pencil for writing on slate tablets. Still widely used by schoolchildren in the 20th century.
- Canadian bronze one-cent coin depicting King George V, 1917.

C.

- Brick probably coming from a chimney. Made at the Cartcraig Fire Clay Co. Scottish brick factory.

D.

- Nest egg: a porcelain egg placed in nests in henhouses to promote egg-laying. This suggests a nearby henhouse in the 19th or 20th century.

E.

- Plate fragments with a Willow pattern, one of the most widely reproduced in 19th-century England.
- Perry Davis Vegetable Painkiller medicine bottle.

F.

- A thick glass soft-drink bottle with a rounded bottom made between 1883 and 1893 by Medical Hall Aerated Waters Montreal.

G.

- Pipe fragments, many of which display the MONTREAL / HENDERSON label. Produced by the first pipe manufacturer in Canada, located in the Faubourg Sainte-Marie near the current Jacques-Cartier Bridge and founded in 1847 by William Henderson, a native of Glasgow, Scotland.

H.

- Fragments of French earthenware – bowl or chamber pot. In 1781, this lot, number 1, in the Pointe-Claire Village housed the wooden home of François Dielle, built between 1760 and 1765.
- An English earthenware soup plate. Second half of the 18th century.
- Small fragments of French earthenware from plates or saucers, probably made in a pottery factory in Rouen, France.
- Creamware plate fragments with Feather edge pattern made in England in 1762 and first imported to Canada in 1769.

I.

- A medicine bottle made between 1889 and 1917.
- A fragment of a Derbyshire sandstone bottle. 19th century.
- A white brass coffin handle, mid 19th to early 20th century.

GRANTS

REUSABLE HYGIENE PRODUCTS

This pilot project provides grants of up to \$200 for the purchase of reusable diapers, feminine hygiene products, and incontinence products.

HOW TO OBTAIN THE GRANT:

Go to the multiservice counter at City Hall with your MULTI card, the completed form, available on the website, and the required proof:

- Original bill
- Recent proof of payment (less than six months for diapers, less than three months for feminine hygiene products and incontinence products)
- Child's birth certificate (for diapers)



ASH TREE FELLING

A felling grant is available for **ash trees with a diameter of 25 centimetres or more. Felling is permitted between October 1 and March 14** and is mandatory if an ash tree is infected with the emerald ash borer and showing signs of decline on 30% or more of its surface. **The grant covers 50% of felling costs**, up to a maximum of \$200 per tree.

HOW TO OBTAIN THE GRANT:

1. Fill out a felling request online (www.pointe-claire.ca).
2. Receive a visit from an inspector to assess the ash tree(s) to be felled and make recommendations. The felling authorization is sent free of charge within 30 days of the request.
3. Submit the receipt confirming your payment by e-mail (tp@pointe-claire.ca) or in person at the multiservice counter at City Hall, specifying your contact information (name, address, telephone number).

PREVENTIVE TREATMENT OF ASH TREES

A preventive treatment is available for healthy ash trees. It involves injecting a natural insecticide at the base of the trunk that will have an effect on the tree for two years. 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 treatment must be applied between June 15 and August 31.

HOW TO OBTAIN THE GRANT:

1. Contact Public Works by August 15 to have your ash trees inspected.
2. If the need for treatment is confirmed, a company selected by the City will apply it. Any other qualified company may be chosen, following the same procedure. The grant will apply at the City rate or that of the chosen contractor, if it is lower. The City rate for 2020 will be announced in the spring.
3. Submit your receipt confirming your payment by e-mail (tp@pointe-claire.ca) or in person at the multiservice counter at City Hall, specifying your contact information (name, address, telephone number).

For more information, contact Public Works at 514-630-1230, tp@pointe-claire.ca.

COMMEMORATIVE PROGRAMS

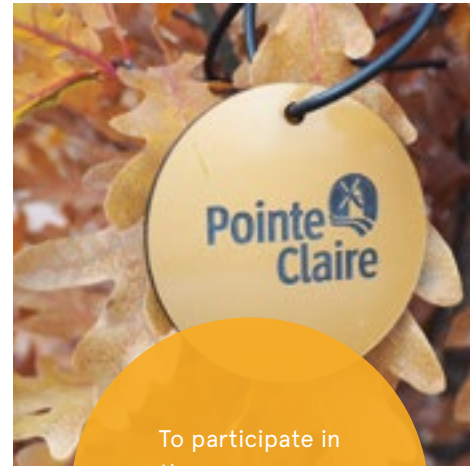
ONE BIRTH, ONE MEMORY, ONE TREE

Did you know that you can plant a tree on public land to celebrate a birth or commemorate a death?

ELIGIBILITY CRITERIA

- In the event of a birth, the newborn and the person making the request must live in Pointe-Claire.
- To pay tribute to a deceased resident, the request must be made by a family member living in Pointe-Claire.

The request must be made within twelve months following the birth or death. Trees planted as part of this program will have a medallion with the loved one's name on it. The person who made the request will also receive a card with the location of the tree and the species selected. Planting takes place in the fall.



To participate in these programs, contact Public Works at 514-630-1230 or tp@pointe-claire.ca

COMMEMORATIVE BENCHES

Would you like to have a plaque installed on one of the City's public benches in memory of a loved one?

The City provides this turnkey service, and can engrave an inscription of up to 350 characters on a 15 x 11 cm stainless-steel plaque.

ELIGIBILITY CRITERIA

- The person you wish to commemorate must have been a Pointe-Claire resident.
- One plaque is authorized per bench.
- Only one request per year is permitted.

You may choose the bench on which the plaque will be installed. The commemorative period is 25 years. You can collect the commemorative plaque three months before the end of this period.

The cost for this request in 2020 is \$800* plus tax and includes producing, installing, and maintaining the plaque for 25 years. A fee of \$500* plus tax will be charged for the plaque to be kept in place for an additional 25-year period.

*These rates are revised annually.



2019 ACHIEVEMENTS



ONGOING IMPROVEMENTS TO SERVICES

- 12 meetings with your councillor in municipal districts
- Improvements to the website and library portal
- New security barriers for events
- Launch of the new commemorative bench program
- Participatory workshops for the Valois Village and the updating of the Planning Program
- Online surveys and public consultations on the future of the Pointe-Claire Village, construction of Tony-Proudfoot Park and updates to the Planning Program
- Contest and distribution of stickers for the road safety campaign
- Sight triangle awareness campaign for all properties located at the intersection of two streets
- Bike patrol throughout the summer
- Awareness-raising activities among youth on safety and the role of inspectors
- Simplified procedures for obtaining a permit



NEW CULTURE AND LEISURE OFFERINGS

- LUMINA summer art exhibition
- Over 70 events throughout the year, including 13 summer concerts and shows in the parks
- Library Getaway Festival: Scotland
- Inauguration of the skatepark
- First exhibition of works by senior artists from Pointe-Claire
- Exhibition and activities in tribute to famous painter Guido Molinari
- First Magical Royal Ball for children at the library
- Pilot project at the arena with new kids' skating periods
- 160 cultural mediation activities with school and community groups
- Reading Squad in the parks all summer
- Seven *Your Block* workshops to promote discussions with seniors



NEW GREEN AND SUSTAINABLE INITIATIVES

- First Environment and Sustainable Development Advisory Committee
- Grants for reusable hygiene products
- Urban vegetable gardens at the library and Arthur-Séguin Chalet
- Picnic tables made of ash wood
- Cleaning, planting and buckthorn-weeding bees
- Document shredding service at Ecocentre days
- Eco-pasture with six sheep and activities for the whole family
- Summer green line to answer questions about the environment
- Summer squad – waste management
- Creation of an insect hotel at the Library – Valois branch
- Community repair activity organized by the library
- Production of 200 jars of honey



PROJECTS AND INFRASTRUCTURE WORK: MAINTENANCE AND LONGEVITY

- Beginning of construction of Tony-Proudfoot Park
- Infrastructure and paving work on Charles, Maple Circle, Sunnyside, Windward and Vanguard avenues and Des Sources Blvd.
- Work on the storm sewer at the intersection of Summerhill and King avenues
- Increased number of parking spaces in the Pointe-Claire Village
- Improved access to the Aquatic Centre and Arena parking lot
- Archaeological inventory on Sainte-Anne, Saint-Joachim and Demers Avenues
- Shoreline maintenance work along Lake Saint-Louis
- Resurfacing of the softball diamond and sports fields at Valois Park
- Installation of drinking fountains in three parks
- Adoption of a plan to protect and enhance the La Pointe Claire Heritage Site
- Installation of signage for parking lots in the Pointe-Claire Village
- Laying new turf at the Terra-Cotta field
- Study of parking issues in Valois Village
- Planting of shrubs and perennials on Cartier, Hymus and Donegani streets

RECOGNITION AND COMMUNITY LIFE

- The Pointe-Claire Swim Club won the 2019 Canadian Junior National Championships, the Summer and Winter AAA Championships and 11-12 Provincial Championships, the Eastern Canadian Swimming Championships and second place overall at the 2019 Canadian Swimming Championships
- The Pointe-Claire Masters Swim Team beat a world record in the 4x100m medley relay in the 320-360 Women's Combined Years of Age category, setting over 35 provincial and national records
- The Canoe Kayak Club won 12 medals and placed 10th out of 39 at the National Championships
- In anticipation of the Tokyo 2020 Olympic Games, Jennifer Abel secured a spot for herself in diving. Lisa Bissonnette and her team ensured the presence of Canadian women in kayaking
- Special mention from Les Arts et la Ville network for the Geopoetics cultural project
- Over a hundred competitions held in outdoor pools
- Over 160 paddlers participated in the first outrigger canoe competition at the Canoe Kayak Club
- *Village Code* was a finalist in the Union des municipalités du Québec Mérite Ovation municipale competition and recognized by the Ordre des urbanistes du Québec as an innovative project
- Cartier Avenue was named a Complete Street by the Centre d'écologie urbaine de Montréal
- Involvement in the creation of the Pointe-Claire and Valois village merchant associations
- City Hall and surrounding municipal buildings received BOMA BEST® Silver certification for their energy efficiency and good environmental management



ONLINE SERVICES

SUBMIT A REQUEST

You can submit a request to report a non-emergency situation using your smartphone in just a few clicks:

- 1 Download the **Voilà! Signalement** free mobile app from the Apple Store (iOS) or Google Play (Android) and create your profile.
- 2 Click on **Nouvelle demande** and select **Pointe-Claire**. You can attach a photo of the situation you want to report.
- 3 Select the nature of your request from the choices available. You can:
 - report a pothole;
 - report a defective street lamp;
 - request repairs to a recycling or organic waste bin or have them replaced;
 - and much more
- 4 Specify the location of the situation you want to report and send your request. It will be sent automatically to the appropriate municipal department. You will receive an e-mail when the situation is resolved.



PERMIT APPLICATIONS

Certain permit and certificate applications are available online, allowing you to complete the form, send the required documents and, in some cases, make the payment directly.

The following applications can be made on the new platform:

- Extension
- New construction
- Fence
- Mechanical device
- Pool or hot tub
- Interior and exterior renovations
- Replacement or repair of services on your property
- Propane tank
- Earthwork (levelling)
- Driveway or landscaping

Fixed-cost permits and certificates are payable online and identified as such. All required documents to be attached to the application must be scanned; a photo of the document will not be accepted.

Information: Planning Department
514-630-1206, urbanisme@pointe-claire.ca

- Tree felling (no charge)

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

The list of online permit applications is continually updated:
www.pointe-claire.ca

Avoid the spring rush!
Take advantage
of the winter
to submit your permit
applications.

RESIDENTIAL SERVICES



**The Public Works
Department offers a
range of services for
residential and
commercial buildings.
For more information,
call 514-630-1230
during office hours.**

For all emergencies
outside regular business
hours, contact
Inspection – Public Security
at 514-630-1234.

WATER CLOSING AND OPENING – RESIDENTIAL AND COMMERCIAL AREAS

A service to open or close water shutoff valves is available for residences and businesses. Whether it is for repairs or renovations, please provide at least 48 hours' notice before starting the work (unless it is an emergency) so that we can verify the condition of your water shutoff valve. The service is offered free of charge during regular hours. At any other time, there is a fee of \$363.40.

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

This device installed on the private side of the service line leading to the sewer is mandatory and is designed to prevent basement flooding in the event of a sewer back-up. It is the owner's responsibility to ensure that the valve is in proper working order. Here are a few precautions to take:

- Regularly check that the valve is not stuck in an open position due to blockage or malfunction.
- In case of heavy rain, avoid flushing the toilet or running the water. Too much water can cause the valve to open and 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 \$745.20 will be charged. At any other time, the rate will be \$977.50.

Rates include administrative fees and are subject to change
without notice.

UPDATING OF THE PLANNING PROGRAM

Adopted in 2011, the current Planning Program of the City of Pointe-Claire defines the future of the territory with a view to improving the living environment, while promoting sustainable development.

Nine years later, it is time to update the program to better reflect our shared vision and adapt it to the new social, economic and environmental realities of our society.

A first consultation process was carried out last fall with an online survey and participatory workshops involving over 400 citizens.

HERE ARE THE HIGHLIGHTS OF THE ONLINE SURVEY:

The level of satisfaction is very high for all the current directions of the Planning Program, ranging from 72 to 91%. These results encourage us to continue to do better.

The following directions and actions have been identified as priorities by citizens:



Retain households and attract families with children

Promote the renovation of existing homes for young families (85%)



Preserve the architectural heritage

Have standards to guide renovation projects and new construction in established sectors (80%)



Protect the character and friendliness of neighbourhoods

Continue the development of the Pointe-Claire and Valois villages (82%), protect mature trees and encourage planting on front yards (90%)



Develop a network of parks and green spaces

Improve the parks and green space offer (85%) and the inclusion of green spaces in new residential projects (95%)



Adopt sustainable development measures

Increase the number of trees (89%) and introduce sustainable building incentives for new construction and major renovations (80%)



Strengthen Pointe-Claire's role as the commercial hub of the West Island

Plan pedestrian-friendly developments (84%)



Ensure the vitality of the industrial park

Encourage businesses to improve the surrounding environment for workers (81%)

All of the comments and suggestions will provide insight toward developing the new vision and directions of the Planning Program.

Sign up for the municipal newsletter to find out about the next citizen consultation process on the **Pointe-Claire, It's Who We Are** platform.

BE PREPARED TO BE SELF-SUFFICIENT FOR 72 HOURS

That 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.



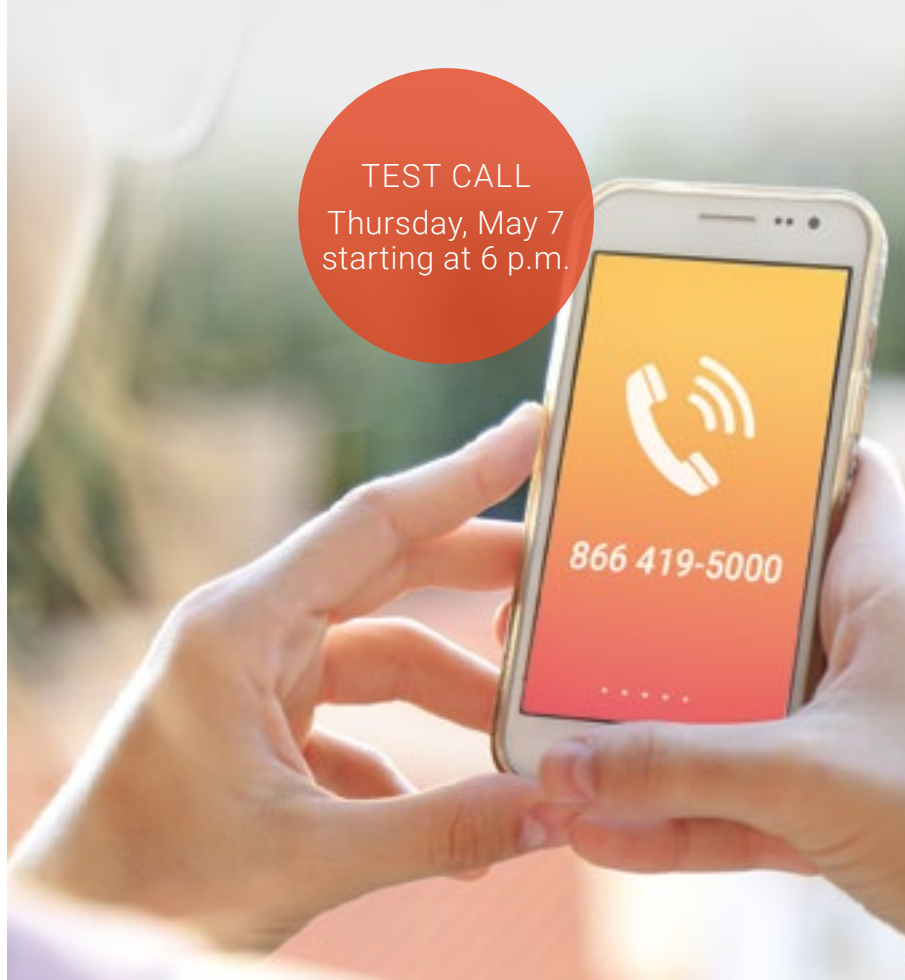
AUTOMATED ALERT SERVICE

Sign up for the City's automated alert service so that we can reach you by phone, e-mail or text message when broadcasting alerts and general advisories.

The database contains all listed landline telephone numbers located within the City of Pointe-Claire as of November 2019 as well as any additional phone number or e-mail address that you have manually registered.

To register for alerts with an unlisted phone number, a cell phone, or an e-mail address, visit www.pointe-claire.ca.

TEST CALL
Thursday, May 7
starting at 6 p.m.



SNOW AND ICE

The time required to spread abrasives and clear snow 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 steps that are repeated if snow continues to fall.

1 CLEARING

Begins on major streets and those close to schools and hospitals, and then continues on secondary streets.

2 REMOVAL

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.

SNOW REMOVAL RULES

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

- Piling snow in a way that obstructs drivers' visibility, whether on public or private property
- Throwing snow within 1.5 m of a fire hydrant
- Throwing snow onto public property or the public right-of-way

STREET PARKING

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. Parking is allowed in the daytime on one side of the street during this period.

ICE REMOVAL

From the first signs of sleet or freezing rain, the frequency and amount of abrasives spread is increased to prevent accumulation. Weather conditions are monitored using data from the four weather stations spread throughout the territory. In addition to current machinery, the use of new specialized equipment also helps to optimize operations.

To facilitate these operations, we ask that you keep street parking to a minimum.