

WINTER 2021

LIVING IN POINTE-CLAIRE

WINTER IS A GREAT TIME TO GET MOVING!

Details on page 14



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www.pointe-claire.ca



Graphic design: duval design communication

COVID-19

In accordance with public health guidelines, Council meetings will be held without a public audience or with limited seating until further notice. Questions may be sent until noon on the day of the meeting using the designated form on the City's website.

YOUR CITY COUNCIL



JOHN BELVEDERE

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



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District 1 – Cedar / Le Village
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District 2 – Lakeside
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Councillor
District 3 – Valois
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514-630-1292
cynthia.homan@pointe-claire.ca



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514-630-1293
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514-630-1294
eric.stork@pointe-claire.ca



BRENT COWAN

Councillor
District 8 – Oneida
514-630-1295
brent.cowan@pointe-claire.ca

COUNCIL MEETINGS

January 19, February 9, March 9, April 6, May 4, June 1, July 6, August 17, September 7, October 5, November 16 and December 7

Council meetings are held in the Council Chamber at City Hall, 451 Saint-Jean Boulevard, at 7 p.m. Meetings are webcast on the City's website.

MESSAGE FROM THE MAYOR



JOHN BELVEDERE
Mayor

A RAY OF HOPE: WE HAVE TO CONTINUE TO BE UNITED

Dear Citizens,

The year 2020 has been rattled by the global pandemic, and we have had to adapt our lifestyles to protect each other. On behalf of myself and City Council, thank you for your united efforts since March to limit the spread and, in turn, save lives.

In this perspective and to give our entire community a break, we recently announced a tax freeze for next year, postponed the coming into force of parking zone 50 and MULTI card expiries, and decided to allow overnight street parking this winter when there are no snow removal operations underway.

We will also offer new outdoor activities, including an ice skating oval in the Pointe-Claire Village as well as cross-country skiing and walking trails at the Beaconsfield Golf Club.

The upcoming vaccine is a ray of hope that will hopefully put an end to this health crisis soon. In the meantime, let's continue to be cautious and follow government guidelines to protect the health of all those around us.

I would like to thank all those who dedicate themselves to ensuring the health and safety of our community. I would also like to acknowledge the work of City employees in maintaining the municipal services under the current circumstances.

Despite the challenges created by this historic crisis, we have witnessed some wonderful acts of kindness and mutual aid over the past few months, which are helping to make Pointe-Claire an even more close-knit community. Among these, let us mention the efforts of the Volunteer Rescue Unit, who visit 40 seniors weekly to make sure they are keeping well, and who, together with the Pointe-Claire Old Timers, distributed 450 Holiday meals to our seniors to brighten their day. We thank them for this commitment.

Even though the restrictions make it difficult to see people, we must continue to keep in touch and speak with those we love, especially those who live alone. Let's make the effort to be present by phone or by videoconference and take care of each other. Let's be attentive to our loved ones and also take care of ourselves in these different times that we are all getting through as best we can.

The members of City Council join me in wishing you a Happy New Year 2021. May it be filled with health, happiness and prosperity.

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

John Belvedere
Mayor

2021 BUDGET

TAX FREEZE TO PROVIDE A BREAK DURING THE PANDEMIC

Dear Citizens,

The 2021 budget, adopted in a special meeting on December 8, is influenced by the pandemic, a situation we have all been experiencing since last March. It is with this in mind that City Council and I have announced a tax freeze in 2021 to give citizens, businesses and industries a break.

In addition, this year once again, business owners will benefit from a reduced tax rate for the first \$1 million in property value to promote economic development.

The City of Pointe-Claire’s budget for 2021 calls for spending of \$151.3 million, a \$4.2 million, or 2.87%, increase.

In terms of revenue, we anticipate growth of \$4.5 million from new properties and transfer taxes. This growth is explained by new construction and real estate transactions in Pointe-Claire and confirms our city’s growing appeal among new residents.

In terms of expenditures, and following a rigorous budget exercise conducted by all departments and the municipal administration, the growth in operating expenses has been kept to \$1.1 million.

It is important to note, however, the 3.8%, or \$2.4 million, increase imposed on us by Montréal for agglomeration services, for a total of \$67.2 million in 2021. This represents nearly 50% of our tax revenues that go directly to Ville de Montréal.

In November, we adopted the Three-Year Capital Investment Program to carry out major projects that will benefit the entire community. In 2021, this includes the repair of eight roads, improvements to our parks and the replacement of one-third of our public lighting with LED.

These projects are in addition to the City’s regular services, and are aimed at maintaining the quality of our infrastructure and equipment, as well as the diversity and quality of services.

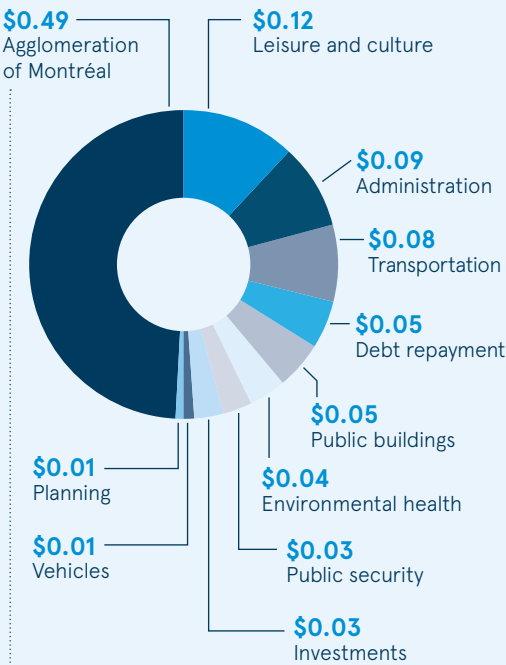
Our priority remains the same: to continue to make Pointe-Claire an exceptional place to live for all.

I would like to thank our teams for this 2021 budget, which will provide all of our taxpayers with a break in these special circumstances of the global pandemic.



John Belvedere
Mayor

HOW IS YOUR TAX DOLLAR SPENT?



AGGLOMERATION OF MONTRÉAL

Police department, fire department, public transportation, water supply, wastewater treatment, water quality, air quality, municipal court, property assessment roll

OPERATING BUDGET

INCOME	2020	2021	VARIANCE
Taxes	\$132,172,000	\$134,701,200	1.9 %
Services provided	\$5,393,000	\$5,318,200	- 1.4 %
Imposition of taxes	\$4,389,900	\$6,457,700	47.1 %
Payments in lieu of taxes	\$1,734,200	\$1,736,900	0.2 %
Transfers	\$1,290,900	\$1,481,800	14.8 %
Interest and penalties	\$1,316,900	\$825,000	-37.4 %
Fines	\$780,600	\$782,000	0.2 %
Other income	\$29,700	\$30,200	1.7 %
TOTAL	\$147,107,200	\$151,333,000	2.9 %

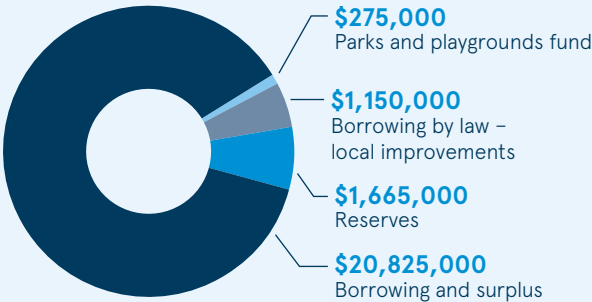
EXPENSES	2020	2021	VARIANCE
Contributions to the agglomeration of Montreal	\$64,750,400	\$67,200,000	3.8 %
Leisure and culture	\$20,782,100	\$21,383,100	2.9 %
Transportation	\$12,588,500	\$13,119,700	4.2 %
General administration	\$12,477,600	\$12,648,000	1.4 %
Buildings	\$8,279,900	\$8,592,000	3.8 %
Environmental health	\$6,315,800	\$5,988,100	- 5.2 %
Financing costs	\$4,467,900	\$4,105,600	- 8.1 %
Public security	\$3,133,200	\$3,559,900	13.6 %
Planning	\$2,364,300	\$2,375,700	0.5 %
Vehicules	\$2,344,600	\$2,346,500	0.1 %
Financing and allocations	\$9,602,900	\$10,014,400	4.3 %
TOTAL	\$147,107,200	\$151,333,000	2.9 %

THREE-YEAR CAPITAL INVESTMENT PROGRAM

	2021	2022*	2023*
Buildings	\$3,990,000	\$10,160,000	\$18,315,000
Infrastructure	\$13,270,000	\$8,250,000	\$7,700,000
Parks and green spaces	\$3,240,000	\$2,790,000	\$2,990,000
Equipment	\$2,685,000	\$2,605,000	\$2,350,000
Information technology	\$730,000	\$1,065,000	\$995,000
TOTAL	\$23,915,000	\$24,870,000	\$32,350,000

*The amounts for 2022 and 2023 represent municipal projects currently being considered and will be prioritized according to taxpayers' ability to pay and the potential for these projects to be completed.

2021 FINANCING CAPITAL



PROPERTY TAX RATES

2021 RATES PER \$100 OF ASSESSMENT

CATEGORY	2020 RATE	2021 RATE
Residential building	0.7777	0.7777
Building with six or more dwellings	0.7777	0.7777
Commercial building (first \$1M)	3.4030	3.4030
Commercial building (portion above \$1M)	3.7250	3.7250
Industrial building	3.9650	3.9650
Vacant lot	1.5554	1.5554
WATER TAX RATE (m³)	0.8889	0.9651

PROPERTY TAX

YEAR	VALUE	TAX RATE	PROPERTY TAX
2020	\$ 489,221*	0.7777	\$ 3,804
2021	\$ 489,221*	0.7777	\$ 3,804

* Value for an average single-family home

PAYMENT OF MUNICIPAL TAXES

The first instalment of your municipal taxes is due February 8, 2021.

THERE ARE FOUR 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)
- By sending a cheque by mail

ACCESS YOUR TAX BILL ONLINE

Sign up to do the following:

- Receive an e-mail notification 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



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 DO THE FOLLOWING:

- Get general information about the City
- Pay your municipal or water taxes
- Purchase Pointe-Claire promotional items
- Get or renew your MULTI Card
- Get bus or taxi tickets for eligible seniors
- Purchase a rain barrel or household compost bin, or get a kitchen cone
- Renew your dog licence
- Fill out a grant or permit application for ash tree felling
- Fill out a grant application for washable diapers or reusable hygiene products
- Fill out a request for commemorative programs: One Birth, One Memory, One Tree or a plaque on a city bench
- Have documents sworn
- Pay a fine from the Ville de Montréal
- Get a boat ramp permit

NEWSLETTERS

Subscribe on the City's website for all the news, event details, and registration dates for activities!

Visit www.pointe-claire.ca.

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. 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.

CITY HALL AND MUNICIPAL DEPARTMENTS

Opening hours

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

Summer hours – May 3 to October 8, 2021

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

Friday: 8 a.m. to noon

With the exception of the Inspection – Public Security Department, administrative offices will be closed:

- From December 24, 2020 to January 4, 2021, inclusively
- April 2 and 5, 2021
- May 24, 2021

COVID-19

A mask or face covering must be worn inside municipal buildings.



ONLINE APPLICATIONS

Certain permit and certificate applications can be made online. This allows you to complete the form, send the required documents and, in some cases, make the payment directly.

The following applications can be made online:

- 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

Go to the City's website
to fill out an application:
www.pointe-claire.ca

Fixed-cost permits and certificates are payable online and identified as such. All required documents to be attached to the application must be scanned; no photos of documents will be accepted.

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

- Tree felling (free of 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.

SUBMIT A REQUEST

You can 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;
 - a defective street lamp;
 - a recycling or organic waste bin to be repaired or replaced;
 - and much more.
- 4 Specify the location of the situation you want to report and submit your request. It will be sent automatically to the appropriate municipal department. You will receive an e-mail when the situation is resolved.



CLAIMS

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

The form is also available at City Hall.

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.

Due to the pandemic, the number and type of summer jobs available for 2021 will vary based on the situation. We invite you to regularly visit the City's website.

Apply now for Nautical Activities and as of January 11 for all other positions at www.pointe-claire.ca/en/city/jobs.

APPLICATION DEADLINES

Nautical activities	January 17, 2021
Supervisor – Day Camp	February 7, 2021
Supervisor – Parks Program	February 7, 2021
All other jobs	March 7, 2021

HOW TO REACH 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

LEISURE
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

COVID-19
A mask or face covering must be worn inside municipal buildings.

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
pdq5@spvm.qc.ca

FIRE: SERVICE DE SÉCURITÉ INCENDIE DE MONTRÉAL
(Station 55)
401 Saint-Jean Boulevard
514-280-1212



YOUTH ADVISORY BOARD

And they're off for a third year!

They are young, involved in their community and interested in working hard and coming up with activities and ideas to improve the lives of their peers in Pointe-Claire. They are the 10 members of the new 2021 Youth Advisory Board (YAB). Entering its third year, the Board is now even more experienced, since some members who have been involved since the beginning are sharing their knowledge with newcomers.



The 2021 Youth Advisory Board (From left to right, starting from the top row)
Patrick Martel-Eastmond, Jane Weber, Sarah Wu, Magali Shimotakahara, Sirima Noubissie-Nzefa,
Christophe Kélada, Cassandra Gillen, Julia Hees, Madeline Sparkes, Daniel-Jiajun Yu

Thank you to the 2020 YAB!

The circumstances surrounding the pandemic did not prevent the enthusiastic 2020 team from pursuing their objectives. In April, in a show of support for their community, the YAB members undertook a campaign to encourage citizens of all ages to stay safe at home. In September, the Board invited citizens to test their knowledge about their city in a trivia game and, in October, it launched its Instagram account to better connect with young people and inform them about everything happening in Pointe-Claire that affects them.

During the Holidays, the members of the YAB invite you to participate in their Pointe-Claire photo challenge on the *Pointe-Claire, it's who we are* online platform until January 11.

MULTI CARD

It is available at no charge and valid for two years.

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

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

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

COVID-19

All MULTI cards expiring between January 1, 2020 and March 30, 2021, are valid until March 31, 2021.



REUSABLE HYGIENE PRODUCTS

This grant encourages the purchase or rental of reusable diapers, feminine hygiene products and incontinence products, providing up to \$200.

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).

UP TO \$200 PER CHILD

for washable diapers, washable swim diapers, permeable wash bags carrying bags, and fabric to make diapers up to 24 months of age.

UP TO \$100 PER PERSON

for menstrual underwear, diapers and cups, washable sanitary napkins, reusable tampon applicators, washable underwear and liners for urinary leaks and incontinence, permeable wash bags, and fabric to make underwear and liners for urinary leaks and incontinence.



GRADUAL REPLACEMENT OF ASH TREES

A felling grant is available for ash trees with a diameter of 25 centimetres or more as part of the emerald ash borer (EAB) control strategy.

Felling is mandatory if an ash tree is infested with the EAB and showing signs of decline on 30% or more of its surface. The grant covers 50% of felling costs, up to a maximum of \$500 per tree per year.

Since June 2020, felling is permitted year-round.

HOW TO OBTAIN THE GRANT:

1. Fill out a felling permit application online (www.pointe-claire.ca).
2. An inspector will visit your property to evaluate the trees that need to be felled and make recommendations. The felling certificate will be sent to you free of charge no later than 30 days after the application is filed.
3. Send the receipt confirming your payment by e-mail (tp@pointe-claire.ca) or bring it to the City Hall multiservice counter, along with your contact information (name, address, telephone number).

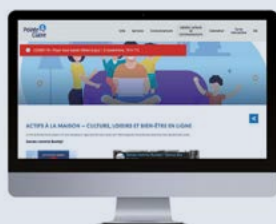
**Ash tree owners should plan for the felling
and gradual replacement of these trees
with other species.**

ONLINE PROGRAMMING

This winter, you will find the culture, sports and leisure activities on the City's website. The programming and registration dates are subject to change in accordance with government and public health guidelines in response to the COVID-19 pandemic.

No leisure and culture publications will be distributed door-to-door or made available in municipal buildings.

Go to www.pointe-claire.ca to find out about the activities and events available.



COVID-19 ACTIVE AT HOME

A wide range of activities are available online to encourage children and adults to be active, read and discover art.

Go to www.pointe-claire.ca for all the details.

REGISTRATION / LUDIK.POINTE-CLAIRE.CA

LIBRARY

RESIDENTS :
Starting Tuesday,
January 12, at 7 p.m.

NON-RESIDENTS :
Starting Thursday,
January 14, at 7 p.m.

Registration online.

Registration assistance:
January 12 and 14,
from 7 to 9 p.m.,
at 514-630-1225

ACTIVITIES FOR ADULTS

If the activity is cancelled, the registration fee is refunded in full. Participants who withdraw will be reimbursed if there is a serious reason for doing so and if the request is made before the activity begins.

Library subscriptions
expiring on or after
January 1, 2020,
are extended until
March 31, 2021.

CULTURAL CENTRE

RESIDENTS :
Starting Tuesday,
January 12, at 7 p.m.

NON-RESIDENTS :
Starting Thursday,
January 14, at 7 p.m.

Registration dates are
the same for activities at
the Noël-Legault Centre.

Registration online.

Registration assistance:
January 12 and 14,
from 7 to 9 p.m.,
at 514-630-1366

LEARNING THROUGH PLAY PRESCHOOL PROGRAM

Registration underway

Information:
514-630-1220,
extension 1774

SUZUKI FLUTE AND VIOLIN PROGRAM

Registration underway

Information:
514-630-1220,
extension 1749

SPRING BREAK CAMP

RESIDENTS :
Starting Tuesday, January
26, at 7 p.m.

The holding of camps is
subject to public health
guidelines.

DAY CAMPS

RESIDENTS :
Starting Tuesday,
March 30, at 7 p.m.

NON-RESIDENTS :
Starting Tuesday,
April 13, at 9 a.m.

Registration assistance:
March 30, 7 to 9 p.m.,
at 514-630-1366

For more information:

**Sports and
recreational camps**
514-630-1214

Cultural camps
514-630-1220

Paddling camps
514-630-1256

ALL ACTIVITIES REQUIRE REGISTRATION.

Rates are subject to change without notice. Visit ludik.pointe-claire.ca.

RESIDENTS: MULTI Card required for each family member you want to register.

NON-RESIDENTS: Client number required for the persons to be registered.

AQUATIC CENTRE

LIFEGUARD, INSTRUCTOR
AND FIRST AID COURSES

Registration open
until Sunday, January 3,
at 9 p.m.

WINTER SESSION

RESIDENTS:

Starting Monday,
January 18, at 7 p.m.

NON-RESIDENTS:

Starting Monday,
January 25, at 7 p.m.

Registration assistance:
January 18 and 25,
from 7 to 9 p.m.,
at 514-630-1355

Registration closes
on Monday, February 1,
at 9 p.m.

SPRING SESSION

Registration will open
in April.

NAUTICAL ACTIVITIES (CANOE KAYAK)

SPRING SESSION

RESIDENTS

Starting Tuesday
March 30, at 7 p.m.

NON-RESIDENTS

Starting Tuesday,
April 13, at 9 a.m.

START OF THE SESSION

Monday, May 3

THE MEMORY OF WATER

The *Memory of Water* is the title
of Pointe-Claire's new mural, which, through
its images taken from archival photos, depicts
different snippets of the history of this city
marked by the omnipresence of water.

Created by the ArtDuCommun collective, it now adorns the
pumping station in the village. A must-see on a winter walk!



ART RENTAL

Every year since 1967, the Art Rental and Sales Service has been updating its
collection and inviting artists to submit their works of art to panel members.

The selected works of art, which include drawings, paintings, photographs, engravings and
mixed media pieces, are initially put on exhibit at the Art Gallery and are then made available
for sale or rent. See the new collection on the Art Rental and Sales Service page of the City's
website. It's a simple and affordable way to enhance your decor!

MiNi ART RENTAL COLLECTION

This year, the Stewart Hall Cultural Centre
launched the MiNi Art Rental Collection,
a project entirely devoted to Pointe-Claire
children aged 12 and under.

This brand new collection is made up of some forty
works of art selected by a jury of art professionals,
community representatives and youth.



The 2021 MiNi Art Rental Collection can be viewed online on the MiNi Art Rental Collection page
of the City's website and is available for purchase or monthly rental for a period of one year.

ENCOURAGE OUR BUDDING ARTISTS BY DISPLAYING THEIR CREATIONS ON YOUR WALLS!

The funds raised from the rental or sale of an artwork in the 2021 MiNi Art Rental Collection will be
donated to West Island Community Shares' Powered by Kids for Kids campaign.

OUTDOOR ACTIVITIES

AN ICE SKATING OVAL IN THE POINTE-CLAIRE VILLAGE

New!

Great news in the Pointe-Claire Village!

The municipal lot at the corner of Cartier Avenue and Du Bord-du-Lac — Lakeshore Road is the site of an ice skating oval this winter. If weather permits, come and enjoy some fresh air and get some exercise alone or with your family around the big tree!

Take the opportunity to support local businesses!

This winter,
Pointe-Claire
invites you to
get moving!



ENJOY URBAN NATURE TO THE FULLEST!

New!

This winter, put on your skis or boots and head to the Beaconsfield Golf Club

The City is launching a pilot project: a circuit of cross-country ski and walking trails for winter sports enthusiasts to enjoy on the golf course, weather permitting. This provides another option in addition to the trails at the Terra-Cotta Natural Park.

Enter from Cartier Avenue to enjoy an outing in the heart of urban nature!

Keep an eye on our social media for all the details.



FREE DISTRIBUTION OF 575 TREES

By filling out the online reservation form, you can choose your tree species.

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

MARCH 1

Description of tree species

www.pointe-claire.ca

MARCH 11, 1 TO 7 P.M.

Consultation with an expert in urban forestry, in person or by phone, to help you choose your tree species

Public Works Department:
514-630-1230

MARCH 11 – 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 in April.

APRIL 16 – 4:30 P.M.

End of the tree reservation period

AT THE END OF APRIL

Home delivery of the trees

Keep an eye on the City's website to see which activities will be planned for Earth Day 2021.

Take the opportunity while at City Hall to see the results of the archaeological inventory that was carried out on the *La pointe Claire* site in the summer of 2019.

This inventory was carried out in anticipation of a dig that will take place next summer and future infrastructure work on Saint-Joachim, Sainte-Claire and Demers avenues.

A map and photos of the artefacts are on display on the ground floor.



ZERO-WASTE CHALLENGE

Since September, nine Pointe-Claire families have been working to reduce their waste at the source.

In addition to applying some of the tips they were given at the start of this adventure, they are invited to regularly weigh the waste they produce to keep track of their progress.



SAYED FAMILY – DISTRICT 1

Reduction objective: 20%

"We want to do our part to alleviate our carbon footprint and contribute to a more sustainable society for our children."



ROBSON FAMILY – DISTRICT 3

Reduction objective: 20%

"We are sure there is more we can do to further reduce the amount of waste we produce."



GRAJDIERU FAMILY – DISTRICT 2

Reduction objective: 20%

"We would be interested in getting pro tips on how to get even better, especially at reducing our recycling output and increasing our energy efficiency."



OLDEMAN FAMILY – DISTRICT 4

Reduction objective: 20 to 40%

"We don't know whether it will be possible to entirely eliminate the waste that we produce, but we would be very interested in learning more ways to reduce it."



ROY FAMILY – DISTRICT 5

Reduction objective: 20 to 40%

"We hope to gain knowledge, resources and tools to help us. We think it's an inspiring and unifying project for our family."



KORF FAMILY – DISTRICT 7

Reduction objective: 20 to 40%

"We want to do more and advocate and inform others."



HOMAN FAMILY – CITY COUNCIL

Reduction objective: 20%

"As a City Councillor I believe that I should learn more about this so that I can understand the concerns of Pointe-Claire citizens. As residents, my husband and I try very hard to be environmentally responsible but realize we have more to learn."



MACK FAMILY – DISTRICT 6

Reduction objective: 20 to 40%

"We would like to learn more about reducing waste when we buy and doing more things ourselves."



GONZALEZ-DE LA PENA FAMILY – DISTRICT 8

Reduction objective: 20 to 40%

"Conscious of the fact that some of the materials we put in the recycling bin may end up in landfills, we concluded that the best way to deal with this is to reduce at the source and generate less waste."

Throughout their journey, these families have been sharing their accomplishments and ideas with us.

Visit the Zero-Waste page on the City's website, where you'll discover many tips and tricks to reduce your waste.

The Challenge continues until the end of January.

ZERO-WASTE LUNCH BOX

While washable items are easy to use at home, they're often overlooked when it comes to lunches at work, at school or on the go. There are, however, a few simple habits that can make it easy to pack a zero-waste lunch box.

THE ZERO-WASTE KIT

- Opt for a reusable water bottle, and if you forget your bottle, you can always drink water from a glass or coffee mug!
- Avoid using small juice boxes with plastic straws by buying large containers of beverages and filling up small reusable bottles or flasks. You can also freeze it to be used as an ice pack to keep your meal cold!
- Opt for a set of washable and reusable utensils along with a cloth napkin to keep in your lunch box, desk drawer or bag.
- Bring a mug from home for your coffee at the office. When you're on the go, insulated cups are a good option.

ELIMINATE PACKAGING

- Replace disposable plastic sandwich or snack bags with small containers or reusable bags made of waxed fabric or silicone. Leftovers can be put in containers.
- Purchase yogurt in large containers and serve in small reusable ones.
- Replace pre-packaged desserts or snacks, such as granola bars or cookies, with homemade products or those purchased in bulk or in large quantities, and keep them in air-tight, reusable containers. This solution is often more economical.

No matter what you decide to do, take it one step at a time without putting pressure on yourself, and you'll soon realize that it can be done!

COMMEMORATIVE PROGRAMS

ONE BIRTH, ONE MEMORY, ONE TREE

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

ELIGIBILITY CRITERIA:

- For 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 12 months following the birth or death.

Trees planted as part of this program will bear a medallion with the loved one's name on it. The person who made the request will also receive a map with the location of the tree and the species selected. Planting takes place in the fall.



COMMEMORATIVE BENCHES

Want to have a plaque installed on a public bench in the City to honour a loved one?

The City offers this turnkey service on a 15.24 cm by 11.43 cm, or 6 in. by 4.5 in. (width x height) engraved stainless steel plaque with a maximum of 350 characters engraved on it.

THE ELIGIBILITY CRITERIA ARE AS FOLLOWS:

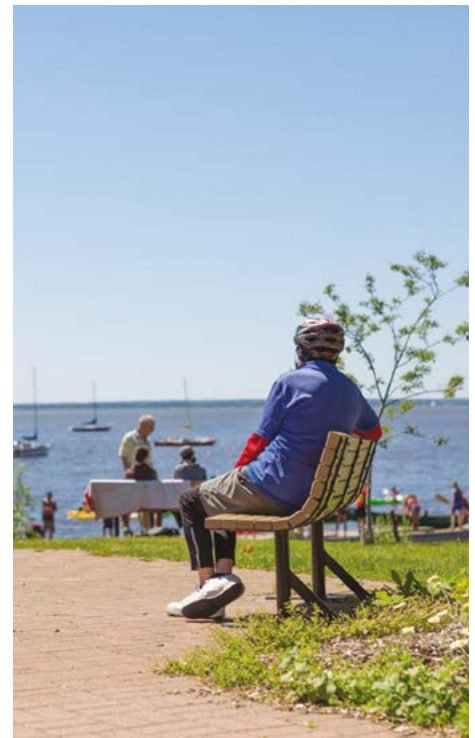
- The person to be commemorated must have been a resident of Pointe-Claire
- One plaque per bench
- One request per year

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

The cost for this request in 2021 is \$825* plus tax and includes production, installation and maintenance for 25 years. A fee of \$515* plus tax will be charged for an additional 25-year period.

*These rates are revised annually.

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



2020 ACHIEVEMENTS

COVID 19 – COMMUNITY SUPPORT DURING THE PANDEMIC

- Regular visits and calls to some 400 seniors
- Establishment of an Info-C19 hotline and e-mail address
- Website enhancements: COVID-19 information page, Active at Home page combining the Leisure Guide and Culture Notes
- Creation of a virtual Artisan Show
- Online Biennial of Contemporary Aboriginal Art
- Contactless loans at the Pointe-Claire Public Library
- Music on the balcony – shows outside of seniors' residences
- Drive-in shows in the arena parking lot with live webcast on Facebook
- Setting up municipal facilities and schedules to provide safe activities
- Distribution of activity kits targeted to families and seniors
- Free outdoor dance classes
- Activities by videoconference
- Online Remembrance Day ceremony
- Pointe-Claire Village tree lighting on Facebook Live
- Holiday contests for families: Buddy scavenger hunt, outdoor decorations, wearable art
- Youth Advisory Board: Online quiz on Pointe-Claire and photo challenge
- Citizen solidarity campaigns
- Awareness-raising campaign on practising physical distancing
- Distribution of disposable and reusable masks
- Installation of recycling bins for disposable safety equipment in municipal buildings
- Installation of contactless terminals to facilitate payments by phone at City Hall
- Creation of an online form for the question period at Council meetings
- Postponement of the coming into force of parking zone 50
- Installation of an ice skating oval on the municipal lot in the Pointe-Claire Village
- Extension of MULTI card expiry dates
- Cross-country skiing and walking trail on the Beaconsfield golf course
- Lifting of the ban on overnight street parking and creation of the Snow Info line (514-630-1205) and Web page



PROJECTS AND INFRASTRUCTURE: MAINTENANCE AND LONGEVITY

- Start of the work on the Grande-Anse chalet
- Inauguration of the Tony-Proudfoot Park
- Road and sidewalk improvement work on seven streets
- Reconstruction of the roadway and creation of a bike path on Du-bord-du-lac – Lakeshore Road
- Structural rehabilitation of the drinking water pipeline at Plaza Pointe-Claire
- Improvements to drinking water, sewer or rainwater pipes on five streets
- Improvements in five parks and green spaces
- Repairs to the Cedar Park Heights tennis and basketball courts
- Replacement of lampposts on the Trans-Canada Highway South Service Road with new LED lighting



ONGOING IMPROVEMENTS TO SERVICES

- Traffic Committee: creation of a Web page and online form
- Creation of an emergency measures kit that can sustain 50 disaster victims.
- Online application for a boat launch permit
- Acquisition of a municipal lot in the Pointe-Claire Village
- Presence of the City on Facebook, LinkedIn and Instagram
- Presence of the Youth Advisory Board on Instagram
- Optimization of the licence plate scanning system to facilitate parking regulation enforcement
- Mechanized winter maintenance of Terra-Cotta Park trails
- Addition of an introduction to paddling program for children aged 5 to 11
- New water supply system maintenance and repair truck
- 3D georeferenced survey of the 200 or so kilometres of city streets
- Installation of GPS devices to better track maintenance and extend the service life of municipal vehicles

RECOGNITION, ARTS AND COMMUNITY

- Pointe-Claire Public Library: Recipient of the TD Summer Reading Club 2020
- Recipient of a Plume d'excellence from the Association des communicateurs municipaux du Québec for the trivia game on waste management
- Nomination of the Public Works Department in the Union des municipalités du Québec Mérite Ovation municipale competition for its new staff assignment process.
- New mural in the Pointe-Claire Village entitled The Memory of Water
- Zero-Waste: launch of the Challenge and creation of a Zero-Waste Web page
- Permanent historical exhibition at the Stewart Hall Cultural Centre
- Archaeological exhibition at City Hall
- First edition of the MiNi Art Rental Collection
- Restoration of the Arc et Saule sculpture
- New at the Pointe-Claire Public Library:
 - Night of Reading
 - Addition of online resources: Medici, Math Time
- Eight provincial records set by the swim team

RESIDENTIAL SERVICES



**For more information,
contact Public Works
at 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 SECTORS

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 \$370.50.

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 backup. 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 \$767.95 will be charged. At any other time, the rate will be \$1,014.20.

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

BE PREPARED TO BE SELF-SUFFICIENT FOR AT LEAST 72 HOURS

This is how long it could take emergency workers to get to you, or for disrupted utility services to be restored.

RECOMMENDED ITEMS FOR A 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
- Candles
- Lighter and matches

Customize your kit to suit your needs. Place these items in a bag or other container ahead of time.

AUTOMATED CALL SYSTEM

Sign up for automated alerts to be reached by phone, e-mail or text message when general advisories and emergency measures are issued.

The database contains all listed landline telephone numbers located within the City of Pointe-Claire as of November 2020 as well as the numbers of those who have registered in previous years.

To register a confidential telephone number, cell-phone number or e-mail address to receive alerts, visit www.pointe-claire.ca.



IS YOUR CIVIC NUMBER VISIBLE FROM THE STREET?

A building's civic number—its address—is not only useful for mail delivery, but it is also the main reference for emergency responders to find a location. During a response, it is crucial for the building be quickly and accurately located. This is why the civic number must be clearly displayed.

- If the house is located within 30 metres of the street, the civic number may be installed on the front of the house, a mailbox, a fence or a wall.
- If the house is located more than 30 metres from the street, the number may be installed on a stand located on the edge of the street.

It is prohibited to install the number on a tree, stone or garbage storage box.



SNOW AND ICE REMOVAL

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.

CLEARING

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

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

Exceptionally this winter, due to the pandemic, the City will authorize street parking between midnight and 7 a.m., when there are no snow removal operations in progress.

Overnight parking is only permitted in areas where it is already possible to park from November 15 to April 15.

The City's website and Snow Info line (514-630-1205) will provide information every day after 5 p.m. as to whether or not street parking is permitted.

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.

Residents are responsible for clearing their driveway and access to it after the snow plow has passed, as well as any surface giving access to their residence.