



Whose Job is it?



A Guide to help YOU find the right person, with the right answer.

www.gananoque.ca
613 382 2149

FREQUENTLY ASKED QUESTIONS

The following questions can be found under "QUICK LINKS" on the Town's website www.gananoque.ca

How do I find a doctor or dentist in Gananoque?
Visit Family Medical Centres / Hospitals

How do I contact the Mayor or a Councillor?
Visit Council Members

How do I find information about council meetings, agendas or minutes?
Visit Council Meetings

What recreational activities are available?
Visit Get Involved

Are there any skateboard parks?
Visit Skateboard Park

What activities are there to do in the winter?
Visit Events

How do I find information about local events & festivals?
Visit Events

How often are taxes billed and when are they due?
Visit Property Taxes

What are the tax rates, current and 3 previous years?
Visit Annual Tax Rates

Why is my assessment so high and who can I call regarding a re-assessment?
Visit Property Assessment

Where can I get a map of the area?
Visit Visitors Centre

What outdoor activities can I enjoy while visiting?
Visit Our Playground

Where is the marina?
Visit Municipal Marina

When is my garbage picked up? and What can I recycle or take to landfill?
Visit Garbage, Recycling and Landfill

How often is water/sewer billed and when is it due? and What are the water/sewer rates?
Visit Utilities and Collections

PUBLIC WORKS

Manager of Public Works - Paul McMunn
x1615 or pwmanager@gananoque.ca

- Excavation/Encroachment applications
- Potholes/Street Repairs
- Sidewalk Repair & Maintenance
- Spring/Fall Leaf, Brush, Clean Lumber and Yard
- Waste Pick Up
- Snow Plowing and Sanding
- Traffic and Street Lights outages
- Garbage and Recycle Pickup
(*Bag tags can be purchased at Town Hall, Metro, Whites, Home Hardware and Shoppers Convenience*)

Locates (hydro, gas, cable)
Ontario One 1-800-400-2255

Report Outages
www.gananoque.ca/community-services/public-works-utilities/report-outages

Recycling Schedule
The Town of Gananoque recycling and garbage pick-up is a contracted service with Waste Connections Canada. Please contact Paul McMunn x1615 or pwmanager@gananoque.ca for waste enquiries.

Landfill Notice
The Town of Gananoque does not have a landfill site. Unwanted items will be accepted from residents of Gananoque at the following; Waste Services Inc. 1266 McAdoo's Lane Kingston, Ontario 613-548-4428. Waste Management 62 St. Remy Place Kingston, Ontario 613-549-7401 ext. 252

PUBLIC UTILITIES AND ROADS
Superintendent of Water & Wastewater- Don Richards x1118 or utilitysuperintendent@gananoque.ca

- Usage Inquiries
- Service Leaks
- Water/Sewer Locates
- Water Meters
- Water Shut off/on
- Water Quality
- Sewage Backup
- Sewer Inspections

Superintendent of Roads – Matthew Linton x1613 or roadsuperintendent@gananoque.ca

LICENCES AND PERMITS

Marriage Licences x1114

Lottery Licences x1120

Lottery Licences (Provincial) 1-800-522-2876

Death Registrations (Town) x1114

Death Registrations (Provincial) 1-800-461-2156

Taxi Licences x1120

Downtown Banner x1614

Mobile Canteen Licences x1126 or bguy@gananoque.ca

Entrance Permits x1615 or pwmanager@gananoque.ca

Heritage Permits x1127 or recmanager@gananoque.ca

Special Events x1414 or kmcquaid@gananoque.ca

Building Permits x1130 or building@gananoque.ca

Planning Applications x1126 or bguy@gananoque.ca

All licences, permits, and applications are on the Town's website. Please fill out application and drop off at Town Hall or email to appropriate staff.

The Town of Gananoque website will keep you up-to-date on Town News, Public Notices, Projects, Meetings and Events - then simply subscribe. www.gananoque.ca/subscribe-to-updates

The Town of Gananoque Municipal
Office 30 King Street East
P.O. Box 100
Gananoque, Ontario K7G 2T6
Hours of business:
8:30 am to 4:30pm Monday to Friday
613-382-2149

The Town of Gananoque Municipal
Office 30 King Street East P.O. Box
100 Gananoque, Ontario K7G 2T6
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PLANNING AND DEVELOPMENT

Manager of Planning and Development - Brenda
Guy x1126 or bguy@gananoque.ca

- Development Permit By-law (Zoning)
- Permitted uses/setbacks
- Severance/Consent
- Civic Address (911 numbers)
- Subdivision/Condominium

BUILDING

Chief Building Official – Terry Willing x1130 or
building@gananoque.ca

- Inspections
- New Construction
- Permits
- Plumbing
- Renovation/additions
- Accessory buildings
- Signage
- Swimming Pools/Hot Tubs

Public/Private Septic System Inspections
Leeds Grenville & Lanark District Health Unit
613-345-5685

BY-LAW ENFORCEMENT

Animal Control (Dogs) 613-541-3213 or
bylaw@gananoque.ca

- Dogs at Large or Barking
- Dog Tags (Town Hall, Pet Valu)

BY-LAW

- Complaints
- Property Standards
- Refuse and debris
- Safe property (neat and tidy)

PARKING

By-Law Enforcement - x1126 or
bylaw@gananoque.ca

Parking Tickets

Payment: Gananoque Police Services 340 Herbert
Street

ECONOMIC DEVELOPMENT

Manager of Community Services – Kari Lambe
x1127 recmanager@gananoque.ca

- Business Resources
- Commercial Real Estate Listings
- Community Improvement Plan
(Brownfield & Downtown)
- Funding Programs
- Investment Opportunities
- New Business Guide

RECREATION

Superintendent of Parks & Facilities – Robert
Kennedy x1411 or facilities@gananoque.ca

- Park Maintenance
- Playground Maintenance
- Recreational Program Information
- Special Events forms and applications
- POP Program

Recreational programs - visit
[www.gananoque.ca/
community-
services/parks-and-recreation](http://www.gananoque.ca/community-services/parks-and-recreation)

RECREATION & MARINA

Recreation & Marina Coordinator - Kim McQuaid
x1414 or 1514 or kmcquaid@gananoque.ca

- Facility bookings: Arena, Parks, Sports Fields
- Slip rental applications - on-line
- Seasonal & Transient Dockage
- Parking Passes - Marina office
- Reservation Request Form - on-line

EMERGENCY SERVICES

In case of Emergency call 9-1-1

Fire Department – Steve Tiernan, Fire
Chief 340 Herbert St. P.O. Box 100
Gananoque, ON K7G 2T6
Phone: 613-382-3334 Fax: 613-382-4221
firechief@gananoque.ca

Police Department – Garry Hull,
Chief 340 Herbert St. P.O. Box 100
Gananoque, ON K7G 2T6
Phone: 613-382-4422 or 613-382-4509
Fax: 613-382-7167
ghull@gananoquepolice.com
www.gananoquepoliceservice.com

FINANCE

Treasurer - Melanie Kirkby x1124 or
mkirby@gananoque.ca

- Accounts Payable/Receivable x1111
- Property Taxes x1114
- Water/Sewer Billing or Meter Read Request
x1117

We offer e-billing and pre-authorized payment
plans! You can receive your quarterly water/sewer
bill by email. To participate send a request to
utilitybills@gananoque.ca

For more information on Water/Sewer billing cycles
or rates visit the Town's website – Utilities and
Billings under "QUICK LINKS"

OTHER SERVICES

Visitor Centre

10 King St. E., Gananoque, Ontario
Phone: 613-382-8044
www.travel1000islands.ca

Have an EVENT: Please use our online submission
form to have your local event added to our calendar.
www.gananoque.ca/events/events-submission-form

Gananoque Public Library

Head Librarian – Deirdre
Crichton 100 Park St.,
Gananoque, Ontario Phone:
613-382-2436
Email: gplp@bellnet.ca
www.gananoquelibrary.ca

1000 Islands Gananoque Chamber of Commerce

10 King St.E., Gananoque, Ontario
Phone: 613-382-7744

Gananoque BIA

Gananoque Trails

Explore the natural beauty that surrounds the
Town of Gananoque. The Gananoque Trail
System is made up of a 12 km perimeter hike that
may be divided into three returns to Trailhead
loops. [www.gananoque.ca/community-
services/parks-and-
recreation/hiking-and-
waterfront-trails](http://www.gananoque.ca/community-services/parks-and-recreation/hiking-and-waterfront-trails)

Regular Council Meetings are held on the 1st and 3rd
Tuesday of each month at 6:00 PM in the Town Hall
Council Chambers, 30 King St. E., 2nd Floor. The
Agenda will be posted on the Town's website. Public
attendance is welcome. To appear before Council
as a Delegation, the application and policy can be
found on the Town's website under "Town Council."
Please submit your complete application to the Clerk
by the Wednesday, prior to 12:00 PM (Noon) before
the next scheduled Council meeting.

COUNCIL MEMBERS (Term 2018-2022)

Mayor Ted Lojko x1119 tlojko@gananoque.ca

Dave Anderson: danderson@gananoque.ca

Adrian Haird: ahaird@gananoque.ca

Matt Harper: mharper@gananoque.ca

Mike Kench: mkench@gananoque.ca

Dennis O'Connor: doconnor@gananoque.ca

David Osmond: dosmond@gananoque.ca

ADMINISTRATION

Chief Administrative Officer - Shellee Fournier
x1113 or sfournier@gananoque.ca

Clerk/CEMC – Penny Kelly x1120 or
clerk@gananoque.ca

- Commissioner of Oaths
- Request for Records
- Accessibility Inquiries
- Municipal Election Inquiries
- Council Agendas, Minutes and By-laws
- Emergency Management
- Civil Marriage Officiant

www.gananoque.ca



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