

Citizens' Guide 2023-2025

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À la recherche de services bancaires commodes ?

Accédez à des conversations, à de l'information et à des conseils de premier ordre tout près de chez vous.

Nous sommes dans votre quartier.

Vous nous trouverez au
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Hawkesbury, ON K6A 2Y3



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député / MP de Glengarry-Prescott-Russell

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francis.drouin@parl.gc.ca

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Table of contents

La version française se retrouve à la page 3

1 HAWKESBURY - YOUR TOWN

Welcome	4
How to contact us	5
Municipal Council	6
Council meetings	7
A brief history of Hawkesbury	7
Overview of Hawkesbury	8

2 MUNICIPAL SERVICES

Clerk's Department	9
Finance and Taxes	10-11
Environment - Water & Sewers	12-13
Public Works	14-15
Construction & Urban Planning	17-18
Waste Collection	18-21
Public Safety (Fire Department & By-law Enforcement)	22-24
Parks & Recreation	25-26
Library	27

3 COMMUNITY ORGANIZATIONS DIRECTORY

28-30





Welcome

Dear citizens,

With a proud history behind us and a forward-looking perspective, the Town of Hawkesbury stands as a community rich in assets that holds appeal for families, businesses, and visitors alike.

Hawkesbury is more than just a town; it's a place where being together is celebrated, and we actively strive for a better communal life. Our town thrives on values such as sharing, mutual aid, and community involvement.

In an ever-evolving landscape, it is crucial for the Town to evolve in tandem with the expectations of its citizens. To achieve this, we place emphasis on effective communication, citizen engagement, and a collaborative, constructive approach to governance.

Let's keep working together to make Hawkesbury a place that embodies our common values and dreams. Your active involvement is not just welcomed for the ongoing progress and success of our cherished community.

Thanks for your continuous support.



Robert Lefebvre, Mayor of Hawkesbury

Contact us



CUSTOMER SERVICE

613 632-0106

ROBERT HARTLEY SPORTS COMPLEX

613 636-2082

FIRE DEPARTMENT & BY-LAW ENFORCEMENT

613 632-1105 (municipal emergencies - Available 24/7)

Department Directory



WASTE AND PUBLIC WORKS

tp-pw@hawkesbury.ca

LIBRARY

info@bibliotheque.hawkesbury.on.ca

CONSTRUCTION

infoconstruction@hawkesbury.ca

FINANCE AND TAX DEPARTMENT

infotaxes@hawkesbury.ca

SPORTS ACTIVITIES AND ROOM RENTAL RESERVATIONS AT THE SPORTS COMPLEX

infofec@hawkesbury.ca or 613 636-2082 or  **amilia**

Questions? Information? Follow-up on power outages?



613 632-6689 www.hydrohawkesbury.ca

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www.hawkesbury.ca



Municipal Councillors 2022-2026



Robert A. LEFEBVRE

Mayor

Cell : 613 678-0571 - Email : ralefebvre@hawkesbury.ca

**Committees: All
Police Services Board**



Jeanne CHARLEBOIS

Councillor

Cell : 613 678-0691 - Email : jcharlebois@hawkesbury.ca



Julie SÉGUIN

Councillor

Cell : 613 676-2809 - Email : juseguin@hawkesbury.ca

Hawkesbury Public Library Board



Yves PAQUETTE

Councillor

Cell : 613 677-0868 - Email : yapaquette@hawkesbury.ca

Hawkesbury Hydro Commission



Raymond CAMPBELL

Councillor

Cell : 613 676-2461 - Email : rcampbell@hawkesbury.ca

Hawkesbury Hydro Commission



Antonios TSOUROUNAKIS

Councillor

Cell : 613 678-7450 - Email : atsourounakis@hawkesbury.ca

**Hawkesbury Downtown Business Improvement Area (BIA)
Joint Recycling Committee**



André CHAMAILLARD

Councillor

Cell : 613 678-9356 - Email : achamaillard@hawkesbury.ca

Hawkesbury Hydro Commission

Municipal Council

Council roles and responsibilities

The Council's mandate is to support the Town and its activities, all the while ensuring the well-being of the residents and the Town. This includes :

- Ensuring that policies, practices and procedures are in place to foster good decision making.
- Being accountable for the transparency of Town operations, including the activities of senior management.
- Preserving the financial integrity of the Town.

Town Council meetings

Council meets at 6:30 p.m. monthly every second Monday, with the exception of statutory holidays (they are held the following day). A Council meeting is held every month with the exception of July. Agendas and minutes are available online:

- Here is the link to the **agendas and minutes**:
<https://www.hawkesbury.ca/en/town-hall/the-municipal-council/council-minutes>
- Here is the link to the **meeting recordings**:
<https://www.hawkesbury.ca/en/town-hall/the-municipal-council/council-meetings>

A brief history of Hawkesbury

Situated on one of North America's oldest trade routes, the Town of Hawkesbury has long been in a strategic location. It was once occupied by aboriginal peoples, for whom the Ottawa River acted as an important link between the Great Lakes region and the northeastern part of the continent.

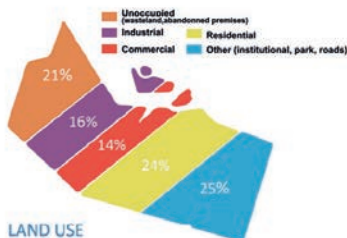
Hawkesbury was incorporated as a town in 1896 and has a long history of industry that began with lumber. The Town has since diversified and continues to grow its industrial and services sectors.

Like many first-generation industrial towns, Hawkesbury's history is punctuated by key events that have had a major impact on its social, economic, and territorial development. Nevertheless, the Town and its residents have demonstrated the ability to adapt and continue to do so in the present era.

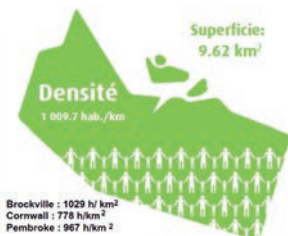


An Overview of Hawkesbury

The Town of Hawkesbury is an important regional center for trades and services. It is a town with a strong economic engine, and hosts a variety of businesses from different industrial and services sectors. It stands out within the United Counties of Prescott and Russell for its urban character and population density of 1009.7 persons/km², comparable to other regional centers such as Brockville, Cornwall and Pembroke.



The Town of Hawkesbury is an opportunity that should be considered by businesses seeking to commercialize or industrialize.



Welcome to
Hawkesbury

Economic gravity

- Economic potential already established. Great opportunities in the high-tech, aeronautics and personal care sectors.
- Developed industrial park that is accessible for future development.
- Potential for interesting jobs in various fields.
- A predominantly bilingual town with a workforce proficient in both official Canadian languages.

Quality of life

- A dynamic and vibrant downtown area with many activities for the family every year.
- Renowned hospital, fire, paramedic and police services right in the heart of the town.
- Federal and provincial services are also integrated in our town.
- Recognized as a Welcoming Francophone Community, Hawkesbury is an ideal choice for newcomers.
- A town that has leisure and sports facilities for all.
- How about no traffic? No traffic!

Ideal location

- Ideally located between two urban centers, Hawkesbury is less than an hour from Montreal and Ottawa-Gatineau.
- A town with riverside access to a marina and many water based activities.

Clerk's Department

The Clerk's Department manages all legal aspects of Council and the administration. The department prepares and coordinates meetings, manages the archives, creates, and manages electoral processes during municipal elections. The department also offers many services to the residents of Hawkesbury:

COMMISSIONER OF OATHS

Under the *Commissioners for Taking Affidavits Act, 1990*, Clerks and Deputy Clerks, by virtue of office, are commissioners for taking affidavits in Ontario. This service can be used is therefore used for all documents requiring an written statement confirmed by oath.

INSURANCE CLAIMS

The Clerk's Department handles insurance claims. Please note that you must contact your insurance company and pass on the information to them.

FREEDOM OF INFORMATION REQUESTS

Under the *Municipal Freedom of Information and Protection of Privacy Act, 1990* (MFIPPA), these requests give access to certain documents containing general and/or personal information.

MARRIAGE LICENCES AND CIVIL CEREMONIES

Under the *Marriage Act, 1990*, the Clerk's Department can issue marriage licenses. The Town of Hawkesbury also offers civil ceremony services.



Celebrate your union with us!

Your civil ceremony

*Reserve your moment**

(in French and/or in English)

613 632-0106 or by email (see contact information below)

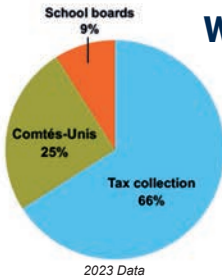
*fees are associated with this service, please contact the Clerk's Department.



QUESTIONS?

For more information about the Clerk's Department :
infogreffe@hawkesbury.ca

Finance and Taxes



WHERE DO YOUR PROPERTY TAXES GO?

Although your property taxes are collected on the same tax bill, the amount is shared between the Town (66%), the United Counties (25%) and the School Boards (9%). Property taxes in the Town of Hawkesbury represent approximately 50% of total revenues. The taxes collected are used to finance expenses associated with the Town of Hawkesbury's services and maintenance.

Over 84% of property taxes are invested in providing services and maintaining the Town. The town of Hawkesbury, like the majority of municipalities, adheres to the «user pays» principle for garbage, sewer and water services.

Total Town budget expenditure

Expenses	%
Fire department, by-laws, construction, and emergency dispatching	34.4 %
Recreation	27.4 %
Public works	23.1 %
Administration	12.7 %
Others	1.4 %
Urban planning	1 %
Total	100 %

When do we pay our property taxes?

There are two tax bills per year (for a total of four):
the interim bill (50% of the previous year's amount) in two,
one at the end of March, and one at the end of June;
the final bill in two due at the end of September and November.

4 payments

- March
- June
- September
- November

Water/sewer/garbage service charges

There are four invoices per year,

- Due on the last working day of

January - April - July - October

- Each bill represents three months' consumption.
- Each bill also includes a fixed rate for water, for sewer, and for garbage collection.
- A penalty of 1.25% per month is applied to all unpaid accounts.

QUESTIONS?

For information about your property taxes and/ or
water/sewer/garbage service charges

Call 613 632-0106 or contact us at infotaxes@hawkesbury.ca

Finance and Taxes



???

Where is my account number/roll number?

NB :
- 18 digits for water & sewage account
- 15 digits for municipal tax account



Go paperless

Scan QR code to register.

PAYMENT OPTIONS

for tax and services charges

OPTION 1

Deposit your post-dated cheques in the Town Hall mailbox

(Town Hall, 600 Higginson street – door 3)



OPTION 2

through your bank*

*Verify availability with your bank institution



OPTION 3

by pre-authorized debit or credit card *

Paymentus



<https://pn.paymentus.com/cp/hawk?lang=fr>

*To access Paymentus platform, scan QR code



This service is not yet available for property tax bills.

*Service fees apply. For each payment option, you must provide your roll number (account number). When you are registered for automatic withdrawal, your bill is debited on the due date indicated on your respective invoice. A service fee of \$35 applies to all payments refused by your banking institution. In case of changes to your banking information, a change of address, or if you wish to cancel your pre-authorized debit payment, kindly notify us at least 15 days before the due date.



infotaxes@hawkesbury.ca

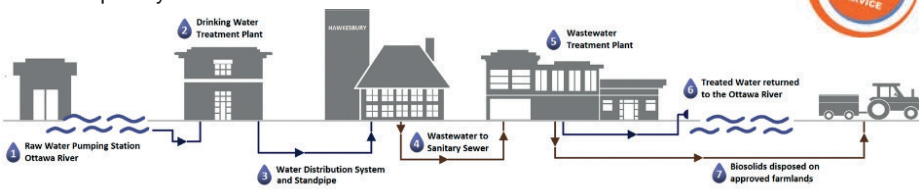


Environment Services

(water supply and wastewater management)

About us

We are responsible for the operation of the drinking water filtration plant, the drinking water distribution network and the wastewater treatment plant. Our service operates 24/7, and is managed by a certified and licensed multidisciplinary team.



What is our mission ?

- Provide safe, clean drinking water to all our citizens and customers
- Maintain and continually improve our drinking water quality management system
- Ensure effective wastewater treatment
- Comply with all applicable drinking water and wastewater laws and regulations.

The Town of Hawkesbury's state-of-the-art infrastructure enables the municipality to meet these commitments and to accommodate future economic development in the residential, commercial and industrial sectors.

Responsible drinking water management. An accessible task!

A water meter is a tool for conserving water. Not only does it measure and record the volume of water consumed, it also helps detect leaks in homes and businesses. Studies have shown that metered homes use less water than unmetered homes.

Here are a **few tips** to help you avoid wasting water and prevent sudden increases on your water bill :



- Check for leaks, preferably once a year
- Repair leaky tanks and pipes
- Turn off the main water valve when you're away on vacation or for an extended period

Did you know...?

A continuous water leak caused by a 6 mm (1/4") hole will cause you to lose 4,475 cubic meters of water over three months - almost 5 times the amount of water in the Sports Complex pool!

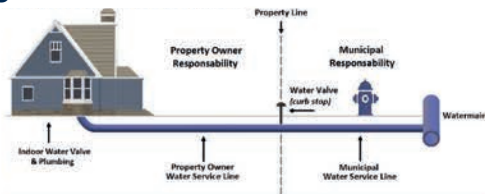


Environment Services

(water supply and wastewater management)

Who is responsible for underground infrastructures?

The Town of Hawkesbury has partnered with Service Line Warranties of Canada (SLWC) since 2021 to offer Hawkesbury homeowners optional protection plans to cover potentially high repair costs associated with water and sewer lines located on the private portion of the system. For more information, visit the Town's web page below.



*Responsibilities are likewise applicable to matters related to the sanitary network.

Wastewater Treatment Plant

Every gesture counts - you're part of the solution!



Many items should not be flushed down sinks, drains, or toilets, as they can cause blockages in municipal sanitary sewers and wastewater treatment plants, including residential sanitary systems!

To avoid such situations, the following types of products should never be flushed away:

- **Hygiene products**
(towels, diapers, cotton balls, dental floss, bandages, wipes - even those labeled "flushable")
- **Food products** (fats, oils, foods)
- **Household products** (paint, pesticides, solvents, nail polish remover, cleaning products)
- **Other** (hair, contact lenses, medications, cat litter, paper towels, cigarettes)



When to contact us?

1. If you have questions related to leaks, interruptions, pressure, taste, odour or colour of drinking water
2. If you're planning to dig for earthworks, paving or plumbing
3. Contact us preferably 48 hours in advance if you need to :
 - Locate your water main because it's not visible, to have it raised, lowered, or repaired.
 - Make a request to close or open the water supply.

Please contact us at 613 678-9269 or infowater@hawkesbury.ca

After hours, for urgent issues contact us at 613 632-1105.



www.hawkesbury.ca/en/town-hall/environment



Public Works

What is our mission?

The Public Works Department takes care of many town infrastructures, with a main focus on ensuring the safety of drivers, pedestrians, and cyclists. This includes overseeing a road network spanning over 60 kilometers, along with maintaining more than 32 kilometers of sidewalks, shoulders, bridges, culverts, and ditches.

Street maintenance in winter?

The department's winter maintenance program includes salting and sanding, snow plowing and snow removal. All street maintenance programs comply with provincial standards. Refer to the snow clearing protocol below.

The department is also responsible for carrying out and/or supervising improvements or repairs to sanitary and storm sewers.

Snow removal on our sidewalks?

During winter, Public works tasks include coordinating snow removal on all sidewalks in the town of Hawkesbury. According to Ontario standards, the municipality has 48 hours to clear snow from sidewalks. However, the safety of residents is a priority and our staff works diligently to clear sidewalks within a reasonable time.



Did you know...

During a winter storm, three operators tackle the 32 kilometers of sidewalks in the town in 8 to 10 hours, continuing their work during and after the storm

Snow clearing protocol in accordance with the Municipal Act, 2001 (There is no Class 1 or Class 2 in Hawkesbury)

PRIORITÉS DE DÉNEIGEMENT / SNOW REMOVAL PRIORITIES MINIMUM MAINTENANCE STANDARDS FOR MUNICIPAL HIGHWAYS Légende / Legend	
	Classe / Class 3
	Classe / Class 4
	Classe / Class 5
	Classe / Class 6
	Hors territoire / Out of territory
	Chemin privé / Private road

All snow removal protocols are established by the Province of Ontario.

The Town adheres to a standard that surpasses provincial requirements!

Public Works

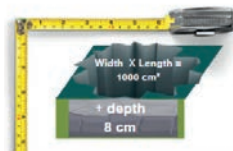
What about potholes?

A pothole will be repaired if

Surface is larger than 1000 cm² and is a minimum depth of 8 cm. The repair time varies according to circumference.

How to report a pothole?

Contact us at tp-pw@hawkesbury.ca



Rainwater management and storm sewers

All Town residences, properties and businesses benefit from stormwater management. It keeps streets and basements dry, local streams healthy, and our drinking water sources clean.

What does Public Works manage in connection with water and sewers?

- Storm sewers • Catch basins • Storm water outfalls • Wet and dry ponds
- Municipal sewers • Culverts • Roadside ditches

Rainwater and sanitation systems can have an effect on your wallet!

Certain objects entering the system can block and create overflows.

- Grease • Coffee • Food

See the list of problematic products and objects on page 13



Some blockages are not the Town's responsibility.
Please be vigilant!



Land levelling problems? Act before they become your problem.

Site levelling is a crucial step before most landscaping work to avoid problems such as :

- Water ponding or local flooding
- Serious mold-related problems
- Water damage to your home's foundation
- Erosion of streets and municipal infrastructures, contributing to higher maintenance costs
- Neighbourhood disturbances
- Attracting moisture-seeking wildlife



André P. Barrette

Arpenteur-Géomètre de l'Ontario
Ontario Land Surveyor

1, rue Main Est, bureau 510 | 1 Main Street East, Suite 510
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andre@sbsurveying.ca

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MANAGEMENT

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EN AGRÉGATS ET GÉRANCE DE PROJET.

ONTARIO / QUÉBEC

Construction Department

When is a building permit required?

- Construction of a new building;
- Installation of new plumbing in the building or changes to existing plumbing;
- Changes to the use of a building; construction of an addition to an existing building; adding or removing a structural wall in a building; modifying an existing building; raising a building to add a basement;
- Changing the combustion source of a fireplace from gas to solid fuel;
- Building a patio, deck, attached or detached garage, permanent carport, and/or solarium;
- Installing a furnace with a new combustion system; installing solid-fuel burning equipment; completing rough-in work on a fireplace;
- Erecting an above-ground or in-ground pool or a hot tub (Jacuzzi);
- Replacing exterior siding or installing a skylight; and
- Installing a sign.



Legend

- 1- New building
- 2- Plumbing
- 3- Building addition
- 4- Heating and cooling
- 5- Garage
- 6- Pool
- 7- Exterior siding
- 8- Load-bearing wall

When is a building permit not required?

Even if a permit is not required, you must comply with the requirements of the Town's zoning by-law and, if applicable, the *Building Code Act, 1992*.

- Retaining walls no higher than 1 meter (39.4 inches);
- Paving and residential entrances; horticulture;
- Replacement of plumbing accessories for water heaters, kitchen or bathroom cabinets of the same dimensions; roof shingles (residential);
- Painting, decorating and general maintenance;
- Addition of air conditioning units or heat pump to existing system and/or furnace with similar combustion and heat output;
- Accessory buildings, storage sheds not exceeding 15 m² (161.45 ft²).

**You must comply with the requirements
of the Town's zoning by-law and, if applicable, the Building Code Act, 1992.**

***THIS GUIDE IS FOR REFERENCE ONLY, IN CASE OF DOUBT OR QUESTIONS,
PLEASE CONTACT THE TOWN'S CONSTRUCTION DEPARTMENT.**

Information : infoconstruction@hawkesbury.ca

Urban Planning

Why do you need to consult the Urban Planning Department?

The Urban Planning Department is your initial point of contact if you are considering relocating to the Town of Hawkesbury, whether for residence or to initiate a new business.

1

They can inform you about the full range of planning and zoning requirements related to your project.

2

They work with the Construction Department for building permit applications.

3

They ensure that town development follows the Official Plan and that any changes do not interfere with the Town's planning.

The Urban Planning Department is involved in the approval process for:

Site plans

Minor variances to the zoning by-law

Zoning by-law amendments

Send us an email at infoPlanning@hawkesbury.ca

Waste collection services

Residences are served by weekly garbage and recycling collections, the day being determined by location (see collection map - page 20). Details and schedules can be found on the collection calendar and on our website at www.hawkesbury.ca/en/garbage.

GARBAGE - Town of Hawkesbury grey rolling bins

Garbage must be placed in a designated garbage bin bearing the Town logo. Designated bins come with a serial number, as well as an RFID chip that allows bins to be assigned to each address, improving the automated collection service. **If you're buying a house, the designated bin must be left behind by the previous owner, as each bin is assigned to a specific property.** If you are purchasing a newly constructed house, you must contact the Town to schedule delivery of your designated garbage bin.

Waste collection services

Did you know?



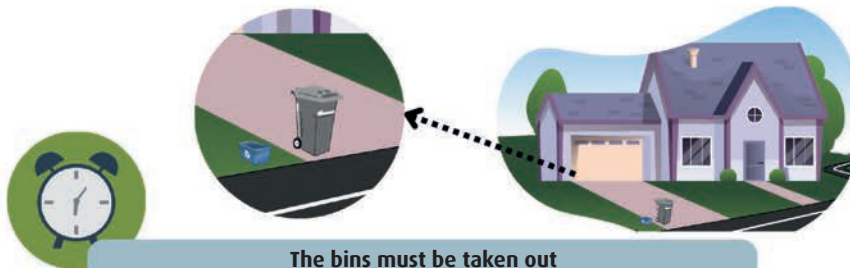
That there are 2 different sizes of grey bins. Commercial and multi-residential (5 units or more) buildings use 360 L garbage bins. Each residential unit in a building with 4 or less units (detached house, duplex, triplex, or quadruplex) has one 240L garbage bin, by default.



Garbage Bin Placement

Designated garbage and recycling bins must be placed on your property, at the sidewalk or curb, no earlier than 5 p.m. the day prior to collection, and before 6 a.m. on collection day. Garbage must be placed in a designated garbage bin with the Town logo facing the street. Keep 1m (3ft) on all sides of the bin clear of obstacles (including other containers).

Note: Wheels and handles must face your home.



The bins must be taken out
between 5 p.m. the day before and 6 a.m. the day of collection

Waste collection services

What are the costs associated with municipal garbage collection?

There are two different costs associated with municipal garbage collection that are billed via the quarterly water/sewer/garbage bills:

1. **The purchase fee for designated bins (one-time fee)**
2. **Annual service charge (recurring annually, divided into four quarterly payments)**

The cost of purchasing a bin is billed to the owner. This purchase fee will vary to reflect the purchase cost incurred by the Town at the time of your request.

Annual service charges for garbage collections are set each year based on operating costs. These service charges vary according to the volume of waste produced by a property, with different rates for 240 L and 360 L bins. This establishes an equitable model based on the “user pays” principle, where only owners who use certain services pay for them. In addition, separate fees apply to waste diversion programs and are charged according to the type of unit (residential or commercial) on a property, as these waste diversion initiatives are not limited in volume.



Excess garbage?

The quantity of garbage per unit is limited to the volume of the designated bin (with the lid closed). Excess garbage is accepted only if placed curbside in a garbage bag properly identified with a label specially provided by the Town. These excess garbage bags must not exceed 13.6 kg (30 lb) each and must be placed next to a designated grey bin serviced by the Town collection. **Extra garbage bag tags can be purchased at Town Hall, in sets of three (3), for \$10.**

Note: If your household regularly produces more waste than your bin contains, please write to us to request an additional bin. Please note that garbage fees are calculated per bin, so additional bins will incur additional costs.



Application process for an additional garbage bin.

The owner must write by e-mail to tp-pw@hawkesbury.ca, or by mail to Town Hall at **600 Higginson Street, Hawkesbury, ON K6A 1H1**.

Include the following in your request:

1. **Full name** (or name of owner company)
2. **Full address** (service address)
3. **Request specifications** (more or less bins, quantity)
4. **Your utility bill roll number (account number)**
(18 digits at the top of your water/sewer/garbage bill - see p.11)
5. **Please note that any request submitted implies acceptance of the additional costs.**

Waste collection services

Recycling



Recycling can be placed at the curb in your choice of the following four containers:

- Blue box
- Blue wheeled bin, European grip is preferable
- Blue/transparent bags
- Cardboard boxes, under 76 cm (30")

The 1st blue box is free for new households. Each additional box costs \$15.

For all recycling questions, including obtaining a blue box, please contact:

Gilles Mayer Sanitation
gillesmayer@outlook.com
(613) 632-2581

For a list of accepted materials, please consult the following link.

[www.hawkesbury.ca/
en/recycling](http://www.hawkesbury.ca/en/recycling)

Bulky items



There are several collections during the year, each limited to two (2) items per unit.

Collections will be made on the same days as garbage collection, but only during special collection weeks (see calendar).

Limited to a list of accepted items published on the Town's website (see link below).

Electronic waste will be accepted during these collections.

However, you can recycle your electronic waste at any time at Recycle-Action (1301 Spence Ave) or at certain return-to-retail locations. See the link below for an updated list of these locations.

[www.hawkesbury.ca/
en/special-collection](http://www.hawkesbury.ca/en/special-collection)

Yard waste



Accepted yard waste includes leaves, branches and plants. Visit the website for the complete list.

NO food waste, whole trees or stumps.

All branches must be bundled and placed perpendicular to the street.

Bundles of branches must measure less than 30 cm (12 in.) in diameter and 1 m (39.3 in.) in length.

Yard waste must be placed at the curb, either in compostable paper bags or in a covered container.

No plastic bags.

[www.hawkesbury.ca/
en/yard-waste](http://www.hawkesbury.ca/en/yard-waste)

Recycling and businesses?

Any business can contact a private recycling collection service.



Natural Christmas tree collection



**Twice a year
Only in January**

Hazardous waste collection

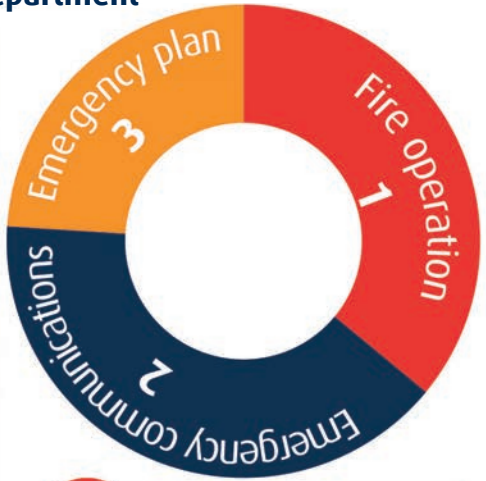


**Once a year
Only in October**



Public Safety

Fire Department



1 Fire operation

- Public education
- Fire prevention
- Fire suppression
- Fire investigation
- Emergency services support
- First responders
- Road rescues
- Ice rescues

2 Emergency communications

Prescott-Russell Fire and Emergency Dispatch Service

(7 municipalities: Hawkesbury, Champlain, East Hawkesbury, Alfred- Plantagenet, The Nation, Russell, Casselman)

3 Emergency plan

Preparation for catastrophic events plan, including plan updating, training and practice



Public Safety

Municipal By-law Enforcement Division

The purpose of municipal by-law enforcement is to ensure that the public respects the various municipal regulations. By-law Enforcement Officers are responsible for ensuring respect amongst residents and visitors, reinforcing property standards, clean yards, and parking by-laws, and more. They are also responsible for issuing business licenses, taxi permits and much more.

Municipal By-Law Enforcement Division mission

Education and awareness

Apply and enforce municipal by-laws

Questions and answers

DO I NEED A DOG LICENCE?



Answer : YES !



All citizens must register their dog(s). Registration takes place at Town Hall. Licenses must be renewed annually by March 15. Each household is authorized to own a maximum of two dogs. It is the owner's responsibility to ensure that his or her dog complies with noise, equipment and safety regulations. All dogs must be kept on a leash, when off your property.

Under the *Municipal Act, 2001*, a resident must apply for a permit to hold a fireworks event. It is up to the Municipality to prescribe the conditions under which fireworks displays may be held under this permit.



CAN I SET OFF FIREWORKS ?

Answer: YES, but...!



**Can we have garage sales?
Does it cost anything?**



A permit is required to hold a garage sale. The cost is \$10 for 2 consecutive days. Two garage sales per year are permitted per civic address. Council has granted two free garage sales weekend per year :
The last weekend of May, and the October long weekend

Answer : YES AND YES !

Between November 15 and April 15, parking on all Town streets is prohibited between midnight and 7 am, regardless of weather conditions. In addition, certain areas will be off-limits during snow-clearing operations.



**Can we park
anywhere
in winter?**



Answer: NO!

**Can I file a complaint if I see
violations of municipal
by-laws?**



There are two ways to file a complaint:
By contacting 613 632-1105 or by completing the online form:
<https://www.hawkesbury.ca/town-hall/by-laws/complaints>
The complainant must provide full contact information. Response times may vary depending on the time of the request. The identification of the complainant remains confidential, unless legal action is to be taken and the complainant's testimony is required.
Anonymous complaints are not accepted.

Answer: YES!

What should I do if I receive a parking ticket?

You must pay the fine.

All parking tickets can be paid in person at the Finance Department (Door 3) at Town Hall (by cash, debit or credit card) or directly on our website using a credit card at the following secure address: <https://ipn.paymentus.com/cp/hawk?lang=en>.

You contest the fine.

You can contest a ticket by filling out the back of the notice of infraction within 15 days of receiving it, and dropping it off or mailing it to the address on the back of your ticket. Failure to do so may result in a guilty plea if the fine is not paid.

Recreation

Sports and municipal facilities

The Town of Hawkesbury has many municipal facilities that offer residents opportunities to get active and have fun in a safe and entertaining environment. Town facilities include 7 public parks, 3 community spaces and a multi-disciplinary sports complex.



Hawkesbury facilities include the following buildings and locations:

	Outdoor rink	Playground	Splashpad	Soccer field	Baseball and/or basketball	Volleyball court	Petaneque court	Outdoor stage	Boat ramp	Picnic area	Dog park
Cadieux Park - 454 Cadieux Street Other: Chalet and bathrooms											
Larocque Park - 470, Abbott Street Other: Chalet and bathrooms											
Old Mill Park - 527 James Street Other: Chalet and bathrooms											
Sidney Park - 906 Sidney Street											
Confederation Park - 2 John Street, Other: Maison de l'île, Richelleu Pavilion (gazebo) and bathroom											
Cyr-de-Lasalle Park - 571 Main street E.											
Pioneers' Park - 351 Main St. E., Hawkesbury : Other : outdoor kiosks for events											

Room rentals available:

421-ANNEX (1350 sq. ft.) - 425 blvd. Cartier (Lobby)
ACTIVITY ROOM (850 sq. ft.) - Sports Complex (second floor)
COMMUNITY HALL - Sports Complex (second floor)

To reserve a room, please call 613 636-2082.
Special rates are available for non-profit organizations.

SPORTS EQUIPMENT RENTALS:

Try a sport by renting equipment for FREE.

Equipment available for:



Send us an email at inforec@hawkesbury.ca

Recreation

Sports Complex Robert Hartley

The Sports Complex is a multi-disciplinary center offering access to a variety of sports, as well as being a gathering place with access to two community spaces. The Complex is also home to the Junior A Hockey Team, the Hawkesbury Hawks. All the services offered by the Sports Complex are available to the residents and the general public. The Complex operates year-round, although some of the services are seasonally available.

Indoor and outdoor facilities of the Complex

- Arena - open for skating, figure skating and hockey
- Skating changing rooms
- Aquatic center including: swimming area, sauna, changing rooms and showers
- Indoor athletics track (four lanes) accessible for walking, running or track and field events
- Two (2) indoor badminton/pickleball courts
- Indoor tennis court
- Community hall with a capacity to accommodate 200 people and a rental space for up to 30 people
- Four (4) outdoor tennis/pickleball courts
- Equipment rental
- On-site food service (cantine and bar)
- Outdoor skateboard park



To book your activity at the Sports Complex,
simply go to the Amilia platform.



Scan to access the platform



Send us an email at info@hawkesbury.ca
or call us at 613 636-2082



Bibliothèque publique de

HAWKESBURY

Public Library

550, Higginson street, Hawkesbury

Discover a wonderful collection at your public library!

Every season, we offer a variety of free activities. Children will enjoy themed bilingual storytimes, games and the "Club Jeunesse". Adults can enjoy French and English book clubs, lectures, workshops and activities such as the Bridge Club and Knitting Club.

What does the library have to offer?

- Books and audio books
- DVD and video game rentals
- Wide variety of magazines and newspapers
- Museum passes
- Board games and puzzles
- Computer workstations (6)
- Wi-Fi
- Fax, photocopier
- Print and scan services
- Access to your account online
- Digital books and magazines
- Reading areas for all ages

Who can use the library?

Our services are available to all residents of the Town of Hawkesbury and the Township of East Hawkesbury. For Champlain, subscription fees are covered by the municipality upon presentation of a receipt. We are proud to offer a home service for mobility-impaired residents in the Hawkesbury area.

Opening hours

Monday and Tuesday :

9 a.m. to 6 p.m.

Wednesday and Thursday :

9 a.m. to 7 p.m.

Friday : 9 a.m. to 8 p.m.

Saturday : 10 a.m. to 4 p.m.

Sunday : Closed



Contact us



www.bibliotheque.hawkesbury.on.ca



info@bibliotheque.hawkesbury.on.ca



613 632-0106 ext.5



Community directories



SPORTS AND CULTURAL ACTIVITIES

Cultural organizations

Le Chenail Cultural Centre	613 632-9555	lechenail@gmail.com
Cercle Gascon	613 632-0060	info@theatrecelegascon.ca
Prescott-Russell arts council	613 307-0491	info@caprac.ca

Sports Organizations

Vankleek Hill Skating Club - 3 to 60 years old Contact : Nancy Neuman	514 442-4577	nancyfsc@hotmail.com
Hawkesbury Figure Skating Club		cpahawkesbury@gmail.com
EPRMHA/FUSION/HOCKEY MINEUR / ages 9 to 18 - Contact: Pina Velocci	514 951-3108	eprmhapresident@gmail.com
Eastern Ontario Cobras AA / AAA ages 9 to 16- Contact : Christine Brunet	514 718-4441	brunetchristine@sympatico.ca
Vankleek Hill Rockets - Minor Broomball		dmacduff14@hotmail.com
Casselman Pirates AAA		marcandreranger@hotmail.com franciswathier@gmail.com
Hawkesbury Minor Baseball Association		alray@hawkgigs.net
Athletic Club Roadrunners		jasonlacombe@hotmail.com athleroadrunners@gmail.com
Grenville Women's Ball Club		rjmassist@bellnet.ca
Hawkesbury Petanque Club		moniquetheriault@gmail.com
Orca Swim Team		emauelle.blais.theoret@csdceo.org
Titans Minor Basketball Association		jason.jackson13@gmail.com
Soccer Pro 17 Association		andrego123@yahoo.ca
Hawkesbury Bike Club		velohawkesbury@outlook.com
Ultimate Frisbee Summer League	613 306-1907 or 613 677-1292	pierreluc.lacelle@gmail.com ou phillipe.lauzon@csdceo.org

EDUCATION AND DAYCARE

Early On - Child and Family Centre	613 789-3020	www.onyvapra.ca
Prescott-Russell licensed family daycare agency	613 764-3434	
Soleil des petits after-school center	613 632-9636	
Nouvel Horizon	613 632-9636 ext. 7	www.afeseo.ca/soleil-des-petits
Paul VI	613 632-2734 ext. 2	www.pauliv.csdceo.ca/fr
CSDCEO		https://csdceo.ca/
CEPEO		https://cepeo.on.ca/
CAVLFO		https://www.apprentissageenligne.org/
Centre Moi j'apprends - To learn French	613 632-7979	www.mojapprends.ca
Eastern Ontario Education and Training Centre	613 675-4691 ext. 276	www.educoptions.ca

ORGANIZATIONS OFFERING SERVICES

Alzheimer Society	613 632-4914
Prescott-Russell Community Services	613 632-0939
Maison Interlude House	613 632-1131
Family Centre (Maison de la famille)	613 632-6959
Centre éducatif l'Oasis des petits	613 632-9636
Groupe Action	1 866 363-3210
Valoris	613 632-4831



EMPLOYMENT AND ENTREPRENEURSHIP

Entrepreneurship Centre of Prescott & Russell (CEPR)	613 765-4661 ext.8106	https://en.prescott-russell.on.ca/invest/entrepreneurship_centre
BizPal (electronic service for entrepreneurs)	1 888 576-4444	www.bizpal.ca/
Contact Staffing Solutions	613 632-0179 or 613 668-4368	www.contact.ca/en/
Employment Services Centre of Prescott-Russell (CSEPR)	613 632-0179	www.csepr.ca/en/
Hawkesbury Chamber of Commerce (HCC)	613 632-8066	https://hawkesburycommerce.ca/en/
Hawkesbury Downtown Business Improvement Area (BIA-COMZAC)	613 677-0975 or 613 632-8594	http://www.comzacbia.ca/index.php/english
Hawkesbury Industrial Investment Association (HIIA)	info@hawkesburyindustry.com	www.hawkesburyindustry.ca

IMMIGRATION

Conseil Économique et social d'Ottawa-Carleton (CÉSOC)	613 324-1249	www.cesoc.ca
Réseau de soutien à l'Immigration francophone de l'Est (RSIFEO)		www.rsifeo.org

SOCIAL CLUBS

Knights of Columbus Council 2183	613 632-2633
Knights of Columbus Council 9952	613 632-8409
Royale Canadian Legion	613 632-5136
Club Optimiste de Hawkesbury	613 632-6862
Hawkesbury Rotary Club	613 632-2747 or 613 632-9877
Club Richelieu de Hawkesbury	613 632-8007
Club d'âge d'Or 50	613 632-8294
Hawkesbury Bridge Club	613 676-0176
Hawkesbury Auto Club	info@clubautohawkesbury.ca
La Voie du Choeur Choir	613 799-3597
Old Mill Park's Parents Committee	613 306-0568
Hawkesbury Dog Park	613 306-8955

RELIGIOUS INSTITUTIONS

St-Jude's Parish English Catholic Church	613 632-2464
Holy Trinity Church	613 677-8889
St-Paul's Presbyterian Church	168 John street
Center Chrétien Viens et Vois Pentecost Assemblies	613 632-0274
The Church of Jesus Christ of Latter-day Saints - Mormon	613 632-7432
Hawkesbury Jame Masjid mosquée	Facebook
Église Évangélique Baptiste le Rocher	613 632-8142
Paroisse St-Pierre Apôtre	613 632-8661

HEALTHCARE AND CRISIS SERVICES

Eastern Ontario Health Unit (EOHU)	613 632-4355 ext. 4171	www.bseo.ca/fr
Hawkesbury and District General Hospital (HGH)	613 632-1111	www.hgh.ca
Champlain Health Line (Champlain center)	613 310-2222	www.lignesantechamplain.ca
Royal-Comtois Mental Health Center	613 632-0139 or 1 877-616-0139	www.hgh.ca/fr/programmes-services/sante-mentale-et-toxicomanie
For any medical emergencies or in cas of danger	9-1-1	
Ontario Poison Centre (OPC)	1 800 268-9017	www.centreatipoisonontario.ca
Suicide Crisis Helpline	Call or text 9-8-8	www.crisisservicescanada.ca/fr
Action Canada for sexual Health & Rights	1 888 642-2725	www.actioncanadashr.org/fr
Assaulted Women's Helpline	1 866-863-0511	www.femaide.ca
Kids Help Phone (KHP)	1 800 668-6868	www.jeunessejecoute.ca
Ontario Health Line	1 866 531-2600	
Interlude House	1 800 461-1842 by text - 613 801-8169	www.pasbienpr.ca
+ Fort: Stronger than bullying		www.plusfort.org

In case of emergency call 9-1-1
For municipal emergencies call 613 632-1105

CUSTOMER SERVICE - 613 632-0106



ROBERT HARTLEY SPORTS COMPLEX - 613 636-2082

FIRE DEPARTMENT & BY-LAW ENFORCEMENT

613 632-1105 (municipal emergencies - Available 24/7)

Department Directory

WASTE AND PUBLIC WORKS
tp-pw@hawkesbury.ca

LIBRARY
info@bibliotheque.hawkesbury.on.ca

CONSTRUCTION
infoconstruction@hawkesbury.ca

FINANCE AND TAX DEPARTMENT
infotaxes@hawkesbury.ca

SPORTS ACTIVITIES AND ROOM RENTAL RESERVATIONS AT THE SPORTS COMPLEX
infofec@hawkesbury.ca or 613 636-2082 or  **amilia**

Questions? Information? Follow-up on power outages?

Hydro
Hawkesbury

613 632-6689 www.hydrohawkesbury.ca

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Floss Clinique Dentaire
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the heart
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Monday to Friday: 8 am to 8 pm • Saturday to Sunday: 8 am to 5 pm

GARAGE : 613 632-3399

Lundi au samedi : 8 h à 17 h • Dimanche: Fermé
Monday to Saturday: 8 am to 5 pm • Sunday: Closed



CANADIAN TIRE HAWKESBURY

1525, rue Cameron, Hawkesbury, ON • 613 632-2255



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