



CITIZEN'S handbook

THIRD EDITION

www.ville.montreal.qc.ca/ibsg

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A message from the borough mayor



You have in your hands the third edition of the Citizen's Handbook, which I invite you to keep as a reference. It presents a wealth of practical information that, I am sure, you will find useful and that will enable you to fully enjoy the unmatched quality of life offered by your borough.

This publication will also help you to perform your civic duties, as it presents the existing municipal by laws and various rules to be observed. I would also draw your attention to the Environment section (page 6), as your cooperation is essential with respect to, for example, the various collections of recyclable materials, green waste, construction waste, large trash items and hazardous household waste.

Although we are doing everything we can to provide you with the most up to date information through this handbook, we also invite you to visit our website: www.ville.montreal.qc.ca/ibsg. And if you need any assistance, do not hesitate to contact us by phone!

RICHARD BÉLANGER
Borough mayor



Christopher Little
Councillor
District of Denis-Benjamin-Viger
☎ 514 620-6896
littlechristopher@ville.montreal.qc.ca



Diane Gibb
Councillor
District of Pierre-Foretier
☎ 514 620-6896
dianegibb@ville.montreal.qc.ca



Eric Dugas
Councillor
District of Sainte-Geneviève
☎ 514 620-6896
eric.dugas@ville.montreal.qc.ca



François Robert
Councillor
District of Jacques-Bizard
☎ 514 620-6896
francoisrobert@ville.montreal.qc.ca

At your service

DIAL 311

Contact us, by dialing 311 and say “ L’Île-Bizard–Sainte-Geneviève” to obtain information on your borough.

Answering authority	Monday to Thursday	Friday	Saturday and Sunday
Borough	8 a.m. till noon 1:00 to 4:30 p.m.	8 a.m. till noon	–
Réseau Accès Montréal*	4:30 to 8:30 p.m.	Noon to 8:30 p.m.	9 a.m. to 5 p.m.

* After regular borough business hours, Réseau Accès Montréal agents take over and answer telephone calls for the borough.

If needed, you can contact the rapid response unit or our public security department after hours by dialing 311 and then 1.

For any emergency, at any time, dial 911.

Online bureau Accès Montréal (virtual BAM)

You may also ask for information, submit a request or lodge a complaint 24/7 online at the following email address: arribsg@ville.montreal.qc.ca. We'll get back to you within 48 hours. May we suggest you visit the borough Internet site where you will find a large amount of information at the following address: www.ville.montreal.qc.ca/ibsg.

Our departments

Borough management

350, montée de l'Église, L'Île-Bizard

Direction – Travaux publics, ingénierie et aménagement urbain

350-A, montée de l'Église, L'Île-Bizard (Québec) H9C 1G9

Direction – Culture, sports, loisirs et relations avec les citoyens

490, montée de l'Église, L'Île-Bizard (Québec) H9C 1G9

Our points of service

- 350, montée de l'Église, L'Île-Bizard
- 13, rue Chauret, Sainte-Geneviève
- 490, montée de l'Église, L'Île-Bizard

BUSINESS HOURS

Monday to Thursday: 8:00 a.m. till noon and from 1 to 4:30 p.m.





Friday: 8:00 a.m. till noon

Commissioner for oaths

At our points of service, commissioners for oaths may formalize the following documents: certificates of existence, certificate of lodging, requests for landed immigrant card, solemn declaration, etc. In all these cases, the person taking the oath must be present and provide at least two identification documents including one with a photograph. A proof of address may be required.

At your service

Our recreational facilities

-  **Bibliothèque de L'Île-Bizard**, 500, montée de l'Église, L'Île-Bizard ☎ 514 620-6257
-  **Centre Robert-Sauvé**, 15734, rue de la Caserne, Sainte-Geneviève ☎ 514 620-7098
-  **Centre socioculturel**, 490, montée de l'Église, L'Île-Bizard ☎ 514 620-6066
- Chalet scout**, 510, montée de l'Église, L'Île-Bizard ☎ 514 620-6066
-  **Pavillon Vincent-Lecavalier**, 488, montée de l'Église, L'Île-Bizard ☎ 514 620-6362

Public transit

BUS

Travel the borough in an environment-friendly, stress-free safe manner, take the following bus routes:

L'Île-Bizard	Sainte-Geneviève
207 and 407	201 and 401

SHARED TAXI SERVICE

Monday through Friday, drivers from Taxi Diamond can carry you

- In the morning, at 207 and 407 terminal bus, corner of Chevrement and Jacques-Bizard boulevards.
- In the afternoon, the other way around. From 207 and 407 terminal at the corner of boulevard Chevrement and rue Aimé-Lecavalier, they will take you back to your taxi stand.
- Between 4 p.m. and 10 p.m. a roundtrip service is offered between shared taxi and Complexe sportif Saint-Raphaël at 750, boulevard Jacques-Bizard.

You must reserve your shared taxi seat at least one hour in advance, by dialing 514 637-4444 and handing your taxi driver a valid transit ticket or valid bus transfer.

Taxi trips are synchronized with the buses schedules. For more information consult the STM website at www.stm.info/info/taxi.htm

FERRY

A ferry connects L'Île-Bizard and Laval-sur-le-Lac. It can hold 34 passengers and 6 vehicles and travels back and forth on a regular schedule from April to November. The 200-meter trip lasts about three minutes allowing passengers to get to Laval much faster than by using the roads network. No reservations are needed. **Information: 450 627-2526**



Environment

Bins – loan / purchase

RECYCLABLES

A 360-litre bin is made available to the borough residents. These bins remain the property of the borough and must be left behind when moving. Residents moving to a new location in the borough may request their new bin from the borough.

Persons wishing to obtain an additional bin can get one at the L'Île-Bizard municipal garage for \$75 + applicable taxes, payable at the L'Île-Bizard borough hall or the Sainte-Geneviève point of service. The borough does not deliver these bins. Residents must take care of the transportation (about 1 m high and 75 cm wide).

STOLEN BINS:

Stolen bins are not replaced.

BROKEN BINS:

Wheels may be replaced within about three weeks.

HOUSEHOLD WASTE

Borough residents may purchase 360-litre roll-out bins at the borough municipal garage on L'Île-Bizard at a price of \$75 + applicable taxes to be paid at the L'Île-Bizard borough hall or the Sainte-Geneviève point of service. The borough does not deliver these bins. Residents must take care of the transportation (about 1 m high and 75 cm wide).

Residents are responsible for maintaining the waste bins. These will last about five years. They will not be replaced or repaired after five years of use.

Pick-ups – Household waste

EVERY MONDAY

Collection schedule

Single pick-up per week, on Monday. Pick-ups are also carried out on statutory holidays, including the Christmas period (except for Christmas Day and on the Quebec's Fête Nationale).

Accepted containers

Metal or plastic closed, waterproof refuse containers to a maximum capacity of 120 litres, 360-litre roll-out bins and plastic bags. Bins weighing more than 27 kg (60 lbs) are too heavy for the mechanical lift system and will not be emptied.

Maximum amount of waste allowed per pick-up six containers weighing no more than 25 kg each or a total of 150 kg.

How?

Place the waste at the curbside after 9 p.m. on the eve (or before 7 a.m. on the day) of the collection.



Pick-ups – recyclables

EVERY MONDAY

The Pick-ups are also carried out on statutory holidays, including the Christmas period (except for Christmas Day and on the Quebec's Fête Nationale). The pick-up of recyclable matter is automated. A mechanical arm lifts the bin and returns it to the curbside. The truck driver never gets out of the truck and can only pick up recyclables placed in a bin. Do not deposit any matter on top of or near the bin.

Only 360-litre bins with the recycling logo will be picked up. With its wheels and handles, the bin is easy to manipulate. The cover protects contents from poor weather conditions or wind and helps keep our streets clean.

How?

Place the recycling bin at curbside after 9 p.m. on the eve (or before 7 a.m. on the day) of the pick-up.

Placing the roll-out bin at the curbside?

On the scheduled pick-up day, the bin must be placed 30 cm from the side of the street, with the wheels pointing to your home so as not to hinder traffic or road maintenance operations.

Accepted matter

FIBER PRODUCTS

Newspapers, circulars, magazines, sheets of paper (even stapled), envelopes (even windowed), cereal and frozen food boxes, egg crates, soap and shoe boxes, tubes, flattened cardboard rolls and boxes, file folders, paper bags, directories, books, etc.

CONTAINERS

- Glass – bottles, flasks and pots of all shapes and colours (with or without labels).
- Milk and juice containers or other rigid multilayer containers for liquid contents.

Environment

- Metal and aluminum – food cans, covers and caps, clothes hangers, aluminum cans, as well as clean aluminum plates and foil.

PLASTIC

- Bottles, containers and packaging for food, drinks, cosmetics, personal hygiene and household cleaning products marked with one of the following symbols:



- Caps and covers.
- Bags and plastic wrap.

Rejected matter

FIBER PRODUCTS

Soiled or greasy paper and cardboard, waxed paper, stickers, wall paper, photographic paper, metalized wrapping paper, padded envelopes, composite objects (binders, etc.), diapers.

GLASS

Drinking glasses, flat glass (mirrors, windowpanes), light bulbs and fluorescent tubes, pyrex, porcelain, ceramics, dishes (whole or fragments).

METAL, ALUMINUM

Paint, solvent, pesticide, aerosol cans, etc.; scrap metal, pipes, nails, screws pots and pans, muffin pans, electronic devices, electronic equipment, large and small household appliances, composite objects made up of several materials (toys, tools, etc.).

SOFT PLASTIC



Plastic, soiled wrap, cereal or cracker bags (waxed), chip bags, candy boxes (greasy), stretch wrap (for deli products, meat and cheese, etc.), tarps (pool covers, awnings, etc.).

HARD PLASTIC

CD jewel cases, paint and motor oil containers, toothpaste tubes and pumps, rubber products (garden hoses, boots, etc.).

Environment

Pick-ups – bulky items

Upholstered: Monday

Non-upholstered: first Thursday of each month

WHAT ARE BULKY ITEMS?

There are two types of bulky articles: upholstered and non-upholstered. Upholstered furniture must be disposed of in a landfill while non-upholstered pieces must be recycled.

Construction, renovation and demolition materials are NOT part of this category.

BULKY UPHOLSTERED ITEMS

Furniture whose structure is fully or partly padded and covered with fabric, leather or other upholstery fabric including essentially sofas, easy chairs, chairs, mattresses, bedsprings, etc. Bulky upholstered articles must be set out on Monday with other household waste.

BULKY NON-UPHOLSTERED ITEMS

Furniture made of wood, metal or other recyclable material including non-upholstered tables, chairs, desks, bookshelves, cupboards, filing cabinets, electrical appliances, etc. These are picked up on the first Thursday of each month.

HOW?

Place bulky non-upholstered pieces on your private property, as close as possible to the sidewalk or street. For safety reasons, please remove doors from electrical appliances.

Pick-ups – residential construction, renovation and demolition (CRD) scrap

WHAT ARE CRDS?

CRDs are residue from construction, renovation or demolition work. These are not accepted with household waste, bulky items, recyclables or hazardous household waste.

ACCEPTED MATTER

- All types of wood.
- Metal: ferrous (steel or cast iron) and non-ferrous (aluminum, copper, lead, nickel, zinc, etc.) from buildings (such as doors, door and window frames and structures), plumbing material (such as, pipes, valves and fittings, sinks), sheet metal items (such as goose-necks, pipes and ducts, siding), electrical material (such as radiators, wiring, electrical boxes and associated hardware), grillwork, heating appliances (furnaces, oil tanks and gas bottles, radiators, pipes) as well as hardware in general (doorknobs, nails, screws, chains, hinges, etc.).
- Other items: sheetrock, soundproofing, rockwool, packaging (plastic, paper, cardboard), vinyl siding, textiles, glass, plastic, aggregates made of brick, mortar, broken stone, ceramics, earth, asphalt and concrete.

Environment

HOW TO DISPOSE OF CRDS

1. Bring them to the municipal garage yard located near 571, rue Cherrier. Cost: \$10/m³ (minimum fee \$50). The rubbish bin is accessible Monday to Thursday from 7:30 till noon and from 1 to 4 p.m. and on Friday from 7:30 to 11 a.m.
2. Have the borough pick them up after prepaying the estimated pick-up fee. Branches and trunks: \$5/m³ (minimum \$50); CRDs and tree stumps: \$25/m³ (minimum \$75).
3. Deposit asphalt shingles, tiles and dry construction material at the following address: (fees apply) Les Entreprises environnementales Pierrefonds: 16795, rue Oakwood, Pierrefonds, 514 696-4509.
4. Drop off cement, concrete, earth, wood and stone at the following address: (fees apply) Entreprise Laniel Prodame inc.: 15725, boulevard de Pierrefonds, Pierrefonds, 514 626-3023.

Pick-ups – hazardous household waste (HHW)

WHAT IS HHW?

HHW or hazardous household waste designates a large number of hazardous products we often use in our homes.

ACCEPTED PRODUCTS

Leftover latex and alkyd paint • used motor oil • AAA to D alkaline and nickel-cadmium batteries • spent Ni-Cd, Ni-MH, Li-ion or Pb rechargeable batteries • car batteries • cleaning products, acids and bases • solvents such as turpentine, Varsol • pesticides • chlorine for pools and other oxidants • adhesives • stains, epoxy, sprays • propane bottles • fluorescent tubes and fluocompact bulbs.

DATES OF THE MOBILE COLLECTIONS

- Saturday **June 15, 2013**, at the borough hall, 350 montée de l'Église, L'Île-Bizard;
- Saturday **October 12, 2013**, at the centre socioculturel, 490 montée de l'Église, L'Île-Bizard.
- Throughout the year, ecocentres can also take these products. Visit their website at ville. www.ville.montreal.qc.ca/ecocentres

RECHARGEABLE, NON RECHARGEABLE AND CELL PHONE BATTERIES DROP OFF POINTS:

- Fire hall 56 (230, boulevard Chevrement, L'Île-Bizard);
- Any points of service

Environment



Pick-ups – green waste

WHAT IS GREEN WASTE?

This is organic residue from your yard, flower or vegetable garden. When buried in a landfill site, these produce greenhouse gases responsible for climate change as they decompose.

ACCEPTED MATTER

- Residues from flower gardens, vegetable gardens and fruit trees
- Grass clippings
- Coniferous tree (Less than 1 m long and 5 cm in diameter. For longer or bigger branches, dial 311 for a special pick-up)
- Dead leaves

REJECTED MATTER

- Earth and stone
- Branches of deciduous trees (Subject to a separate collection. Dial 311 for more details.)
- Stumps and tree trunks
- Food waste
- Animal litter

COLLECTION SCHEDULE FOR 2013

Every Tuesday, May 7 to November 12. Watch our publications in the subsequent years.

Place the waste at the curbside after 9 p.m. the night before or before 7 a.m. on the day of the collection.

ACCEPTED CONTAINERS

- Reusable rigid containers
- Paper bags

Plastic bags will not be picked up.

Pick-ups – natural Christmas trees

JANUARY

In order to help reduce the volume of household waste, natural Christmas trees will be picked up for chipping.

How?

Remove all decorations (plastic and aluminum garlands and icicles) and deposit the tree by the side of the street.

The tree pick-up will begin on the 1st week of January and continue to the end of the month, depending on weather conditions.

Composting and grasscycling

WHAT IS COMPOSTING?

By composting, we mean the preparation of compost or humus which is a dark, rich matter made up of billions of micro-organisms that look like earth. Composting is an important recycling method that can be used at home. It is an easy solution to reduce the volume of household waste by one third.

WHAT IS GRASSCYCLING?

Grasscycling is the cheapest and most ecological way of getting rid of grass cuttings. The borough encourages its residents to practice it in their yard. Grasscycling consists of leaving cuttings on your lawn after mowing. You must therefore mow your lawn 7.5 to 8 cm long except for the first and last cuts of the season when you should mow it down to 5 cm. You can use your grass cuttings as mulch for flower beds, in your vegetable garden and around trees.

Environment

WHAT CAN YOU COMPOST?

For more information on composting, you can obtain the guide entitled *Handy Guide to Home Composting* from the borough hall or the Sainte-Geneviève point of service. You may also download this document at www.ville.montreal.qc.ca/environment

WHERE CAN YOU PURCHASE A COMPOST BIN?

At the borough hall or the Sainte-Geneviève

point of service. To encourage its residents to use compost bins, the borough offers them at half the original price (i.e. \$23 + applicable taxes). For more information, just dial 311.

HOW CAN YOU LEARN TO COMPOST?

The borough holds an annual information meeting to explain composting methods. For more information, just dial 311.



Ragweed and poison ivy

PULL OUT OR CUT TO THE GROUND BEFORE THE END OF JULY!

Ragweed pollen causes hay fever to allergic persons and may cause chronic sinusitis or asthma.

CAREFUL! DON'T TOUCH!

Sap from poison ivy holds an allergen that causes painful skin inflammation. The first sign is a powerful itch and redness. This may be accompanied by swelling and blisters that may burst, ooze and scab.

Ecocentres

The Ville de Montréal's ecocentres continuously take in items that are not accepted during regular pick-ups such as HHW. You may also bring your CRDs, green residue and bulky refuse. Ecocentres are devoted to "Reuse, Recovery and Reclamation" and are at the disposal of all Montréal residents, free of charge.

The ecocentres that are closest to L'Île-Bizard–Sainte-Geneviève are in Ahuntsic-Cartier-ville, at 1200, Henri-Bourassa Ouest, in Côte-des-Neiges, at 6925, chemin de la Côte-des-Neiges and also the new LaSalle Ecocentre, at 7272, Saint-Patrick, in the LaSalle borough.

Public affairs

Borough Council meetings

All Council meetings are held at 13, rue Chauret except for the March meeting which is held at the Vent de l'Ouest residence. Council may call special meetings. Announcements are posted at the points of service and on the borough website.

Access to information

You wish to obtain information on documents on file in the borough? All you have to do is fill in a request and submit it to the borough secretary. The request may be oral or in writing. But only written requests will allow you to ask for a revision in case of a refusal; such an appeal must be transmitted to the Commission d'accès à l'information. Consultation on site is free of charge. If you want copies, you may be charged a fee.

Public consultations

The borough invites its residents to take part in public consultations. Public notices and relevant documents appear on the borough website. They are also posted at the points of service as well as published in the local newspaper. Taking part in the public meetings is a good way of sharing your concerns and speaking out. It is the perfect opportunity for keeping abreast of development in your borough.

Since the city adopted its public consultation and participation policy, residents may obtain a consultation on a topic involving important issues for the community. The right to initiate such a procedure begins with the signature of a petition on a prescribed form. You can find all the required information regarding this in the democratic participation section of the city's main web portal.

Referendum procedure

The *Land Use Planning and Development Act* enables citizens to express their opinions about certain decisions of the Borough Council relating to urban planning, by allowing them to petition to hold a referendum. This recourse is notably available when permitted uses, land use density or siting of construction are covered by a bylaw amendment.

Here is a list of steps such an undertaking may entail:

1. Tabling of a notice of motion and adoption of the initial draft bylaw.
2. Publication of an official notice announcing a public meeting.
3. A public meeting to explain the draft bylaw and procedure for filing a petition to hold a referendum.
4. Adoption of a second draft bylaw.
5. Publication of an official notice proclaiming the possibility of presenting a request to submit the bylaw for approval by certain eligible voters:
 - The notice shall specify who may petition and which zones are concerned;
 - The petition must be received by the borough secretary no later than the 8th day following publication of the notice;
 - In order to be valid, the petition must obtain at least 12 signatures in a zone containing more than 21 persons, or a majority of signatures in a zone of 21 persons or less.
6. Adoption of the bylaw.
7. In the event that at least one valid petition is received, a public notice is published announcing the creation of a registry through, which eligible voters may request that the bylaw be subjected to a referendum vote.
8. Creation of the registry.
9. Tabling of the certificate of registry results at the next sitting of the Borough Council:
 - If the number of signatures required in order to hold the referendum vote is not met, the bylaw is considered to be approved by eligible voters;
 - If the number of signatures required is met, the Council must set the date of the referendum vote, no later than at the next council meeting;
 - As long as the public notice has not been published, the Council may, by resolution, withdraw the bylaw, and so inform interested parties by means of a new public notice.
10. If applicable, holding of a referendum vote.

Important bylaws

**ALL OUR BYLAWS ARE AVAILABLE ON THE VILLE DE MONTRÉAL'S WEBSITE AT:
VILLE.MONTREAL.QC.CA/REGLEMENTS**

Architecture – site planning and architectural integration programs

The *Règlement sur les plans d'implantation et d'intégration architecturale* (CA28 0015) identifies areas, buildings and works that must receive a recommendation by the Planning Advisory Committee and approval by the borough council before a construction permit or a certificate of authorization can be issued.

Every project involving new construction or expansion work visible from the street must meet these requirements, as must any proposed installation of a permanent commercial sign. In certain areas with heritage value or of particular interest, the following activities are also governed by site planning and architectural integration objectives and criteria and by the following specific approval procedure: work affecting the exterior of buildings, accessory buildings, fences, walls and entrance gates, as well as earthmoving operations (excavation and backfilling).

To determine if your property and proposed work are covered by the *Règlement sur les plans d'implantation et d'intégration architecturale* (CA28 0015) and what the implications would be, contact the *Division de l'aménagement urbain* in advance.

Boat ramps in L'Île-Bizard

LOCATION

- Southwest part of the island: Théorêt Point (Parc-nature du Cap-Saint-Jacques)
- Northeast part of the island: Parc-nature du Bois-de-l'Île-Bizard beach.

CURFEW BYLAW

In accordance with the *Règlement relatif à la fréquentation et à la conservation des parcs régionaux de la Ville de Montréal* (R 82-3), no gatherings are allowed on boat ramps after sunset.

Car shelters and temporary entranceways

Car shelters and temporary entranceways are only allowed between November 1st of one year and April 15th of the following year. Outside of this period, shelters and entranceways including their structures must be removed.

Any car shelter or temporary entranceway must be installed at least one meter from the sidewalk, from the curb or paved portion of a street, as the case may be, and:

- outside the right-of-way of a public thoroughfare;
- at a minimum distance of one (1) meter from a sidewalk, a concrete curb or a roadway;
- at a minimum distance of 0.75 meter from any side or back boundary line of a lot;
- at a minimum distance of 1.5 meter from a fire hydrant.

Construction work

It is prohibited by regulation to do all types of work between 9 p.m. and 7 a.m., Monday to Friday, between 5 p.m. and 9 a.m. Saturday and Sunday all day.

Important bylaws

Curfew in parks

IN ALL BOROUGH PARKS

A curfew is set at 10:00 p.m. by municipal bylaw including rest areas, parks with adapted playground facilities and skate parks, with the exception of Eugène-Dostie, Robert-Sauvé and Jacques-Cardinal parks where it is set at 11:00 p.m. The parks may not be used or visited before 6:00 a.m.

The same regulation applies to parks with playing fields unless a site rental or extension agreement has been made with the *Direction de la culture, des sports, des loisirs et des relations avec les citoyens*.

Extension of swimming pool hours applies only to the pool service area, including its pavilion. The curfew for the park in which it is located remains unchanged. Minors or adults who fail to respect the curfew may be fined.

PARC-NATURE DU BOIS-DE-L'ÎLE-BIZARD

Under the *Règlement relatif à la fréquentation et à la conservation des parcs régionaux de la Ville de Montréal* (R 82-3), regional parks are open to the public daily from sunrise to sunset. No one is allowed in a regional park outside opening hours. Non-compliance with this bylaw is considered to be a violation punishable by a fine.

Demolition

The *Règlement régissant la démolition d'immeubles* (CA28 0019) makes the demolition of certain categories of buildings, including old buildings or those of heritage interest, conditional upon obtaining prior approval by a demolition committee.

The objectives are threefold:

- 1° to protect buildings of particular heritage or architectural interest;
- 2° to help maintain an adequate supply of housing;
- 3° to manage and control re-use of the cleared site.

Authorization or denial of permission to demolish is therefore based on various considerations: interest in the building's condition, cost of restoration, proposed use of the land, prejudice to tenants, etc.

Meetings of the demolition committee are open to the public. These are announced in

advance in a local newspaper and a notice is posted on the building for which the demolition permit is being sought.

Faulty street lighting

If you notice a street lamp is not working, please call 311 to report it. Repairs are carried out on a regular basis.

Filming - procedure

Applications to film must be submitted to the borough communications department which, as needed, oversees the process in cooperation with the public security and other borough departments.

Fireplaces and wood heating

WOOD HEATING

On April 27, 2009, the Ville de Montréal adopted a bylaw aimed at protecting the quality of the air we breathe. As a result, it is now forbidden to install any device or fireplace capable of using solid fuel.

Already existing equipment may continue to be used. However, should they ever need to be replaced, units complying with the applicable bylaw must be installed (i.e. an EPA or CAN/CSA-B415.1 certified pellet stove or a gas or electric appliance).

WOOD BURNING STOVE OR FIREPLACE

- Installation or modification of equipment
A building permit is required for installing or modifying any equipment or device governed by a provision of the Quebec building code, including stoves and fireplaces, regardless of the type of fuel used. The building permit is issued by the Division de l'aménagement urbain.
- Pre-existing chimneys
Pre-existing chimneys must be inspected by a chimney sweep or a professional inspector before first use or subsequent return to service, in order to ensure they are suitable for the intended use.
- Firewood
For aesthetic reasons and to comply with zoning regulations, firewood may not be stored in the front yard of a dwelling or of a property used for any other purpose.

Important bylaws

Grass, weeds and branches

You must not allow:

- grass or neglected plants to grow higher than 20 cm (8");
- brush or weeds to grow;
- branches to impede upon sidewalks or streets, thereby creating a hazard for vehicles or pedestrians.

Keeping the public domain clean

Le Règlement sur la propreté et les nuisances (CA28 0017) stipulates that all private properties must at all times be kept free of all materials of a dirty or harmful nature; the same applies to the public domain.

Anyone contravening this bylaw will be notified to comply immediately. In the event of refusal or failure to comply, the borough may proceed to remove the offending material and invoice the occupant, owner or tenant for the cost.

Outdoor fires

By virtue of the regulation, outdoor fires are prohibited. This ban applies to open fires as well as fires in permanent outdoor fireplaces or in a temporary or portable fireplace or container.

This bylaw is enforced by the Division du contrôle des rejets industriels of the Direction de l'environnement et du développement durable of the Ville de Montréal: 514 280-4330. However, our public security employees are on oath to apply this bylaw. To report a problem, dial 311, say the name of the borough and press 1.

Overnight street parking prohibited

From December 1st to April 1st between 1:00 a.m. and 7:00 a.m. This ban is lifted on April 2nd. Street parking is also prohibited during snow-clearing or maintenance operations. On-street parking is also prohibited during snowfall and during the snow removal or maintenance operations.

Pesticides

In Montréal, the application of pesticides outside buildings is prohibited. However, there are some exceptions to the bylaw concerning infested lots, such as the use of low-impact pesticides. In such cases, you or your landscaper must obtain a permit to use pesticides. An inspector will then determine if the infestation justifies the use of pesticides and if there is any threat to human health in the targeted area.

Once the permit is issued, you must meet certain weather and signage-specific conditions for the application of the pesticides. For more information dial 311.

Important bylaws

Reserved parking

Street parking stickers may be obtained by residents of the following sectors:

- L'Île-Bizard, at the borough hall only for place Blaise and rue Closse;
- Sainte-Geneviève, at the borough's public security office.

Septic tanks – pumping

Quebec's regulation respecting waste water disposal systems for isolated dwellings requires that septic tanks used year-round be emptied at least once every two years. We therefore ask property owners whose homes are equipped with septic tanks to ensure that these are emptied and to submit supporting documents to this effect (e.g. copy of bill) to the Division de l'aménagement urbain.

Shoreline protection

Lakeshores and riverbanks are protected by a band of 10 to 15 m wide depending on topography. This strip of land must be left in a natural state and no structure or works may be built thereupon. The only construction authorized is for an access no wider than 5 m to the body of water, and a dock that is floating or erected on posts or pilings. For more information you may refer to the brochure entitled "Keeping Our Distance – Protecting Our Shores", which is posted on our website.

Signs and posters

Hanging signs or posters on public property must be approved in advance; otherwise it will be deemed to violate borough bylaws, possibly leading to the issue of a ticket and the levy of a fine.

House or lot for sale

Only one sign will be tolerated in front of a house or vacant lot. Other signs set up on the territory will automatically be removed by the borough public security department.

Skunks, raccoons and friends

The borough does not lend cages for capturing wild animals. Public security is not authorized to relocate them. Should a major problem occur, the SPCA can offer advice but does not visit. Residents must call on a private exterminator at their own cost. However, be advised that wild animals are protected by the Act respecting the conservation and development of wildlife.

Snow removal

KEEPING FIRE HYDRANTS CLEAR

Do not throw snow near or over fire hydrants. A radius of 1.5 meter (5 feet) around them must always be kept clear.

PUSHING AND THROWING SNOW AND ICE OFF PRIVATE PROPERTY

Our bylaws strictly prohibit the owner or occupant of any property or lot from pushing, throwing or shovelling snow or ice from the said property or lot onto any public street, sidewalk, laneway or property, or having someone else do so, and provide for fines to be levied on those who contravene them. Make sure you notify your contractor who, by the way, must have a municipal permit for the activity.

ACCUMULATION OF SNOW, ICE AND ICICLES ON ROOFS

Snow and ice buildup falling from roofs can cause damage and bodily injury. Don't let snow and ice build up on your roof.

Important bylaws

Vandalism

"VANDALS PAY" – A PROVEN APPROACH

Parents of minors who commit delinquent acts can be prosecuted and forced to pay for the damage caused. Explain this to your youngsters and make them aware of the impact it has on little children and seniors and how insecure it makes them feel to see graffiti, burns on street furniture, and other similar damage.



Watering

Watering lawns, gardens, flowers, shrubs and plants is prohibited from June 15th to September 1st of each year except for the following periods:

- from 8:00 p.m. to 11:00 p.m. on **Wednesday, Friday and Sunday** for occupants of residences and buildings with an even-numbered address;
- from 8:00 p.m. to 11:00 p.m. on **Tuesday, Thursday and Saturday** for occupants of residences and buildings with an odd-numbered address.

Permits required

To obtain a certificate or permit, except for cutting down trees, residents must appear in person at the urban planning office at 350, montée de l'Église, L'Île-Bizard.

YOU MAY NOT BEGIN WORK UNTIL YOU HAVE OBTAINED THE REQUIRED PERMIT OR CERTIFICATE.

Antennas

You must obtain a certificate of authorization to install or modify a satellite dish more than 90 cm in diameter or any other type of antenna.

Cats

MAXIMUM NUMBER

A maximum of two cats is allowed per dwelling. The owner whose cat whelps has three months to dispose of kittens after their birth.

TAGS

By law, all cats must have a tag indicating the owner's name and coordinates.





Permits required

Construction work

Building permits are required for any construction, reconstruction or extension work on a main building, detached garage or any other accessory buildings (garden sheds, gazebos, etc.) having a ground surface of more than 15 m².

Dogs

MAXIMUM NUMBER

A maximum of two dogs is allowed per dwelling. The owner whose dog whelps has no more than three months to dispose of pups after their birth.

MANDATORY TAG

No one may be the keeper of a dog within the boundaries of the borough without obtaining the required permits.

The tag must be obtained within 15 days of acquisition of the dog or following the day the dog reaches 3 months.

The tag, costing \$25 for sterilized dogs and \$50 for non-sterilized dogs, is valid for the period from January 1st to December 31st. You can obtain it at the borough hall or at the Sainte-Geneviève point of service. They may also be applied for by mail. You just have to fill in the form available on-line-montreal.qc.ca/ibsg, pay the fee and send it to the address indicated. You are required to renew the tag every year during the month of January.

ATTACK OR GUARD DOGS

The animal control bylaw includes supplementary provisions with respect to attack or guard dogs. For instance, it is forbidden to walk with more than one dog at a time, to walk with a dog that is not muzzled and to be with such a dog on the site of an event or a public celebration, or in a public place.

DOG POLLUTION

A reduction of dog pollution is one of the best examples of civic-mindedness regarding cleanliness.

When you walk your dog, always have on hand the material for picking up and adequately disposing of droppings.

In-ground or above-ground pools

It is forbidden to build, install or modify an in-ground or above-ground pool, be it permanent or temporary, or any other type of pond 60 cm or more deep without first obtaining a certificate of authorization.

In addition to the certificate of authorization required when installing a swimming pool, the following standards apply:

- The pool location must be surrounded by a fence to ensure safe access to the facility.
- Installation of the pool and related equipment (filter, water heater, access deck, etc.) must meet certain setback requirements regarding property lines and buildings.
- A clearance of at least 4.6 m (15 feet) must be maintained between the pool's water level and any power lines.

Before buying a pool, find out the rules from the Division de l'aménagement urbain and make sure that your work will comply with laws and regulations. Controlled access to a pool or a pond is the most effective way to prevent incidents.

Renovation work

Generally, no building permit is required for regular maintenance work or minor repairs that do not modify outside measurements, inside walls, structure, staircases or other fundamental building components.

However, work on a building consisting of transforming, modifying or replacing an element covered by the code or urban planning bylaws requires a construction permit.



Permits required

Trees - felling

Cutting down any tree that is 10 cm (4 inches) or more in diameter, measured at 1.4 m (55 inches) from ground level, is prohibited. Furthermore, you cannot poll a tree (operation consisting of reducing the height of a tree in different degrees by cutting the upper section of its branches or crown).

If you believe a tree should be cut down for safety reasons or because it is a nuisance, you must first obtain a certificate of authorization at the Île-Bizard borough hall or the Sainte-Geneviève point of service.

Yard sales – you need a permit but it's free!

You need a certificate of authorization to hold a yard or garage sale. It is free of charge and available at the L'Île-Bizard point of service. Your yard sale will be advertised at our Borough hall. Please note that the public security officers will remove any signs or posters other than on your own property.

In addition to the topics mentioned herein, you must obtain a certificate of authorization to build or modify a fence or wall, a dock, a retaining wall measuring more than one meter in height, any shoreline stabilization work as well as any other work along a shore or bank, a septic system or well, and for the creation of a parking area in the front yard of a property. For more information, check the section "Permis et autorisations" on our website at ville.montreal.qc.ca/ibsg

Housing grants

Requests for subsidies may be submitted to the borough's Division de l'aménagement urbain, in accordance with the programs listed below, depending on funding availability. Special conditions may apply.

- First time home ownership program.
- À la carte renovation program for buildings with less than six dwellings and a single entrance.
- Major renovations for buildings with at least six dwellings with a single entrance and for vacant residential buildings.
- Demolition of accessory structures that are beyond repair or dangerous.
- Assistance program for the owners of residential buildings damaged by pyrite oxidation.
- Stabilization of residential building foundations affected by subsidence.
- Assistance for restoration and renovation in buildings of heritage value or property affected by archaeological digs.

The Home Adaptations for Seniors Independence program (HASI) offers financial assistance to low income seniors 65 years of age and over who need to make minor changes to their home or dwelling.

The amount of assistance they can obtain depends on the cost of material and labour to carry out these changes.

This program is directly administered by the Service de la mise en valeur du territoire et du patrimoine of the Ville de Montréal. **Information: 514 872-4630**

Businesses in good standing

In order to obtain a permit or certificate, residents must apply in person at the borough's Division de l'aménagement urbain, 350, montée de l'Église, L'Île-Bizard.



Commercial signs

Business people must obtain a certificate of authorization issued by the Division de l'aménagement urbain to build, install or change a sign, poster or billboard, be it permanent or temporary.

Non-residential occupation

Any occupation of a building or immovable other than residential (e.g. commercial or professional) requires a certificate of occupation. A new certificate of occupation is required whenever there is a change of business owner, if the area of the premises is altered or if there is a modification or addition of activity.

Commercial terraces

A certificate of authorization is required when building, setting up or modifying a commercial terrace.

No time limit is set on business hours but owners must comply with nuisance and noise bylaws.

Sidewalk sales and seasonal sale of horticultural products

A certificate of authorization is required for holding a sidewalk sale or seasonal selling of horticultural products or Christmas trees. The activity must be held within the dates and hours specified on the certificate of authorization.

For more information on the various permits and certificates issued by the borough, please consult our website at www.ville.montreal.qc.ca/ibsg

Security first

Emergency measures

The borough has its emergency measures plan including a Specific Emergency Plan (SEP) – High Water. Revised annually, it ensures rapid delivery of nearby services to citizens in the event of a disaster.

To obtain tips such as how to prepare and what to do before and after a flood, consult our web site at www.ville.montreal.qc.ca/ibsg

SURVIVAL KIT

We should all be ready for a disaster by having a survival kit in our homes. Its existence and storage location should be known by all family members. A well-prepared survival kit should meet all the family's needs for at least three days. You will find an emergency preparedness guide on the website getprepared.gc.ca

Public security

MANDATE AND BYLAWS

The specific mandate of the public security service is first and foremost to make residents aware of municipal bylaws. It offers the borough preventive patrols in sensitive areas 7 days a week and ensures enforcement of municipal bylaws that are not under police jurisdiction.

ROLES AND RESPONSES

Public security contributes in developing residents' sense of security by informing them of municipal bylaws. Thus, when a patrol officer notices an infraction, he advises the person and may draw up a statement of offence or ticket, if applicable. The patrol can obtain the cooperation of the police if an individual refuses to identify himself or for assistance, regardless of the situation.

Public security agents do not replace the police who respond to complaints regarding misdemeanours on public and private property, acts of vandalism, theft and assault, and are mandated to intervene against these offenders.

JURISDICTIONS INCLUDED IN MUNICIPAL BYLAWS

- Parking and obstruction of public roadways
- Supervision of parks, bicycle paths and public buildings
- Control of damage to public property (graffiti, etc.)
- Pesticides and sprinklers
- Noise, disturbances and nuisances
- Pets
- Traffic control
- Disposal of snow and garbage

PUBLIC SECURITY COMMITTEE

The members of the Public Security Committee meet every month. They discuss residents' requests and complaints, propose response plans and help in creating communications tools regarding applicable bylaws. A request form is available on the website of the borough and minutes of the Committee meetings are available on request.



Sports and recreation

CONSULT THE «EAUX VIVES» BULLETIN AND THE BOROUGH WEBSITE TO LEARN ABOUT THE ACTIVITIES.

Key to activities



Sainte-Geneviève Area



L'Île-Bizard Area

PARC JONATHAN-WILSON - boulevard Chevrement

TENNIS DES ÉRABLES - rue des Erables
Key available at
490, montée de l'Église.
Deposit: \$20

EUGÈNE-DOSTIE PARC - montée de l'Église

PARC ANTOINE-PILET
rue Saint-Charles

PARC DESMAREST
rue Desmarest

PARC JOSEPH-AVILA-PROULX
rue Dubuisson

Rentals – Outdoor skating rinks, halls, rooms and sports fields

See the website for terms and conditions of rental, including reimbursement, to arrange a friendly game or a social or family event near you. **To book, call 311.**

Park	Outdoor skating rinks
Eugène-Dostie, montée de l'Église, L'Île-Bizard	2 + 1 speedskating oval
Joseph-Avila-Proulx, rue Dubuisson, L'Île-Bizard	1
Jonathan-Wilson, boulevard Chevrement, L'Île-Bizard	1
Robert-Sauvé, rue de la Caserne, Sainte-Geneviève	1

HALLS AND ROOMS – RENTALS

- Based on availability; min. 3 hrs.
- Residents' price: proof of residence required.
- Alcoholic beverage permit compulsory at users' expense.
- Full payment at signing.
- No rental after 10 p.m.

Information: 311

Hall	Capacity	Set-up / dismantling	Usage Set price	Cost*	
		Fixed price	Daily	Residents	Non-residents
Bibliothèque de L'Île-Bizard, 500, montée de l'Église					
Salle Hélène-Rouette	40	\$40	\$15	\$36/hr	\$51/hr
Parc Robert-Sauvé, 15734, rue de la Caserne, Sainte-Genève					
Community hall	110	\$40	\$15	\$36/hr	\$51/hr
Pavillon Vincent-Lecavalier, 488, montée de l'Église, L'Île-Bizard					
Multidisciplinary-room	60	\$40	\$15	\$36/hr	\$51/hr
Meeting room	30	\$40	\$15	\$25,50/hr	\$41/hr
Locker-rooms 1 & 2	25	\$40	\$15	\$25,50/hr	\$41/hr
Locker-rooms 3 & 4	15	\$40	\$15	\$25,50/hr	\$41/hr
Centre socioculturel, 490, montée de l'Église, L'Île-Bizard					
Salle Boileau	472	\$60	\$15	\$51/hr	\$66,50/hr
Salle Wilson	60	\$40	\$15	\$36/hr	\$51/hr
Multidisciplinary-room	50	\$40	\$15	\$36/hr	\$51/hr

Fees indicated are subject to change without notice. Les amis des Deux-Rives Golden Age Club, 571, rue Cherrier, L'Île-Bizard, has a hall for rent. ☎ **514 626-5005**

SPORTS FIELDS – RENTALS AND RESERVATIONS

- Goals and bases are included in rental fee.
- Residents' price: proof of residence required.
- Based on availability; min. 1 hour.
- Full payment at signing.

Field	Park	Cost*			
		Without lines or lighting		With lines and lighting	
		Residents	Non-residents	Residents	Non-residents
Softball	Eugène-Dostie	Free	\$50/hr	\$40/hr	\$75/hr
The Association de balle-molle de L'Île-Bizard gets priority.					

Field		Cost*			
		Without lines or lighting		With lines and lighting	
		Residents	Non-residents	Residents	Non-residents
Soccer (natural turf for 11 players)		\$30	\$50/hr	\$40/hr	\$75/hr
Soccer (natural turf for 7 players)		\$20/hr	\$40/hr	\$30/hr	\$60/hr
Soccer (synthetic turf for 11 players)		\$55/hr	\$90/hr	\$100/hr	\$150/hr
Soccer (synthetic turf for 7 players)		\$40/hr	\$60/hr	\$90/hr	\$90/hr
The Association de soccer de L'Île-Bizard and the Association de football are given priority.					

Field	Park	Cost*			
		Without lights		With lights	
		Residents	Non-residents	Residents	Non-residents
Outdoor skating	Eugène-Dostie	30 \$	50 \$/h	40 \$/h	75 \$/h
Priority given to the sports association Bon Vieux temps					

Field		Cost*			
		Without lights		With lights	
		Residents	Non-residents	Residents	Non-residents
Beach volleyball		\$20/hr	\$40/ hr	\$30/hr	\$60/hr
Priority given to l'Association de volley-ball de L'Île-Bizard					

* Taxes not included.



Sports and recreation

Parc-nature du Bois-de-l'Île-Bizard

Looking over Lac des Deux Montagnes, this large star-shaped park creates a picturesque setting with its 201 hectares of maple and cedar stands and marshes. You can explore even the smallest trails by bike or on foot. Walk along the winding boardwalk that crosses the extensive wetland and you may observe beavers, turtles and ducks. On warm days, you can enjoy canoeing or swimming. In spring and fall, with binoculars at the ready, you can see migrating Canada and snow geese by the lakeshore. In winter, enjoy the stillness of the forest as you ski or walk the park's trails. **Information: 514 280-8517**



Bibliothèque de L'Île-Bizard

Library hours and coordinates

Monday to Thursday: 10:00 a.m. to 9:00 p.m.
Friday: 10:00 a.m. to 6:00 p.m.
Saturday and Sunday: 11:00 a.m. to 5:00 p.m.

500, montée de l'Église,
L'Île-Bizard QC H9C 1G9

☎ 514 620-6257

Membership and document loans

Membership in borough libraries is free for all residents of Montréal. Proof of identity and address must be presented. All documents are loaned at no charge.

- Check the catalog of all Montreal's libraries: nelligan.ville.montreal.qc.ca
- Visit the Facebook page of the library for any information concerning our activities.

Wireless internet access

Members of the library enjoy free wireless access to the Internet. In order to take advantage of this service, members must ask for an access code in person at the front desk.

Library services in Sainte-Geneviève

The library members residing in Sainte-Geneviève can receive and return borrowed items in the network by going to the service point located at 13, rue Chauret, during opening hours,

Monday to Thursday, 8:00 a.m to 12:00 noon and 1:00 p.m. to 4:30 p.m., and Friday, 8:00 a.m. to 12:00 noon.

For more details about this service, please contact the library at 514 620-6257.

Services and programs for persons with disabilities

The borough of L'Île-Bizard–Sainte-Geneviève is committed to making universal accessibility a reality within its area of jurisdiction. The purpose of this initiative is solely to ensure that all disabled persons are able to take full advantage of what the borough has to offer.

TTY – service for hard-of-hearing persons

A telephone service for hard-of-hearing persons facilitates our communication with borough residents who use a teletypewriter (TTY). Whether you are calling us from your home or an agent from one of our departments is trying to reach you, the Bell Relay Service (BRS) allows us to understand one another with the help of specially-trained telephone operators. When writing to us, please let us know if you need this service. We'll be glad to help. Bell Relay Service is offered free of charge 24 hours a day, 7 days a week. ☎ 1-800 855-0511

Companion card for intercity bus travel

The card is intended for all disabled persons aged eight or older who need a companion for their intercity travel. It enables the accompanying person to obtain a bus ticket at no extra charge. The card is issued free of charge and is valid for five years. The application form is available on the APAQ website.

☎ 418 522-7131, extension 26 • www.apaq.qc.ca

SAAQ removable parking tag

Do you have reduced mobility? Drivers and passengers alike can obtain this removable tag for car trips. It entitles you to use reserved parking spaces on the street, in shopping centres, at movie theatres and at any other place where parking is reserved for persons with reduced mobility. Please note that a medical certificate is required. The tag is associated with the person with reduced mobility and not the vehicle. Its use in the absence of a passenger with reduced mobility is a violation of the highway code.

☎ 514 873-7620 TDD – TTY: 514 954-7763
www.saaq.gouv.qc.ca

Disasters and fires

If a disaster occurs, the firefighters are the first to intervene. If you are elderly or disabled, or if you have trouble getting around, you might find it difficult to leave your home in the event of a fire or accident. The firefighters can help you get out of your home quickly and safely. To obtain this service, you need only enlist in the fire prevention department's registry of persons with reduced mobility.

With this information on file, the firefighters will be able to intervene more effectively during an emergency, thanks to a computerized service that advises them if your home is so identified. Don't forget to keep them informed about any change in your situation. ☎ 514 872-3775

Home adaptation assistance program (PAD)

This program provides financial assistance to disabled persons to help them pay for the cost of work required to make their home accessible and to adapt it to their needs. The program is intended for all disabled persons who are limited in the ability to carry out their daily activities, regardless of their income. Applications must be submitted to the Société d'habitation du Québec. Following this, the Ville de Montréal PAD program officer will contact you to inform you of the steps to follow.

☎ 1 800 463-4315

www.habitation.gouv.qc.ca/programmes/adapter_domicile.html

L'ÎLE-BIZARD-SAINTE-GENEVIÈVE

borough



Directory of useful telephone numbers

EMERGENCY: ambulance, fire, police, gas leaks 911

A

Accès Montréal 311
Association des sports pour aveugles
de Montréal 514 252-3178

B

Bus:
- Schedule 514 288-6287
- Shared taxi—L'Île-Bizard 514 636-6666

C

Centres de la petite enfance (CPE):
Campamuse 514 624-9241
Luminou 514 624-2525
C.H.S.L.D. Denis-Benjamin-Viger 514 620-6310
CIVA - Centre d'intégration
à la vie active 514 935-1109
C.L.S.C. Pierrefonds 514 626-2572
Collège Gérard-Godin 514 626-2666
Complexe sportif St-Raphaël 514 620-5444
Corporation de l'Espoir 514 367-6323

D

Denis-Benjamin-Viger Foundation 514 620-6310
Domestic violence (S.O.S.) 1 800 363-9010

E

Elm Ridge Golf and Country Club 514 626-3992
Employment insurance 514 731-0060
Espace Multisoleil 514 544-6522

F

Ferry (L'Île-Bizard—Laval) 450 627-2526
Filtration plant (Pierrefonds) 514 624-1076
Fire prevention 514 280-0734
Firefighters—
L'Île-Bizard fire hall 514 280-7856
..... 514 280-6656

G

Grenier Saint-Raphaël 514 626-5005

H

Health—Information (Info-Santé) 811
Hospital—Lakeshore General 514 630-2225
Hydro-Québec: downed live lines,
power failures (24/7) 1 800 790-2424

M

Members of Parliament (Federal):
- Riding of Lac-Saint-Louis 514 695-6661
- Riding of Pierrefonds-Dollard 514 624-5725
Members of the National Assembly Quebec):
- Riding of Jacques-Cartier 514 697-7663
- Riding of Nelligan 514 428-8747
Montreal Association for the Intellectually Handicapped
..... 514 381-2300, extension 23

O

Office municipal d'habitation:
- Complaints 514 868-5999
- Housing applications 514 868-5588
- Maintenance and repairs 514 872-6646
- Point of service—
Northwest sector 514 868-4600

P

Parc-nature du
Bois-de-l'Île-Bizard 514 280-8517
Parc-nature du
Cap-Saint-Jacques 514 280-6871 or 514 280-6784
Parish of Saint-Raphaël-Archange
(L'Île-Bizard) 514 626-3775
Parish of Sainte-Geneviève 514 696-4489
Pierrefonds community project 514 684-5995
Poison control centre 1 800 463-5060
Police: neighbourhood
police station No. 3 514 280-0103
Post Office—Kirkland 514 426-0993
Projet communautaire Pierrefonds 514 684-5995
Public security—Borough (24/7) 311

R

Régie du logement 514 873-2245
Royal Montreal Golf Club 514 626-3977

S

Saint-Raphaël Golf Club 514 696-4653
Salle Pauline-Julien 514 626-1616
Schools:
- Jacques-Bizard 514 855-4214
- Jonathan-Wilson 514 855-4242
- Sainte-Geneviève 514-855-4215
School boards:
- Commission scolaire
Marguerite-Bourgeoys 514 855-4500
- Lester B. Pearson
School Board 514 422-3000
Services—Québec 514 644-4545
SPCA 514 735-2711, extension 234

T

Téléphone service:
- Directory Assistance 411
- Operator 0
- Repairs 611

V

Viomax 514 527-4527 poste 2329

W

West Island Assistance Fund 514 683-0456
West Island Association for the
Intellectually Handicapped 514 694-6531
West Island
Citizen Advocacy 514 694-5850 or 514 631-9151
West Island Community
Resource Centre 514 694-6404