



Town of Gananoque – Municipal Communication #1

January 18, 2021

Town Hall Closed:

Premier Doug Ford announced that effective immediately Ontario was back into a State of Emergency and effective January 14, 2021 a Stay at Home Order was in effect.

In accordance with these announcements Town Hall, Public Works and other administrative offices will not be staffed. Employees that can work from home will work from home. The best means of communication with municipal staff will be via email. Telephone messages will be retrieved as soon as possible. A complete listing of email addresses and telephone extensions can be found on the Town's website (www.gananoque.ca). Thank you for your patience in this regard as we strive to continue to do business. All emergency and essential services will remain in effect.

Regular Council Meetings continue to be held on the 1st and 3rd Tuesday. The next scheduled Council meeting is February 2, 2021 at 6:00 PM via Telephone and Video Conference. Please reference the Agenda for details on how to connect to the meeting.

Please refer to the Town's website for the most up to date information from the Town, Health Unit, Province of Ontario, and Federal Government of Canada.
www.gananoque.ca/covid-19-coronavirus-information

EMERGENCY SERVICES Emergency Services

IF YOU ARE EXPERIENCING AN EMERGENCY, PLEASE CALL 911

Community Planning and Development - Building, Planning and Bylaw Enforcement

Building Department Services

Based on the recent Order from the Province regarding Essential Workplaces in Ontario, the following applies to existing and new construction, including renovation projects:

- Any new residential development where a permit for the footings and/or beyond has been issued before January 12, 2021 can continue
- Any residential renovation may continue where work physically commenced before January 12, 2021 under a permit, including residential projects where work started before January 12, 2021 which do not require a building permit based on the exemptions in the additional information for building permits posted on the Town website at <https://www.gananoque.ca/town-hall/permits-licenses-and-forms>
- No new permits will be issued for new residential, residential renovations or commercial projects (except for projects outlined in the Order)

- The Town will continue permit application in-takes, review plans and process applications remotely.
- Building Officials and Bylaw Enforcement Officers will not be conducting inspections within an occupied dwelling for Building Permits and/or Property Standards. Constructions sites or unoccupied buildings requiring building inspections may occur, however, at a reduced service level.
- Only emailed applications and plans will be accepted at this time.

By-law Enforcement Services: Staff can be reached via email bylaw@gananoque.ca or pager 613-541-3213. By-law services will determine if their services are essential or unsafe on a case by case basis.

2021 Dog Tags. Tags are \$15.00 until February 28. Beginning March 1 they are \$25. Three options are available to obtain your tag:

- Pet Valu at 711 King Street during regular business hours. Please follow their health and safety protocols, or
- Emergency Services at 340 Herbert Street during regular business hours Monday to Friday 8am to 4pm (not available daily from 12pm – 1pm). Ask for Rhonda Robeson. Debit and cash payments accepted.
- Email bylaw@gananoque.ca with your pertinent dog information including name, address, phone number, pet information of breed and colour. Your 2021 dog tag will either be dropped off or mailed to you.

Land Use Planning: Pre-consultations of Planning Applications will be undertaken via telephone and/or email. Planning Applications will be accepted via email.

- Planning Staff will maintain services via email - Brenda Guy (bguy@gananoque.ca) and Chanti Birdi (assistantplanner@gananoque.ca)
- Planning Advisory Committee meetings will continue to be held virtually.

Community Services – Parks and Recreation, Marina, Arena, Economic Development and Tourism Services

- Municipal parks and trails remain open for citizens to use in a responsible manner. Health officials encourage fresh air and exercise during the Pandemic, however the public must use precautions including when using playgrounds as equipment is not sanitized.
- All events and programs at municipal facilities remain cancelled.
- The Gananoque & TLT Recreation Centre remains closed.
- Facility and park bookings, and marina inquiries (kmcquaid@gananoque.ca)
- Economic Development Services (businesscoordinator@gananoque.ca)
- Tourism Services (jbaril@gananoque.ca)

Finance Department

Tax Bills will be mailed out March 1st and have 2 installments due March 31st and May 31st.

- Payments can be made at your bank, online, through Preauthorized Debits, or by dropping a cheque in the mailbox at the west door of the Municipal Office.
- Join the monthly or due date payment plan:

- <https://www.gananoque.ca/sites/gananoque.ca/files/Pre-Authorized-Payment-Application.pdf>
- Questions? Contact the Tax and Revenue Administrator at taxesandrevenue@gananoque.ca

Utility Bills will be mailed out by January 15th and are due March 15th.

- Payments can be made at your bank, online, through Preauthorized Debits, or by dropping a cheque in the mailbox at the west door of the Municipal Office.
- Join the monthly or quarterly payment plan:
- <https://www.gananoque.ca/sites/gananoque.ca/files/Pre-Authorized-Utility-Billing-Quarterly.pdf>
- Questions? Contact the Utility Administrator at utilitybills@gananoque.ca

Fire Department

The Fire Department is committed to providing and maintaining emergency response within the community and resident cooperation and understanding is appreciated as the Town copes with this uncertain and unprecedented situation.

Police Department

- The Gananoque Police Service would like to remind everyone of the current Stay at Home order issued by the provincial government. Citizens need to understand that the police do not have the authority to arbitrarily stop vehicles with the sole purpose of ascertaining your reason for travel. The police also do not have the authority to enter your homes to inspect the number of persons present.
- Police will be looking for gatherings of more than 5 persons specifically as well as those not wearing masks where required and not abiding to the rules surrounding social distancing.
- The Gananoque Police Service understands that persons need to look after their mental health and encourage persons to get out and get some fresh air and exercise, all while abiding by the social distancing rules.

Public Works – Roads, Water and Sewer

- Overnight Parking Restrictions – The Public Works Department would like to remind residents and visitors that the Overnight Parking Restriction is in effect for on-street parking, including Municipal Parking Lots, until April 1, 2021, between the hours of 1:00 am and 7:00 am.
- There is no disruption to normal curb side garbage and recycling collection. The 2021 Garbage and Recycling Schedule can be found here <https://www.gananoque.ca/community-services/public-works-and-utilities/garbage-recycling-and-landfill> and printed at home for easy reference.

The Town will continue to accommodate your requests, however, delays may occur, and we apologize in advance and thank you for your understanding and cooperation.

Municipal Staff (Email is best at this time, voice mail messages will be retrieved and returned as soon as possible)

- Shellee Fournier, CAO (sfournier@gananoque.ca or 613-382-2149 ext.1113)

- Melanie Kirkby, Treasurer (mkirkby@gananoque.ca or 613 382-2149 ext.1124)
- Penny Kelly, Clerk/CEMC (clerk@gananoque.ca or 613 382-2149 ext.1120)
- Kari Lambe, Mgr of Community Services (RecManager@gananoque.ca or 613 382-2149 ext.1127)
- Paul McMunn, Mgr of Public Works (pwmanager@gananoque.ca or 613 382-2149 ext.1615)
- Gord Howard, Fire Chief (firechief@gananoque.ca or 613 382-3334)
- Garry Hull, Police Chief (ghull@gananoquepolice.com or 613-382-4422)
- Brenda Guy, Mgr of Planning and Development (bguy@gananoque.ca or 613-382-2149 ext.1126)