



Town of Gananoque – Municipal Communication #1

In keeping with the Province of Ontario's declaration of a State of Emergency the Town is doing its part to slow the spread of COVID-19 by continuing to operate as a municipality with reduced services.

All municipal buildings are closed to the public.

CAO/Administration/Finance

- Shellee Fournier, CAO (sfournier@gananoque.ca or 613-382-2149 ext.1113)
- Melanie Kirkby, Treasurer (mkirkby@gananoque.ca or 613 382-2149 ext.1124)
- Taxes and other Municipal payments. Please refer to separate brief on COVID-19 webpage entitled - Town of Gananoque – Making Payments
- Penny Kelly, Clerk/CEMC (clerk@gananoque.ca or 613 382-2149 ext.1120)
- The Town will not be commissioning documents, issuing marriage licences or issuing lottery licensing during this time, however, applications may be emailed to the Clerk or dropped off in the mail box at the Town Hall west entrance

Community Planning and Development - Building, Planning and Bylaw Enforcement

- Building Officials and Bylaw Enforcement Officers will not be conducting inspections within an occupied dwelling for Building Permits and/or Property Standards.
- Construction sites or unoccupied buildings requiring building inspections will occur, however, at a reduced service level.
- Building Permit reviews and inspections as per the Ontario Building Code will continue. Please allow more time for scheduling inspections and emails until we get back to regular business hours.
- Emailed applications and plans are encouraged. Hardcopies in the mail box or drop box at the Town Hall west entrance.
- Building Department will be rotating and maintain services via email building@gananoque.ca and/or 613 382-2149 ext.1130
- Bylaw Enforcement Staff can be reached via email bylaw@gananoque.ca or pager 613 541-3213 or 613 382-2149 ext.1126. Bylaw services will determine if the need is essential or unsafe.

- 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 or telephone - Brenda Guy (bguy@gananoque.ca or 613 382-2149 ext.1126) and Chanti Birdi (assistantplanner@gananoque.ca)
- Planning Advisory Committee/Committee of Adjustment/Property Standards Committee will be cancelled – March 24, 2020

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

- All events and programs at any municipal facility have been cancelled
- The Gananoque & TLTI Recreation Centre is closed
- Outdoor parks and recreational trails remain open for individual use. Gathering is prohibited and the public is reminded to practice social distancing.
- For future facility and park bookings and marina inquiries please email kmcquaid@gananoque.ca
- Economic Development will maintain services via email businesscoordinator@gananoque.ca
- The Visitor Centre is closed however Tourism Services are available during regular business operating hours of Tuesday through Saturday 10am-4pm via email JBaril@gananoque.ca
- Heritage Permit applications will be accepted electronically via businesscoordinator@gananoque.ca

Emergency Services

IF YOU ARE EXPERIENCING AN EMERGENCY, PLEASE CALL 911

Fire Department

- Fire Hall is closed to the public.

Police Department

- Currently the Gananoque Police Service is responding to emergency calls only. Non emergent calls will be dealt with by way of telephone or email in an effort to limit the contact of our staff with members of the public. The front doors of the Emergency Service Building will remain locked. Members of the public can access staff through use of the intercom outside the main doors of the building. The public will be required to complete a screening questionnaire prior to entry into the lobby, but only if they pass the screening questionnaire.
- Parking ticket payments may be received by cheque to the Town Hall mail box or by credit card payment as per attached form.



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- The Gananoque Police Service remains committed to providing a safe and secure community and by putting these measures in place it will help to ensure we are able to continue to provide by protecting the health of our staff.

Public Works – Roads, Water and Sewer

- The Public Works Administrative office located at 665 Charles Street North is closed to the public. The office will be staffed, on a rotational basis, to support Roads, and Utilities operations.
Public Works Administrative staff will be available by phone (or email) at 613-382-2149 ext. 1615 (Paul McMunn pwmanager@gananoque.ca), 1613 (Matthew Linton roadsuperintendent@gananoque.ca), 1118 (Don Richards – Water and Wastewater utilitysuperintendent@gananoque.ca) or 1611 (Brock Webb pwtech2@gananoque.ca).
- There is no change to Garbage and Recycling programming or curbside pickup schedule.
- The on-street Winter Parking Restriction is still in effect until April 1st, for all streets and municipal parking lots between the hours of 1:00 am and 7:00 am.
- Business as usual for the Town's drinking water. It's still great to drink!
- Residents are reminded to **NOT** flush disposable wipes, or any other product other than toilet paper down the toilet, or any drain. You risk having a blocked sewer which can be costly to repair.
- Utilities Operators will only be responding to "Emergency Situations", including emergency locate requests.

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.