

October 2007 edition

The Corporation of the City of Oshawa  
50 Centre Street South  
Oshawa, Ontario L1H 3Z7  
905-725-7351  
infoservices@oshawa.ca

# Oshawa Info Source



[www.oshawa.ca](http://www.oshawa.ca)





## Contact Information

City of Oshawa  
 50 Centre Street South  
 Oshawa, Ontario  
 L1H 3Z7

Phone: 905-725-7351  
 TTY: 905-436-5627  
 E-mail: [infoservices@oshawa.ca](mailto:infoservices@oshawa.ca)  
 Website: [www.oshawa.ca](http://www.oshawa.ca)

This edition was printed in October 2007. For current information, please visit the City of Oshawa website at [www.oshawa.ca](http://www.oshawa.ca).

### **Customer Service Centre**

The City is pleased to be opening a new consolidated Customer Service Centre in 2008. The Centre will enhance public access to City information and services. Residents will be able to call, e-mail or visit the Centre in person at City Hall if they want to request a service or if they have a question about City services, facilities or programs. More details regarding start date and location will be available shortly. For more information, contact the Customer Service Manager at 905-725-7351 or send an e-mail to [customerservice@oshawa.ca](mailto:customerservice@oshawa.ca).

## Table of Contents

Mayor's Message .....	2
Council Information .....	3
Ward Map .....	6
City Departments .....	7
About Oshawa .....	8
Accessibility .....	10
Animals .....	12
Building Permits and Inspections .....	14
By-law Enforcement .....	17
City Clerk Services .....	25
Civic Beautification .....	26
Economic Development .....	28
Employment .....	29
Environment .....	29
Fire Services .....	30
Libraries .....	33
Licensing .....	34
Parking .....	36
Parks .....	37
Planning .....	40
Recreation Programs, Facilities and Events .....	42
Roads - Construction .....	45
Roads - Maintenance and Snow Removal .....	46
Seniors Services and Programs .....	49
Stormwater, Grading and Drainage .....	50
Tax .....	51
Traffic Control and Transit .....	53
Waste Collection (blue box, green bin, residual, yard waste) ...	56
Phone Directory .....	60



## Mayor's Message

Welcome to *Oshawa Info Source*.

The *Oshawa Info Source* is a quick reference tool for residents. Take some time to browse the publication and learn more about City services, programs and facilities. City Council information, including contact information for your Councillors, appears on pages 4-5.

City Council will be focused throughout this term on continuing the priorities that were established by the people of Oshawa in the Community Strategic Plan. It is our honour and responsibility to ensure that your vision of a "vibrant, strong and progressive; green and sustainable; and caring and responsive community" is realized.

If you have any suggestions or ideas to improve this guide or your city, please do not hesitate to call me at 905-436-5600 or send an e-mail to [mayor@oshawa.ca](mailto:mayor@oshawa.ca).

Yours truly,



John Gray  
Mayor



## Region of Durham Council

Regional Council includes the Regional Chair and 28 Councillors representing the eight area municipalities within Durham Region. Some of the Region's main responsibilities are policing, health, social services, water, sewage, regional roads, bridges, traffic signals and regional emergency measures. Eight members of Oshawa City Council represent the interests of Oshawa residents on Regional Council. Contact the Region at 905-668-7711 or visit [www.region.durham.on.ca](http://www.region.durham.on.ca).

## Oshawa City Council

The elected body that governs Oshawa is City Council and is comprised of the Mayor and 10 Councillors. The Mayor represents all residents of Oshawa. For the 2006-2010 term, Councillors represent a specific geographic area (ward) of the municipality. Refer to pages 4-5 for a list of Councillors and page 6 for the ward map; or visit [www.oshawa.ca/council](http://www.oshawa.ca/council).

## Meetings and Agendas

There are four Standing Committees of Council: Community Services Committee, Development Services Committee, Finance & Administration Committee and Strategic Initiatives Committee. Agendas and minutes for Council and Standing Committees are available on the website ([www.oshawa.ca/council](http://www.oshawa.ca/council)), or contact City Clerk Services by phone at 905-436-5639 or by e-mail at [clerks@oshawa.ca](mailto:clerks@oshawa.ca).

## Community Strategic Plan

Unanimously endorsed by Council in 2005, the Oshawa Community Strategic Plan outlines priorities determined by the residents of Oshawa and guides the City's decision-making. The Plan's vision describes Oshawa 15-20 years from now. The vision is that Oshawa will be:

- A **vibrant, strong and progressive community**, known for its vital downtown and waterfront, diverse economy, excellent educational facilities, thriving neighbourhoods, and its arts, culture and recreation opportunities.
- A **green and sustainable community**, known for its special environmental features, parklands, rural/urban balance and its leadership in smart growth management, environmental protection and transportation services.
- A **caring and responsive community**, known for its community health and safety, accessibility, community cooperation and involvement, affordability and accountability to its citizens.

**City Council**



**Brian Nicholson**  
Regional and City Councillor  
Ward 1  
905-436-5603  
bnicholson@oshawa.ca



**Robert Lutczyk**  
Regional and City Councillor  
Ward 2  
905-436-5614  
rlutczyk@oshawa.ca



**Nester Pidwerbecki**  
Regional and City Councillor  
Ward 3  
905-436-5615  
npidwerbecki@oshawa.ca



**John Henry**  
Regional and City Councillor  
Ward 5  
905-436-5611  
jhenry@oshawa.ca



**April Cullen**  
Regional and City Councillor  
Ward 6  
905-436-5605  
acullen@oshawa.ca

**City Council**



**Maryanne Sholdra**  
City Councillor  
Wards 1 and 3  
905-436-5604  
msholdra@oshawa.ca



**Tito-Dante Marimpietri**  
City Councillor  
Wards 2 and 4  
905-436-5602  
tdmarimpietri@oshawa.ca



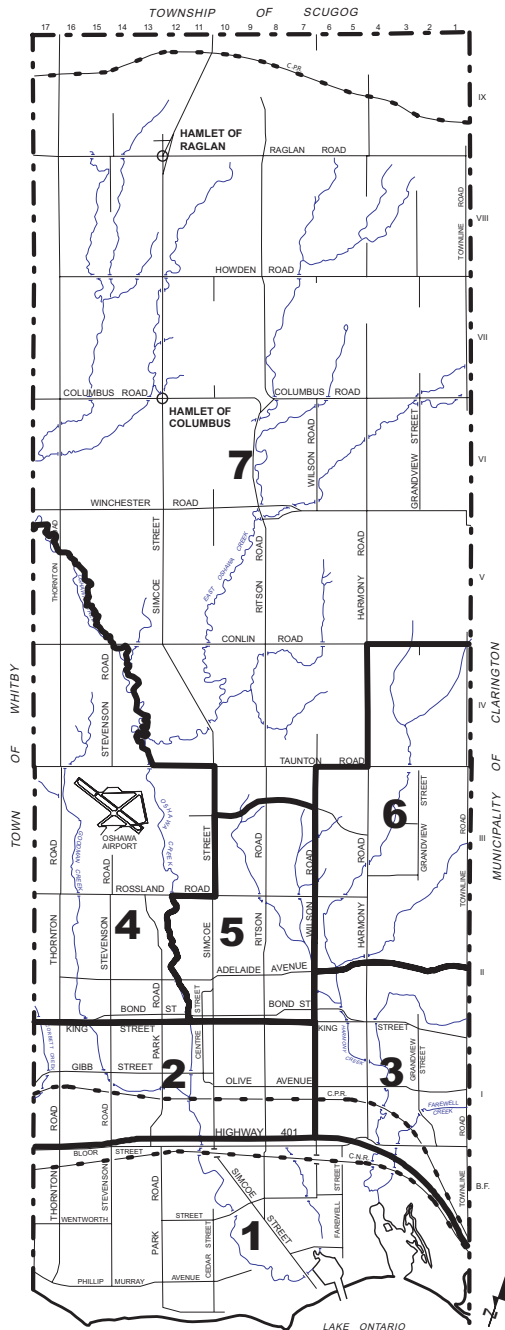
**Joseph Kolodzie**  
Regional and City Councillor  
Ward 4  
905-436-5612  
jkolodzie@oshawa.ca



**Louise Parkes**  
City Councillor  
Wards 5 and 6  
905-436-5613  
lparkes@oshawa.ca



**John Neal**  
Regional and City Councillor  
Ward 7  
905-436-5610  
jneal@oshawa.ca



### City Departments

Under the guidance and leadership of City Council, the City Manager and City Departments provide administrative and operational services considered essential for community living.

The **City Manager's Office** provides overall corporate strategic direction and management and ensures that the administration operates efficiently, cost effectively and in accordance with City Council policy. The City Manager is also directly responsible for Fire Services, Legal Services, Corporate Communications & Marketing and Corporate Strategic Initiatives.

The **Community Services Department** delivers a wide variety of programs and services including the maintenance and operation of roads and sidewalks, waste collection, transportation and municipal parking. The department is also responsible for recreation and culture, parks, trails, horticulture, forestry, the Oshawa Union Cemetery and special events.

The **Corporate Services Department** provides a wide variety of services such as human resources, information technology, finance, elections, municipal law enforcement and licensing. The department also oversees City Clerk Services, including the Customer Service Centre.

The **Development Services Department** is responsible for: the City's Official Plan and Zoning By-laws and amendments; processing development applications; land use policy and planning; plans examination; issuing building permits; inspecting properties; engineering management of the City's municipal infrastructure; economic and business development and real estate services; technical and asset management for City facilities; and the Oshawa Municipal Airport.

In 2006, the position of **Auditor General** was created to ensure financial transparency and accountability to residents and City clients. Reporting to Council, the Auditor General is responsible for performance and compliance audits of all programs to assist Council and its administrators to be accountable for the quality of stewardship over public funds and for the achievement of value for money in City operations. The Auditor General will be surveying residents to obtain feedback on the quality of City services and can be reached at 905-436-5688 or by e-mail at [auditorgeneral@oshawa.ca](mailto:auditorgeneral@oshawa.ca).

## About Oshawa

Oshawa is an award-winning, thriving community. With a population of approximately 152,000, Oshawa is the largest municipality in Durham Region. The city extends from Lake Ontario to rural farmlands, the hamlets of Columbus and Raglan and the natural landscape of the Oak Ridges Moraine. Our rural lands are home to the renowned Windfields Farm, a full-service horse boarding and breeding farm with a 70-year history that has bred a world record 48 champions and 360 stake winners, including Northern Dancer.

Oshawa is a beautiful city and has won four major Communities in Bloom competitions. The Oshawa Valley Botanical Gardens features over 340 peony cultivars, the largest contemporary collection in North America. We are also home to the Second Marsh, a 123-hectare coastal wetland and the largest remaining urban wetland in the GTA. Oshawa has an extensive network of parks and accessible trails and state-of-the-art, award-winning recreational facilities.

The community has leading-edge health and education facilities, including Durham College, University of Ontario Institute of Technology (UOIT), Lakeridge Health Oshawa and R.S. McLaughlin Durham Regional Cancer Centre. (Refer to the Phone Directory on page 60 for contact information.)

Oshawa's full-service transportation network includes air, road, rail and water transportation facilities, as well as commuter services. Oshawa is located off Highway 401 and has quick and convenient access to Highway 407. Durham Region Transit's integrated system serves all communities in Durham Region and also offers door-to-door transit for persons with accessibility issues. GO commuter trains and buses make travel and commuting to nearby Toronto both quick and convenient. Also, there is daily VIA passenger rail service from Oshawa to Toronto, Ottawa and Montreal. (Refer to the Phone Directory on page 60 for contact information.)

### Discover Oshawa: Interactive Mapping on the Web

To view many city maps visit [www.oshawa.ca](http://www.oshawa.ca) and click on Interactive Mapping.

## A Brief History of Our City

Oshawa began as a fur trading post. In the early 18th century, the Mississauga First Nation, part of the Ojibwa Nation, would carry bundles of fur to where the Oshawa Harbour is now located. In 1750, the French built a trading post near the mouth of the Oshawa Creek. In 1842, the name "Oshawa" was suggested, meaning "that point at the crossing of the stream where the canoe was exchanged for the trail." In 1850, Oshawa was incorporated as a village; in 1879 as a town; and in 1924, Oshawa was elevated to city status.

## Attractions and Events

The City of Oshawa is home to the Robert McLaughlin Gallery, Parkwood Estate National Historic Site, Oshawa Community Museum and Archives, the Canadian Automotive Museum, Robert Stuart Aeronautical Collection and the Oshawa Military and Industrial Museum. The Oshawa Durham Symphony Orchestra, Durham Youth Orchestra, Oshawa Little Theatre, Durham Shoestring Performers and Driftwood Theatre all offer exciting entertainment. (Refer to the Phone Directory on page 60 for contact information.)

The City hosts various events throughout the year, including the Canada Day Festival, Christmas Tree Lighting Ceremony, Concerts in the Park, Earth Day Festival and New Year's Eve Celebration. Community events include Autofest, Canadian Aviation Expo, Celtic Festival, Doors Open, Fiesta Week, Peony Festival, Oshawa Rotary Ribfest and Santa's Parade of Lights.



*Local musician Kristen Theriault performing at Parkwood Estate.*

## Accessibility

The City is working together with the public, community groups and City Council to make Oshawa accessible to everyone.

### Oshawa Accessibility Advisory Committee (OAAC)

The OAAC advises and assists the City in developing and maintaining a barrier-free Oshawa. The Committee is comprised of 14 citizens and one City Councillor, with the City of Oshawa providing advice and support through the Accessibility Program Coordinator. A majority of the members are persons with accessibility issues, while the others are individuals who have an interest in accessibility issues. All OAAC



OAAC members Scott Pigden (left) and David Marven.

meetings are open to the public. For more information, contact the Accessibility Program Coordinator at 905-725-7351.

### Accessible Parking

Only holders of an "Accessible Parking Permit" may park in designated accessible parking spaces. Permits must be clearly displayed on the dashboard or sun visor. Accessible Parking Permits also allow on-street parking up to 24 hours (where parking is permitted), free parking at meters up to the time limit indicated and free parking at municipal lots. For more information on Accessible Parking Permits, call the Ontario Ministry of Transportation at 1-800-387-3445.

### Accessible Playgrounds

Accessible playgrounds in Oshawa include Radio Park, Lakeview Park and Alexandra Park. Recent improvements at Radio Park include

installation of accessible play equipment and a surfaced pathway from Grenfell Street to the playground. Parks Services continue to work towards making City owned parks and playgrounds fully accessible.

### Accessible Facilities

City of Oshawa recreation facilities are accessible to everyone with power assist doors, entrance and exit ramps and accessible washrooms and changerooms. In addition, the Legends Centre has received an Accessibility Award from Participation House for its accessibility features. Both the Legends Centre and the South Oshawa Community Centre have beach-entry pools. The Legends Centre and General Motors Centre are also accessible for sledge hockey.

The General Motors Centre has 66 accessible seats with room for companions. Other accessibility features at the GM Centre include ample on-site accessible parking spaces, entrance and exit ramps, power-assist doors, two elevators, low-level counters, hearing assist devices, Braille on all signs, and accessible washrooms/changerooms.

### Recreation Access Membership Program (RAMP)

The City offers reduced enrollment and admission fees to leisure and recreation activities for residents with accessibility issues through RAMP. As well, a support person may accompany participants who use the facilities and programs free of charge. For more details, please contact any City of Oshawa recreation facility. Refer to pages 42-43 for a list of facilities and contact information.

### Snow Clearing and Side Yard Boulevard Grass Cutting

The City offers a sidewalk and windrow (end of driveway only) snow clearing service and a side yard boulevard grass cutting program for persons with accessibility issues. For more information see pages 47-48.

### Waste Management Assistance Program

The City offers a waste management assistance program for persons with accessibility issues. For more information, see page 57.

### Tax Deferral, Rebate Programs and Home Improvements

The City and the Province offer tax deferrals and rebates for persons with accessibility issues. For more information, refer to pages 51-52. For details on grants and loans for home improvement, refer to page 24.

## Animals

### Animal Licensing

By licensing your pet, you significantly increase the chances of being reunited with your pet if it is lost or injured while off your property. Dogs, cats and ferrets are required to be registered with the City annually and to wear registration tags at all times. Animals found wearing a current registration tag are granted one free ride home each year. Animals that are microchipped are eligible for a lifetime registration for a one-time fee. Licences can be obtained in person at Licensing Services or Animal Services; or online at [www.oshawa.ca/animals](http://www.oshawa.ca/animals). For more information, call 905-436-3852.



### Animal Enforcement

Animal Services enforces the Responsible Pet Owners' By-law and investigates and enforces complaints under the Dog Owners' Liability Act with respect to the amendments affecting pitbulls. Other services provided include lost and found pet services, animal adoptions, wildlife information, and emergency pick-up of injured stray animals including wildlife.

To register a complaint about a stray dog or cat, a dog bite, dog barking, etc., call Animal Services at 905-436-3852.

### Responsible Pet Owners' By-law

Under the Responsible Pet Owners' By-law, there are a number of species of animals that are prohibited from being kept in Oshawa (for more information, refer to the by-law online at [www.oshawa.ca/animals](http://www.oshawa.ca/animals)). Other common areas of interest under the by-law include:

- Both dogs and cats are required to be kept under control and on a leash when not on the owner's property.
- Dogs, cats and ferrets are required to be licensed with the City yearly and to wear registration tags at all times.
- Dogs that have been involved in an attack on a person or a domestic animal may be subject to the issuance of a Muzzle and Control Order requiring that the dog be muzzled, leashed and under the control of a responsible person 16 years of age or older whenever they are off the property of the owner.

### Dog Owners' Liability Act

This provincial legislation addresses matters pertaining to dogs which act aggressively. On August 29, 2005 amendments to this act were enacted to specifically deal with pitbull type dogs. Animal Services enforces the Dog Owners' Liability Act in Oshawa. Dogs that are identified as being a pitbull type dog are subject to regulations including:

- All dogs must be spayed or neutered.
- All dogs must be leashed and muzzled when off the owner's property.
- No dogs were permitted to be born after November 29, 2005 and to reside in Ontario.
- No dogs may be permitted to enter Ontario after the date in question unless to compete at an approved dog show (refer to the Dog Owners' Liability Act for details). These dogs are prohibited from staying in Ontario for more than 14 consecutive days.

### Adoption of Pets

Animal Services takes in stray animals found within the City limits. If these animals are not claimed by an owner within three days, the animals are placed for adoption. The adoption process includes the completion of an application and adoption fee. All adoptions include:

- spay or neuter of the dog or cat;
- vaccinations (with the exception of rabies);
- microchipping;
- lifetime licence (for animals adopted by City residents only);
- six weeks of pet insurance; and,
- a leash for dogs and a carrier for cats.



Note: To view animals for adoption, visit [www.oshawa.ca/animals](http://www.oshawa.ca/animals).

### Lost Animals

Animal Services provides services to house and pick up animals found running at large in Oshawa. Under provincial legislation, these animals are held for a period of three days, in order to allow the owner to claim them. Animal Services provides an after hours emergency service for the pick-up of injured stray animals and injured wildlife.

## Building Permits and Inspections

Phone: 905-436-3852

buildings@oshawa.ca

Fax: 905-436-3857

Building Permits and Inspection Services provides advice and review of building construction through examination of building applications, and the carrying out of inspections, including building, heating, plumbing, etc.

### Ontario Building Code

The City assists property owners in ensuring that buildings and structures meet the performance and safety standards set by the Ontario Building Code Act and its regulations, known as the Ontario Building Code. The Building Code is administered at the municipal level. Building Permits and Inspection Services ensures permit documents and construction meet the minimum standards in areas such as health and life safety, fire protection, structural safety, etc., as well as meeting the City of Oshawa's by-laws (refer to page 17 for By-law information).

### How to Apply for a Building Permit

To apply for a building permit you must file a building permit application, along with the necessary drawings and the required fee. Permit plans are reviewed by City Building Officials to ensure that they meet the Ontario Building Code and other related standards, by-laws and applicable law. Site plans are circulated to Municipal Law Enforcement for a Zoning By-law review. Plans for larger buildings are circulated to Oshawa Fire Services for review of the fire safety systems. Permit application forms can be picked up at Building Permits and Inspection Services in City Hall. The form is also available on the City website at [www.oshawa.ca/documents](http://www.oshawa.ca/documents). Please note that you may also be required to apply to the City for a Site Alteration Permit.

### Mechanical Permits

A mechanical permit is required for new heating, ventilation and air-conditioning systems and for extensions to existing systems, including commercial cooking hoods, building additions and the finishing of basements. For new buildings, the mechanical permit will be included in the main building permit.

### Plumbing Permits

A plumbing permit is required for new plumbing systems and septic systems, including repair or replacement, whether it's a new bathroom or the relocation of an existing one. A plumbing permit is not required for replacement or repairs of valves, faucets, fixtures and water heaters. For new buildings, the plumbing permit will be included in the main building permit.

### Building Inspections

Once a building permit has been issued, a building inspector will be assigned to your project to ensure that the construction or installation is completed to the minimum standards of the Ontario Building Code. Building Inspection Services attends job sites at required intervals to assist and ensure that each construction stage has been completed in compliance with the reviewed drawings. Homeowners can benefit from the knowledge and experience of City building inspectors and may avoid costly construction mistakes.

Building Permits and Inspection Services also carries out inspections related to complaints about building without permits, unsafe buildings, fire-damaged and vehicle-damaged buildings. Please call Building Permits and Inspection Services (see the top of page 14 for contact information) to arrange for the required inspections.



**Projects that do require a building permit:**

- New construction and additions
- Building renovations and alterations, including finishing basements
- Decks, ramps, stairs, balconies, porches
- Plumbing
- Septic systems and repairs
- Permanent sign structures
- Accessory buildings greater than 10 square metres (108 square feet), e.g. sheds, garages
- New windows and doors that are wider than the existing ones
- Heating, ventilation and air-conditioning systems
- Demolition of buildings and removal of walls or columns
- Wood-burning stoves or fireplaces
- Farm buildings
- Change of use

**Projects that do not require a building permit:**

- Fences (other than pool enclosures)
- Asphalt roof shingling
- Eavestroughs
- Minor masonry repairs
- Damp proofing of basements
- Kitchen/bathroom cupboards
- Free standing satellite dishes
- Siding replacement
- Window replacement (same size as existing ones)
- Replacement of plumbing fixtures
- Pool heaters
- Painting and decorating
- Sheds under 10 square metres (108 square feet) in area

Please note that although a building permit may not be required, you must still comply with the requirements of the Building Code and the Zoning By-law. For more details about the Zoning By-law, refer to page 40. Refer to page 18-19 for enforcement of the Zoning By-law.

**By-law Enforcement**

Phone: 905-436-3852  
 Fax: 905-436-3857

mlels@oshawa.ca

Municipal Law Enforcement is responsible for the enforcement of municipal by-laws that relate to private property, parking, business, taxi and lottery licensing, as well as animal enforcement. [Highlights of the most commonly requested by-laws start on the next page.](#) For a more detailed list, visit [www.oshawa.ca/bylaws](http://www.oshawa.ca/bylaws) or call City Clerk Services at 905-436-5639. For by-law inquiries or complaints, please refer to the top of this page for contact information.

**Registering a By-law Complaint**

If you register a by-law complaint, you are required to provide details regarding the incident (location, street name, time of infraction, names if known, etc.), as well as your name, address and telephone number (this information will be confidential). Complaints are prioritized, with the most critical being dealt with immediately. Note: Anonymous complaints will not be accepted.

Refer to the contact information at the top of this page to register a by-law complaint regarding:

- property matters such as land use, property standards, hazards, etc.;
- business or charitable licensing enforcement;
- animal enforcement (stray dogs/cats, dog bites, dog barking, pit bulls, vicious dogs, etc.); or,
- parking and taxi related infractions.

### Property Enforcement

Property Enforcement is responsible for enforcing by-laws related to private property, the maintenance of boulevards and regulatory matters such as noise. Upon receipt of a complaint, a Property Enforcement Officer is assigned to investigate. Initial inspections and assessment will occur within 1-10 days, depending on the priority of the complaint. Life safety complaints will usually be assessed immediately, and typically involve potentially hazardous situations such as open excavations and unfenced pools or ponds. Follow-up inspections may randomly be conducted throughout the compliance time frame, and also on the compliance date. Compliance time frames range from immediate compliance to 20 days. See page 17 for details on registering a complaint.

#### *Property Standards By-law*

The Property Standards By-law establishes minimum standards for the maintenance and occupancy of properties within the city. Regulations apply to both the interior and exterior features of buildings, including windows, siding, stairways, flooring, heating, electrical and plumbing and the condition of the property, such as walkways and lighting. Property owners are required to maintain their property whether they live there themselves or rent to tenants. Regular maintenance improves neighbourhoods, protects property values and contributes to the safety of the occupants and community in general. The by-law also covers abandoned buildings, unsafe property situations and the maintenance of hedges, trees, shrubs, long grass and weeds.

#### *Zoning By-law*

The use of land within the City of Oshawa is regulated by the Zoning By-law. Each zoning category – residential, commercial, office, industrial, institutional, open space or agricultural – lists uses that are permitted. Planning Services drafts and updates the Zoning By-law (for more details, see page 40). Property Enforcement is responsible for enforcing property matters relating to this by-law that include fences, hedges, accessory buildings and home occupations, in part.

- *Fences and Hedges*

No fence or hedge in any residential, commercial or office zone may be higher than 0.9 metres (three feet) in the front yard of the property, with the exception of the Central Business District.

For corner lots, there are specific regulations about the location of fences, hedges and other structures at the corner and along the side and rear of lot lines.

Driveways also require special care. For vehicle and pedestrian safety, the Zoning By-law requires adequate sightlines of at least three metres (10 feet) measured along the streetline and the side of the driveway. In this area, fences, hedges, trees, shrubs or any other plant may not be greater than 0.9 metres (three feet) in height above grade.

**Note:** For information regarding fence disputes and the sharing of costs associated with boundary fences, contact Municipal Law Enforcement (Property). Please see the top of page 17 for contact information.

- *Accessory Buildings*

Accessory Buildings include detached garages, tool sheds or any other detached structure used in conjunction with a principle use. Regulations concerning Accessory Buildings involve building size, lot coverage, location and use of the building.

- *Home Occupations*

Home Occupations are defined as an occupation or business conducted for gain or profit within a dwelling unit by any resident of that dwelling unit, excluding the following occupations or businesses: kennels or other animal services, automobile repair garage, automobile body shop, paint shop, medical offices, restaurants, food preparation services, taxi services, bed and breakfast establishments, and newspaper or catalogue distribution centres. Home occupations are permitted in all zones that permit dwelling units, but are subject to compliance with various regulations.

#### *Sign By-law*

To erect permanent signs you are required to comply with the Ontario Building Code and the regulations contained in the Sign By-law.

To erect a temporary or permanent sign, businesses and residents must obtain approval and may require either temporary sign permits or building permits. The proposed design and placement of all signs will be reviewed to make sure they comply with the specific regulations.

A sign permit is required for:

- commercial mobile signs;
- special events banners; and,
- signs associated with a temporary sales office within the draft plan of a subdivision or condominium.

**Note: A Sign Permit is not a Building Permit.** For the erection of sign structures or fastening of sign structures to buildings, contact Building Permit and Inspection Services at 905-436-3852.

#### *Two-Unit House Registration By-law*

If you own a single-detached, semi-detached or townhouse dwelling that was originally built to contain one dwelling unit, but now contains two separate ones, you must register your two-unit house with the City. Registration will require proof that the Two-Unit House existed on November 16, 1995, and inspections will be carried out to confirm that the building complies with various codes and by-laws. If your two-unit house satisfies eligibility criteria and minimum safety and occupancy standards, a Registration Certificate will be issued. Registration fees are a one-time only fee.

#### *Lodging House Licensing By-law*

If you own a lawful lodging (rooming) house in the City of Oshawa, it must be licensed by the City. The licensing process requires that you:

- submit a formal application with appropriate plans;
- have the building and property inspected; and,
- carry out any necessary repairs and/or upgrades to the satisfaction of the City and other agencies.

If your lodging house satisfies all eligibility criteria, a licence will be issued. Licences are issued for a one-year term and annual re-inspections are required at the time of licence renewal.

#### *Pool Enclosure By-law*

The Pool Enclosure By-law regulates enclosures around artificial bodies of water. This by-law establishes minimal safety standards, primarily directed at protecting young children from wandering into water features and drowning.

A fence with a minimum height of 1.5 metres (five feet) is required around all privately owned swimming pools, hot tubs and ornamental

ponds capable of holding more than 0.6 metres (24 inches) of water. All gates must be self-closing and self-latching. A permit is required before construction of the pool enclosure begins, and the site must be inspected by a Property Enforcement Officer. Please note that you may also be required to apply to the City for a Site Alteration Permit.

Before a new pool/hot tub/ornamental pond is filled with water, a final inspection of the fence is required and approval must be granted to ensure the fence and gate(s) meet by-law regulations.

#### *Adequate Heat By-law*

When heat is provided by a landlord, the Adequate Heat By-law requires that a constant minimum temperature of 22 degrees Celsius (72.1 degrees Fahrenheit) be maintained between September 30 and May 31 of the following year for leased or rented properties.

#### *Boulevard By-law*

It is the responsibility of any abutting property owner to cut grass and weeds, maintain shrubs and other plant material, and remove debris from the boulevard. (Any hard-surfacing of the boulevard is prohibited.) This by-law only applies to streets under the jurisdiction of the City of Oshawa and exempts seniors and persons with accessibility issues upon application for exemption.

Trees planted by the City or Region are maintained by the City on a regular basis. If your boulevard tree(s) require maintenance, contact the City's Parks Services at 905-723-1115.

#### *Noise By-law*

The City of Oshawa prohibits emitting noise that disturbs the inhabitants of the community. The Noise By-law applies 24 hours a day, 7 days a week.

Examples of noise include but are not limited to:

- bells, music, mechanical equipment; and,
- any noise which may be heard beyond the lot at a sufficient volume to disturb other persons.

It is the responsibility of the occupants and the owner of a property to maintain all noise at acceptable levels. (If infractions are noted, notices or tickets may be issued.)

## *Weed Control Act*

The City of Oshawa enforces the provincial Weed Control Act which requires the destruction of noxious or harmful weeds.

Noxious weeds should be destroyed by the following means: pulling or removing the plants from the soil, cutting the roots or stalks of the plants before the seeds have developed, plowing or cultivating the soil in which the plants are growing and preventing the growth of the plants or ripening of the seeds. Treating with a herbicide should be a last resort if none of these are successful.

## *Group Home Licensing*

Group Homes that operate in the City of Oshawa must be registered and must be permitted under the Zoning By-law. A Group Home refers to a residential dwelling in which 3 to 10 persons, exclusive of staff, who by reason of their emotional, mental, social or physical condition or legal status require a group living arrangement for their well-being and who live under responsible supervision.

## **Parking and Vehicle Enforcement**

Parking Enforcement Officers enforce all parking regulations and can issue parking infraction notices or parking tickets. Failure to obey City by-laws can result in fines and the tagging and/or towing of vehicles. To view the Traffic By-law, visit [www.oshawa.ca/bylaws](http://www.oshawa.ca/bylaws).

Investigations regarding parking and vehicle complaints normally occur on the same business day. Depending upon the circumstances, vehicle tires may be marked for follow-up action or a ticket may be issued immediately. See page 17 for details on registering a complaint.

### Some examples of when parking is prohibited:

- For more than three hours at one time, unless otherwise posted
- On streets between 3 a.m. and 6 a.m. from December 1 to April 1
- Within three metres of a fire hydrant
- Within nine metres of an intersection
- By a commercial or heavy vehicle on any residential street
- If it obstructs traffic in any way
- Facing the wrong direction
- In an accessible parking space without a valid permit
- In a fire route

### Some examples of when stopping is prohibited:

- On or overhanging any sidewalk
- Within a school bus loading zone
- In a school zone
- In an accessible parking space without a valid permit
- When it interferes with snow clearing or traffic

## **Vehicle Control Idling By-law**

Help improve air quality and use energy more wisely by turning off your engine when your vehicle is parked. The City's Vehicle Control Idling By-law prohibits idling for more than three consecutive minutes in a 60-minute period.

Fines of \$150 may be imposed for violations. Several exemptions apply, including: in circumstances where necessary for the vehicles' maintenance or repair; for all service police, fire, emergency and municipal vehicles; and vehicles that are motionless due to traffic conditions. For a complete list of exemptions and to review the by-law visit [www.oshawa.ca/bylaws](http://www.oshawa.ca/bylaws).

## *Accessible Parking*

For information on accessible parking, see page 10. The fine for parking in a designated accessible parking space without a valid permit is \$300.

## *On-Street Parking during Winter Control Operations*

For information on parking during snow removal, see page 48. If a vehicle parks in a manner which represents an obstacle for efficient snow removal or snow clearing operations the vehicle may be tagged and/or towed. Snow-clearing operations may occur day and night.



**Taxi Inspections**

Parking and Vehicle Enforcement inspect every taxicab in the City of Oshawa twice a year for general safety and vehicle conditions and to ensure the public is being charged the proper fare.

Random checks of taxicabs also occur throughout the year to ensure taxicabs, brokers, owners and drivers are compliant with the by-law.

**Special Enforcement Unit**

The Special Enforcement Unit is a specialized arm of Municipal Law Enforcement. Special Enforcement Officers are responsible for enforcing all City by-laws and certain provincial statutes including identifying, investigating, and reporting alleged offences and enforcing laws in accordance with applicable legislation/regulations. The focus of this unit is to address special projects and to work on a coordinated and integrated team with Durham Regional Police and other community partners.

Such projects will involve investigations related to:

- noise;
- patrols and enforcement in the neighbourhoods near the UOIT/Durham College campus;
- park patrols and enforcement; and,
- liquor licensing projects, in cooperation with other agencies.

**Grants and Loans for Home Improvement**

Property Enforcement administers the Residential Rehabilitation Assistance Program (RRAP), sponsored by the Canada Mortgage and Housing Corporation (CMHC). Low income households may qualify for financial assistance from CMHC to make necessary repairs to substandard homes or to alter a home for a family member with disabilities. Applicants must own and live in the house and have a total household income below the Core Needs Income thresholds of \$31,500 to \$53,000. For more information, contact By-law Services at 905-436-3852.

**City Clerk Services**

Phone: 905-436-5639

clerks@oshawa.ca

Fax: 905-436-5697

City Clerk Services provides administrative services to City Council and Standing Committees including preparation and production of agendas, notices of meetings, minutes and correspondence. They provide general information and assistance and oversee the Customer Service Centre.

**Freedom of Information**

The Municipal Freedom of Information and Protection of Privacy Act extends freedom of information and privacy protection to all municipal corporations. The Act applies to any record in the custody or under the control of the City of Oshawa, and includes records that were created both before and after the Act came into effect.

Before submitting a formal request for information, requesters should first attempt to access the information informally from the department responsible for the records. If a formal request is required the request must be in writing on the official Application for Access/Correction of Records Form (can be picked up in City Clerk Services, City Hall or found online at [www.oshawa.ca/foi](http://www.oshawa.ca/foi)). The request and application fee must be submitted to City Clerk Services. The City has up to 30 days from the date of receipt of the application fee to respond to the request.

**Municipal Elections**

City Clerk Services administers legislative requirements related to municipal elections to elect representatives to Oshawa City Council and to the local school boards.

City Clerk Services is responsible for candidate registration, public notification of the election process, determining and securing voting locations, recruiting and training election officials, preparing and distributing election supplies, maintaining the municipal voters' list, tabulating and publishing election results and conducting recounts. Municipal elections are conducted every four years.

The next municipal election will take place November 8, 2010.

## Civic Beautification

Phone: 905-438-3146

communitiesinbloom@oshawa.ca

Fax: 905-438-3139

festivelighting@oshawa.ca

The City of Oshawa has a number of annual civic beautification programs that foster pride, raise environmental awareness and encourage beautification efforts.

Thanks to the dedication and hard work of our community, Oshawa has received provincial and international recognition in the Communities in Bloom program.

### PITCH-IN

Oshawa has been participating in the annual PITCH-IN CANADA initiative for more than 10 years. Each spring close to 20,000 volunteers pitch-in to clean up natural areas, ravines, stream beds, park lands, school yards and business areas. Volunteers are also welcome to participate throughout the year.



Students at Eastdale CVI participated in the annual PITCH-IN CANADA program in spring 2007.

### Oshawa Communities in Bloom

#### Garden of the Week Program

The City's annual local front garden recognition program honours residents, businesses and organizations for their beautification efforts. One front garden in each of the city's wards will be recognized every week from June to September. Volunteers assist in the development and implementation of this neighbourhood recognition program.

#### Growing with Pride Garden Signs

Commemorative garden signs are available from June to September for residents, businesses and organizations who take pride in gardening. Participants receive a keepsake certificate and an annual gold seal to attach to their sign. Signs are available free of charge from various City recreation facilities during the gardening season.

#### WinterLights Celebrations

The City of Oshawa participates in the national WinterLights Celebrations program, a winter focus of the Communities in Bloom initiative. The City is evaluated on its residential and commercial winter decorations, cultural activities, winter programming and tourism efforts.

#### Festive Lighting Display of the Week

Similar to the Garden of the Week program, a festive lighting display in each ward of the city is recognized as a Festive Lighting Display of the Week. The annual program commences in November and concludes the third week in December. Volunteers are always welcome.



## Economic Development

Phone: 905-436-5617

oshawae@oshawa.ca

Fax: 905-436-5623

Economic Development Services is responsible for implementing City Council's commitment to local economic growth. Key responsibilities include: implementation of the Economic Development Strategy; business retention; public relations and marketing for business development; advocacy, education and assistance programs; downtown development and the Oshawa Municipal Airport; and managing the City's real estate holdings and needs.

### Airport Operations

The City-owned Oshawa Municipal Airport is a regional transportation hub serving the general, corporate and cargo aviation needs of the area. For information on airport operations, contact the Airport Manager at 905-576-8146.



### Business Development

If you are thinking of starting, expanding or relocating a business, an Economic Development staff member can assist you in finding a location, obtaining market information and providing other information necessary for your business decisions.

### Downtown Development

Looking at locating a business in the downtown? Want to know what products and services are available in the City's revitalized core? Contact the Downtown Development Officer.

### Real Estate

If you are interested in leasing or purchasing a City-owned property, require an easement or encroachment agreement for lands owned by the City, contact the Real Estate Manager.

## Employment

Applications for part-time and full-time employment with the City of Oshawa must be completed online. Visit [www.oshawa.ca/employment](http://www.oshawa.ca/employment) to find information on current employment opportunities or to submit a general resume. Individuals who do not have access to a computer may gain access to the City website at any City of Oshawa library branch or at Service Canada, Social Development Office, located at 78 Richmond Street.



## Environment

The City is leading the way in environmental stewardship through: the use of biodiesel and hybrid fuel vehicles; repurposing former industrial (or "brownfields") lands; celebrating Earth Day; participating in Bike-to-Work Week and other eco-events; diverting waste at City Hall by 90 per cent; reducing energy costs at City Hall by \$500,000 annually; and establishing an Office of Energy Management to further reduce energy consumption and greenhouse gas emissions.

The City is also working together with the public to reduce our impact on the environment through the efforts of the Oshawa Environmental Advisory Committee (OEAC). The committee is comprised of 10 citizens, two students and two City councillors with the City providing advice through the Senior Environmental Coordinator. For more information, contact the City's Senior Environmental Coordinator at 905-725-7351.

## Fire Services

Phone: 905-433-1238

fire@oshawa.ca

Fax: 905-433-0276

Oshawa Fire Services began in 1856 as a volunteer department and has grown to five fire stations and over 200 full-time professional firefighters. Oshawa Fire Services protects the life and property of residents from fire and other public

safety hazards through prevention, education, planning, and emergency incident responses.

Fire Services

Suppression staff

provide Oshawa

residents with

24-hours-a-day,

365-days-a-year

service. All Oshawa

firefighters are trained in emergency medical response including first aid, defibrillation and cardio-pulmonary resuscitation (CPR), technical rescue responses including high angle rescue, hazmat awareness, swift water and ice water rescue.



*The City's newest fire hall is located on Harmony Road North, just north of Taunton Road.*

### Fire Prevention and Education Programs

The City's Fire Prevention Officers deliver a variety of important information to the community and schools in the city. Their programs include Seniors Fire Safety, TAPP-C (The Arson Prevention Program for Children), Learn Not To Burn, the Fire Safety House and various school programs. For more information call Fire Prevention at 905-433-1236.

Officers working in fire prevention also review new building blueprints, investigate fires, handle complaints and inspect new and existing buildings to ensure they meet Fire Code and Building Code regulations.

Fire Suppression staff also take part in Alarmed for Life which is a voluntary home inspection program focusing on working smoke alarms.

### Fireproof Your Home

Fireproofing your home includes everything from educating yourself on fire safety to having working smoke detectors, carbon monoxide detectors and fire extinguishers.

The Ontario Fire Code requires homes to have working smoke alarms on every storey and outside all sleeping areas. The National Fire Protection Association recommends home smoke alarms be replaced after 10 years, but monthly testing is your best means of making sure detectors work. Fire Services also advises residents to install carbon monoxide detectors.

Fire extinguishers can serve as the first line of defence to put out a small fire, or they may control a small, contained fire until Fire Services arrives. It is recommended you keep a fire extinguisher in your home.

### Planning Your Escape

Be prepared if a fire strikes in your home. Please take a few minutes with your family to make a fire escape plan, including drawing a floor plan complete with escape routes, emergency exits and a family meeting place outside your home. For more details visit [www.oshawa.ca/fire](http://www.oshawa.ca/fire).

### Emergency Preparedness

Planning in advance for an emergency can save time and save lives. Discuss the dangers of fire, severe weather, and other emergencies with everyone in your home. Compile an emergency plan and post it where everyone can see it. Prepare an emergency survival kit for each member of your family (the supply should last for at least three days) and keep it in a convenient place near an exit. For details visit [www.oshawa.ca/fire](http://www.oshawa.ca/fire).

### Open Air Burning Prohibited in Oshawa

The City's Open Air Fire By-law prevents open air burning. Open air burning is any fire set outside, other than on an approved cooking device. Campfires, incinerators, fire pits, fire bowls, burn drums, chimeneas, wood-fueled barbecues and outdoor wood fireplaces are all examples of open air burning and are not permitted under the by-law. Permits are available for owners with more than 10 acres of land north of Conlin Road (restrictions apply). Individuals found conducting an illegal burn could be fined or charged under the provisions of the Fire Protection and Prevention Act.

### Top 10 Tips on Fireproofing Your Home

- 1 Every home in Ontario must have a working smoke alarm on every storey and outside all sleeping areas. Check your smoke alarm once a month, and don't forget to change the batteries twice a year.
- 2 Extinguish all candles when leaving the room or going to sleep.
- 3 Never leave cooking food on the stovetop unattended, and keep a close eye on food cooking inside the oven.
- 4 Always keep a potholder, oven mitt and lid handy in the kitchen, and never pour water on a grease fire.
- 5 Do not operate the dryer without a lint filter. Clean lint filters before or after each use and remove accumulated lint from around the drum.
- 6 Turn the dryer off when leaving the home.
- 7 In your fireplace or wood stove, use only dry, seasoned wood to avoid the build-up of creosote, an oily deposit that easily catches fire and accounts for most chimney fires and the largest share of home heating fires. Do not use a flammable liquid to start the fire. Do not use artificial logs in wood stoves.
- 8 If you smoke, smoke outside.
- 9 Before you throw out butts and ashes, make sure they are completely out by dousing in water or sand.
- 10 Keep matches and lighters up high, out of children's sight and reach.

### Libraries

Phone: 905-579-6111

Fax: 905-433-8107

[www.oshawalibrary.on.ca](http://www.oshawalibrary.on.ca)

Oshawa Public Libraries consists of four branches stocked full of materials including books, magazines, reference items, CDs and DVDs. Library services include: child, teen, adult and senior programming; homebound service; and information and reader's advisory service. The Libraries also offer free Internet access, computer tutorials, local history and genealogy services, career resources, free access to over 100 research and educational databases, interlibrary loan services, meeting room rentals, adaptive technology and services for the visually impaired. (Refer to the Phone Directory on page 60 for branch contact information.)

The Oshawa Public Libraries website includes online access to the library catalogue, customer records and online renewals.

#### Oshawa Public Libraries Branches

*McLaughlin Branch*

65 Bagot Street

*Legends Centre Branch*

1661 Harmony Road North

*Northview Branch*

250 Beatrice Street East

*Jess Hann Branch*

199 Wentworth Street West



The McLaughlin library branch is located in downtown Oshawa.

## Licensing

Phone: 905-436-3852

licensing@oshawa.ca

Fax: 905-436-5655

Licensing Services is responsible for the licensing of businesses, taxis, animals and lotteries within the City. Licensing of businesses ensures compliance with applicable by-laws for public health and safety, consumer protection, fairness in business practices, and the delivery of fair and equitable gaming.

In addition, Licensing Services is the local Division Registrar, responsible for the collection and maintenance of provincial vital statistics and responsible for the initial registration of all City births and deaths. They also issue marriage licences that are valid throughout Ontario.

### Animal Licensing

For details about licensing your pet, refer to page 12.

### Business Licensing

#### *Food Shop*

A Food Shop refers to any place where food intended for people to eat is made, stored or sold and requires a licence. It includes restaurants, doughnut shops and variety stores that sell perishable food items. It does not include refreshment vehicles or bed and breakfast establishments.

#### *Peddler*

A Peddler Licence is required by any person who travels from different places or locations offering goods or merchandise for sale. It is also required by persons who carry and display samples of goods, such as flower vendors. Peddler Licences are not issued for a particular location unless the location is properly zoned.

#### *Public Garage*

A Public Garage Licence is required for any business involved in the sale of new or used vehicles, automotive repairs, car washes, parking lots and car rentals.

#### *Refreshment Vehicle*

A Refreshment Vehicle Licence is required for any vehicle used for the storage or preparation of food or drink intended for immediate

consumption by the public. This includes chip trucks, hot dog carts and ice cream bicycles. Applicants are required to be in compliance with relevant by-laws.

#### *Other*

Other licence categories include auctioneer, billiard hall, bowling alley, carnival, pawnbroker, place of amusement, theatre, adult entertainment and second-hand dealers.

#### *Taxi Licensing*

The City of Oshawa Taxicab By-law regulates and governs taxi drivers, brokers and taxi vehicle owners. The by-law establishes rates and fares to be charged and outlines the roles and responsibilities of industry participants.

#### *Lottery Licences*

The Alcohol and Gaming Commission of Ontario regulates the licensing of charitable gaming in Ontario. To be eligible for a Lottery Licence, the organization must have a demonstrated charitable or religious mandate. Applications for Provincial or Municipal Lottery Licences are submitted to Licensing Services for review and approval. Applications are processed according to provincial regulations. Lottery Licensing categories include Bingo, Raffle, Break Open and Bazaar licences.

#### *Marriage Licences*

Marriage Licences issued by Licensing Services are valid anywhere in Ontario. The minimum age to marry in Ontario without parental consent is 18. Both parties must sign the marriage application form and provide identification, regardless of whether both attend to obtain the licence. If either person is divorced, an original or certified copy of the final divorce papers must be provided. If the divorce took place outside of Canada, additional information is required.

**Note: Marriage ceremonies are not performed at Oshawa City Hall.**

#### *Birth and Death Registrations*

Births and deaths that occur in Oshawa must be registered and recorded in Licensing Services. After certification, the original documentation is forwarded for further registration to the Office of the Registrar General in Thunder Bay. Birth and death certificates can only be obtained by application to the Office of the Registrar General (1-800-461-2156).

### Parking

Phone: 905-436-5607  
 Fax: 905-436-5684

parking@oshawa.ca

Parking Services includes the planning and operating of the City's on- and off-street parking facilities.

#### Accessible Parking

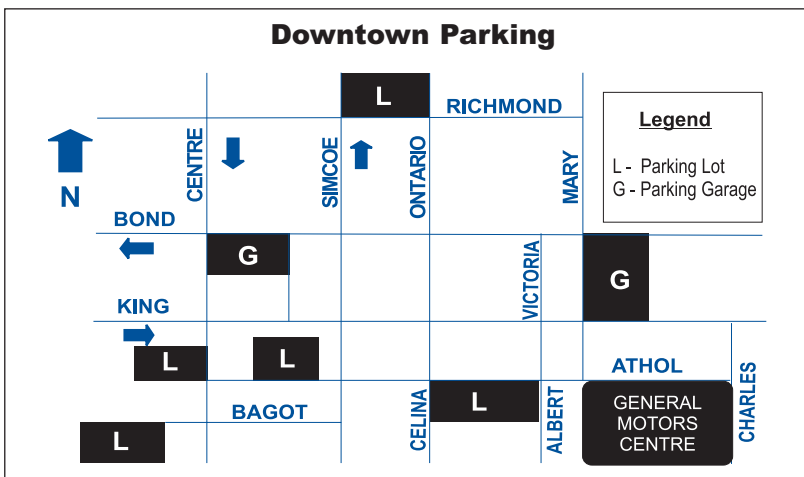
For information on accessible parking, see page 10.

#### Residential Parking

For information about on-street parking rules, see Parking and Vehicle Enforcement under By-law Enforcement on pages 22-23. On-street parking permits are available for some streets near Durham College and UOIT. Contact Parking Services (information at top of page) for details.

#### Downtown Parking

On-street parking in downtown Oshawa is intended for short-term parking and requires a fee from Monday to Friday from 8 a.m. to 6 p.m. Short- and longer-term parking is available in municipal lots and parking garages. Tokens can be purchased at a discounted rate and can be used at all parking locations. Credit cards can be used in all Pay & Display machines. Evenings and weekends are free in the downtown at all meters and City-owned lots and garages; however, a maximum time limit of three hours applies at meters.



### Parks

Phone: 905-723-1115  
 Fax: 905-723-0450

parks@oshawa.ca

Our city has more than 2,300 acres of parks and open spaces. Parks Services is responsible for the planning, design, construction, maintenance, improvement and operation of the City's park facilities, trail system and naturalized open space, civic beautification, forestry, horticulture and cemetery services. [For more information about City parks, visit www.oshawa.ca/parks.](http://www.oshawa.ca/parks)



#### Park Development

The Parks Development and Construction Division is responsible for all new park and park upgrade projects. New park construction may include sports fields, parking, gazebos, playgrounds, site furnishings and various landscape planting.

#### Playground Equipment

The City of Oshawa has implemented a Playground Equipment and Replacement Program following the Children's Playspaces and Equipment CSA Standard. Playgrounds are inspected regularly and audited annually to determine which playgrounds will be replaced each year.

**Leash-free Dog Park**  
 Oshawa has an off-leash dog area located at Harmony Valley. At over 10 hectares, this dog park is one of the largest in Ontario.

### Park Inspections

All parks, trails and playground equipment are inspected regularly by Parks Services staff to ensure they are safe and well-maintained. Each park is inspected at least once every 15 business days. The Vandalism Awareness Program provides an opportunity for Oshawa residents to monitor and control vandalism in their community parks. Durham Regional Police and City staff meet monthly to review acts of vandalism and discuss prevention. If you have a concern about vandalism in your park, or park maintenance, contact Parks Services.

### Lakeview Park

The jewel of all Oshawa's parks is located on the Lake Ontario waterfront. Home of the Canada Day Festival, Lakeview Park includes gazebos, picnic tables/shelters, play structures, a splash pad, a banquet hall, five sport fields, three baseball diamonds, a sand beach and boardwalk. The park has public washrooms, concessions and ample parking.

### Trails

Oshawa's trail system provides more than 22 kilometres of paved bicycle and wheelchair accessible trails that meander through natural areas of the community. A network of city trails link Oshawa's beautiful parks and provide opportunities to experience wildlife habitats. Oshawa Recreational Trails brochures are available at City facilities throughout the community. [To find a park or trail in your neighbourhood visit www.oshawa.ca/parks.](http://www.oshawa.ca/parks)

### Gardens

Preparation of Oshawa's award-winning gardens, including those surrounding City Hall, begins in spring. Planting is carried out by City gardeners between mid-May and late June. In the fall, most plants are removed from the flowerbeds and composted, while some are returned to the City greenhouse for care over the winter. Tours of the City greenhouse are conducted during the Annual Open House held the first Saturday in May. Please note that plants are not for sale during the annual Open House.

### Oshawa Valley Botanical Gardens

Nestled along the Oshawa Creek, Oshawa Valley Botanical Gardens (OVBG) is home to a peony collection with more than 300 different cultivars. OVBG also features an outstanding water garden, gazebo and

pedestrian footbridge, as well as numerous floral displays. The Gardens are located at 155 Arena Street, south-east of Adelaide Avenue. For more details visit [www.ovbgoshawa.ca](http://www.ovbgoshawa.ca) or call 905-436-5636, ext. 2162.

### Forestry Operations

The City's forestry crew cares for over 35,000 street trees and 100,000 park trees. Professional services provided to municipally owned trees include inspection and appraisal, planting, pruning, pest control, removal and fertilizing. Regular tree maintenance is scheduled on a seven-year cycle. It is a violation of City of Oshawa by-laws for private citizens to prune or remove municipal trees.

### Oshawa Union Cemetery

Established in 1837, the 12-hectare cemetery is rich in architecture and history. New plots, cremation niches and planning services are available. City staff are on-site Monday to Friday from 8 a.m. to 4 p.m. Oshawa Union Cemetery is located at 760 King Street West, at Thornton Road. For more information call 905-725-0779.

### Pest Management Program

The City's goal is to eliminate the use of pesticides for all green spaces. For more information, including tips on how to maintain healthy lawns and gardens without the use of pesticides, visit [www.oshawa.ca/parks](http://www.oshawa.ca/parks).

### West Nile

Do not leave stagnant water on your property as this can contribute to the spread of West Nile Virus. West Nile Virus is spread to humans through the bite of a mosquito and can lead to encephalitis (swelling of the brain) or meningitis.

For complaints regarding stagnant water on **private property**, call By-law Enforcement Services at 905-436-3852.

For complaints regarding stagnant water on **publicly owned lands**, call Parks Services at 905-723-1115.

For more information on West Nile virus, call the Region of Durham Health Department at 905-668-7711, or visit the website at [www.region.durham.on.ca](http://www.region.durham.on.ca).

**Planning**

Phone: 905-436-3853  
 Fax: 905-436-5699

planning@oshawa.ca

Planning Services is responsible for all land use, policy and development planning activities for the City, including updating the City's Official Plan and Zoning By-law, processing zoning amendments, subdivision processing and approval, minor variance review, land division review, site plan processing and undertaking urban design projects. Planning Services also collects information regarding residential, commercial and industrial lands.

**Oshawa's Official Plan**

This document sets out guidelines for long-term growth and development in the City of Oshawa. The City's Official Plan is monitored to ensure that it continues to meet the changing economic, social and environmental needs of the community. Opportunities for public review and input are provided before any changes are made to the Plan.

**Zoning By-law**

The Zoning By-law governs land use by dividing the city into different zones. The by-law identifies permitted uses within each zone and establishes specific regulations based on the building setbacks, lot and building sizes. The coordination of land use ensures orderly growth of the community and the protection of abutting land interests. For more information visit [www.oshawa.ca/documents](http://www.oshawa.ca/documents) or contact Planning Services at the number above. For details about enforcement of the Zoning By-law, refer to page 18.

**Minor Variances**

A Committee of Adjustment, appointed by Council, meets regularly in a public forum to consider applications for minor variances from the Zoning By-law. For example, a typical application might involve a situation where a property owner wants to build an addition to a home, but can't comply with all the regulations contained in the Zoning By-law.

**Community Improvement Plans**

The City of Oshawa administers a number of grant and loan programs for redevelopment of properties in and around the downtown, as well as

programs for the rehabilitation of brownfields (former industrial or commercial lands) throughout the urban area of the city. These programs are outlined in the City's various Community Improvement Plans.

**Heritage Oshawa**

Heritage Oshawa is the City's municipal heritage committee. The Committee – appointed by Council and made up of volunteers from the community and one Council member – is assisted by City staff.

Working within the guidelines of the Ontario Heritage Act and the Oshawa Official Plan, Heritage Oshawa advises and assists Council on all matters relating to the identification and preservation of the City's heritage properties.



Henry House (ca. 1849) at Lakeview Park.

## Recreation Programs, Facilities and Events

### Recreation and Culture Services

Recreation and Culture Services is responsible for: the planning and delivery of recreation and culture programs; community events; the promotion, marketing and operation of recreation and community facilities; and delivering leisure services and programs. For more information, visit [www.oshawa.ca/recreation](http://www.oshawa.ca/recreation).

### Recreation Programs and Registration

A variety of registered programs and camps are offered throughout the city for every age group and interest.

Detailed program information is available through the Leisure Guide that is produced twice annually. The publication contains extensive program and facility information. Leisure Guides are available at City facilities and libraries or can be viewed online through Leisure Online at [www.oshawa.ca/lol](http://www.oshawa.ca/lol).

Leisure Online is the City's internet registration system for recreation programs. This service is available 24 hours a day, 7 days a week. Visit [www.oshawa.ca/lol](http://www.oshawa.ca/lol) to browse through program offerings, manage your account and pay for programs online. Registration is also available in-person at all City recreation facilities.

### Recreation Facilities

Explore our new and improved year-round recreation facilities throughout the city that provide a variety of amenities, including state-of-the-art cardio equipment in our fitness centres, year-round ice rentals, and leisure pools with waterslides and water features.

#### *Arts Resource Centre*

45 Queen Street (behind City Hall)  
Phone: 905-436-5654  
Fax: 905-436-5609

#### *Donevan Recreation Complex*

171 Harmony Road South  
Phone: 905-725-3536  
Fax: 905-725-3086

#### *Civic Auditorium Complex*

99 Thornton Road South  
Phone: 905-436-5454  
Fax: 905-436-5470

#### *Legends Centre*

1661 Harmony Road North  
Phone: 905-436-5455  
Fax: 905-436-5457

#### *Northview Community Centre*

150 Beatrice Street East  
Phone: 905-432-1984  
Fax: 905-432-1990

#### *South Oshawa Community Centre*

1455 Cedar Street  
Phone: 905-436-5474  
Fax: 905-436-5475

### Seasonal Facilities – Community Arenas & Outdoor Pools

#### *Children's Arena*

155 Arena Street  
Phone: 905-725-8071

#### *Harman Park Arena*

829 Douglas Street  
Phone: 905-723-8025

#### *Camp Samac Outdoor Pool*

Pool entrance on Conlin Road East  
Phone: 905-725-8383

#### *Lake Vista Outdoor Pool*

Lake Vista Park, Emerald Avenue  
Phone: 905-728-2561

#### *Rotary Outdoor Pool*

Rotary Park, Centre Street South  
Phone: 905-723-1214

### Party Packages

Oshawa's recreation facilities are ideal for parties for all ages. A wide variety of packages are available and can include art themes, ice/pool/gym rentals, use of a party room and instructor. To book your next party, visit or call any City recreation facility.

### Facility Rentals

#### *Facility Booking Office*

Civic Auditorium Complex  
99 Thornton Road South  
Phone: 905-436-3888  
Fax: 905-436-3893

The Facility Booking Office is open Monday to Friday, 8:30 a.m. to 4:30 p.m. and assists with the following rentals:

- arena rentals (ice and floor);
- outdoor field rentals;
- ball diamond rentals;
- park rentals, including picnic shelters;
- meeting rooms;
- special events; and,
- wedding areas and wedding photo areas.

**Special Events**

The City of Oshawa hosts a variety of annual events including the Canada Day Celebrations, Christmas Tree Lighting, Concerts in the Park, Earth Day Festival and the New Year's Eve Celebration.

The City of Oshawa is an amazing place to host a special event or festival. We have a variety of venues including parks, arenas and facilities. City of Oshawa staff will help you in planning your community event by providing advice and assistance with: event logistics; choosing the right venue; and road closures, permits and licensing. For more information, contact 905-436-3888 or e-mail [specialevents@oshawa.ca](mailto:specialevents@oshawa.ca).

**General Motors Centre**

99 Athol Street East  
[www.generalmotorscentre.com](http://www.generalmotorscentre.com)  
 Phone: 905-438-8881



The General Motors Centre is Durham Region's premier sports and entertainment venue located in downtown Oshawa. The new facility is home to the Oshawa Generals and the Oshawa Sports Hall of Fame. The building features two NHL-sized ice pads, private suites and an Oshawa Generals merchandise store. The facility also features the Prospects Sports Bar and Grill restaurant (905-743-0881). To order tickets for upcoming events, call 905-438-8811, or visit [www.ticketmaster.ca](http://www.ticketmaster.ca).

**Roads - Construction**

Phone: 905-436-5606  
 Fax: 905-436-5694

[engineering@oshawa.ca](mailto:engineering@oshawa.ca)

Construction improvements to City roads may include road resurfacing, the construction of new roads or complete reconstruction and replacement of utilities. While a number of roads are resurfaced throughout the City on an annual basis based on need, complete reconstruction is handled differently. Reconstruction of a City road is carried out as a local improvement where a share of the construction cost is assessed to the abutting property owners.

**Regional Roads**

There are a number of Regional roads within the City and construction and maintenance of these roads is handled by the Region of Durham's Works Department. For further information contact the Region at 905-668-7711.



## Roads - Maintenance and Snow Removal

Phone: 905-433-1221

maintenance@oshawa.ca

Fax: 905-436-5684

Public Works Services is responsible for the maintenance of the City's road systems and the regular patrol and inspection of City streets. They are also responsible for the administration of the City's fleet of vehicles and equipment.

Daily road patrols are made year-round to ensure all roads and streets are in safe condition. In the winter, patrols report on road conditions and determine maintenance needs, such as plowing or salting. During warmer weather, patrols assess sidewalks and roadways to ensure pedestrians and vehicles can travel safely. Programs are developed for street surface maintenance and repair, as well as street shoulder maintenance.



### Sweeping and Flushing Roads

Sand and debris that builds up on the roads over winter are cleaned in April. This clean-up not only improves the general appearance of our community, but also prevents catch basins and sewers from backing up, pedestrians from being injured and property or vehicles from being damaged. Mechanical sweeping and flushing on arterial and collector streets with curbs and gutters is scheduled once every six weeks, and once every 10 weeks on residential streets with curbs and gutters. These run from mid-May to the end of November. When there is a lot of dirt on the road, sweeping and flushing is scheduled once every three weeks. Downtown Oshawa is cleaned on a weekly basis. Streets without curbs or gutters are mechanically swept or flushed only when a complaint is made or when it is practical. In rural areas, sweeping in built-up subdivisions takes place once in the spring and once in the fall.

### Pollution and Spills

The Enforcement Section of the Ontario Ministry of the Environment actively follows up on complaints regarding spills or sources of pollution. If you have any concerns, call Environment Canada at 905-427-5600.

### Potholes

Potholes on City roads can be reported to Public Works Services (refer to contact information on the top of page 46).

### Sidewalks and Boulevards

Sidewalks are regularly inspected and maintained to ensure public safety by Public Works Services (refer to contact information on page 46).

### Side Yard Boulevard Grass Cutting for Seniors and Persons with Accessibility Issues

Seniors and residents with accessibility issues may apply to receive boulevard side yard grass cutting service. For details, contact Parks Services at 905-723-1115.

### Snow Clearing: The City's Responsibility

The City is responsible for clearing snow from all streets throughout Oshawa. Roads are plowed on a schedule that is based on prioritization of routes. Plowing and salting begins on main roads, continues with collector roads and, depending on the amount of snowfall, moves on to residential streets as necessary.

### Snow Clearing: Your Responsibility

As a resident of Oshawa, you are required to keep the sidewalks adjacent to your land clear of ice and snow. If a complaint is received by the City about snow or ice build-up on your sidewalk, City staff will investigate the complaint and may issue you a notice. If the City ends up clearing the sidewalk, the cost of this work will be added to your property tax bill.

Keep sidewalks and driveways shovelled for pedestrian safety and do not shovel snow onto the roadway. This may result in an accident for which you may be held legally responsible. To aid residents in the snow clearing process, a complimentary mix of sand & salt is available for residential use (while supplies last). The mix can be picked up from the City's Ritson Depot located at 894 Ritson Road South (905-433-1221).



**Snow Clearing Service for Seniors and Persons with Accessibility Issues**

The City offers seniors and persons with accessibility issues a free sidewalk and windrow (end of driveway only) snow clearing service in order to assist with snow clearing responsibilities. The service starts the day after a snowfall of 2.54 centimetres (one inch) or more. It is important that your address is clearly visible at all times and sidewalks are kept clear of parked vehicles, returnable waste containers and landscape features, such as hedges and trees. To register for this program call 905-433-9018.

**Driveway Widening**  
 There are restrictions on widening your driveway. For more details, call Transportation Services at 905-436-5608.

**On-Street Parking and Snow Removal Operations**

Cars parked on the street can delay or prevent effective snow-clearing operations. Snowplow operators try to plow all streets back to the curb, but parked cars make this impossible. Parking on the street is limited to a maximum of three hours, unless otherwise posted, and is prohibited between the hours of 3 a.m. and 6 a.m. from December 1 to April 1. Vehicles that block snow clearing may be tagged or towed.

**Seniors Services and Programs**

**Oshawa Senior Citizens Centres**

Phone: 905-576-6712  
 Fax: 905-576-0848  
 www.oscc.ca

The Oshawa Senior Citizens Centres (OSCC) offers adults over 55 years of age recreation programs, courses and special events, as well as multi-support services including adult day programs, transportation, footcare, meal services and help with filling out forms such as income tax. The Centres serve as a place to socialize and experience "Life at your Speed." A \$10 membership card offers seniors access to any OSCC branch.



*Photo Credit: SNAP Oshawa*

**Oshawa Senior Citizens Centres Branches**

*Main Administration:*

John Street Branch  
 43 John Street West

Northview Branch  
 150 Beatrice Street East

Legends Branch  
 1661 Harmony Road North

Conant Branch (opening 2008)  
 115 Grassmere Avenue

**Snow Clearing and Side Yard Boulevard Grass Cutting**

The City offers a sidewalk and windrow (end of driveway only) snow clearing service and boulevard side yard grass cutting for seniors. For more information see pages 47-48.

**Tax Deferral Programs and Rebates**

The City offers the opportunity for low income seniors to defer amounts of tax increases. For more information see Tax – Deferral Program for Low Income Seniors and Persons with Accessibility Issues on pages 51-52.

## Stormwater, Grading and Drainage

Phone: 905-436-5606

engineering@oshawa.ca

Fax: 905-436-5694

### Stormwater Management Ponds

Within newer development areas of the community, stormwater management ponds have been constructed to control increased run-off from the developments to the city's creek systems. Generally the ponds will act to improve water quality that is discharged to the creeks and prevent flood impacts downstream from the development. Once ponds are assumed by the City they will be periodically cleaned of settlement, but landscaping is generally kept in a natural state.

### Grading

If you have purchased a new home in a subdivision that is still under development, your builder is responsible for the grading and sodding of your lot. This work is a contractual agreement between yourself and your builder. Accordingly, the City does not enforce completion of the work but may be able to assist you if you are having problems. If you are installing a fence, pool or deck and the grading is not completed, talk to your builder. It is the responsibility of the builder to have the grading certified by either a Professional Engineer or an Ontario Land Surveyor. If you have questions or problems pertaining to grading, you should ask your builder for a copy of the grading certificate prior to proceeding with any work.

### Drainage

Before undertaking improvements on new or existing properties, care should be taken not to disrupt or block drainage from your neighbour's property. (You may also be required to apply to the City for a Site Alteration Permit.) In situations where work on an abutting property creates problems which affect the drainage on your property and the neighbour is unwilling to rectify the problem, you can contact Engineering Services for possible assistance. You may also have to consult with your lawyer to discuss further options.

### Creek Erosion Protection

The City has a program to address erosion activities along creek banks through the design and construction of watercourse improvements. If the bank erosion is occurring on private property, the City has a policy for cost sharing of the improvements.

## Tax

Phone: 905-725-3356

tax@oshawa.ca

Fax: 905-436-5618

Revenue and Taxation Services is responsible for the preparation and distribution of property tax notices, and the collection and accounting of all revenue. It also prepares and processes Tax Certificates.

### Assessment Information

For information about your assessment, you may contact the Municipal Property Assessment Corporation at 905-433-0870 or visit [www.mpac.ca](http://www.mpac.ca).

### Payment Options

There are several methods for payment of property taxes, including Internet and telephone banking, as well as a pre-authorized payment plan. Most Ontario financial institutions will also accept payment with your remittance stub. You may also pay in person at City Hall (Revenue and Taxation Services) using Interac, cash, cheque or money order, or by mail using post-dated cheques made payable to the City of Oshawa.

### Pre-Authorized Payment Plan

This payment method allows the City to debit your bank account automatically according to the plan you select. There are three payment plan options to choose from: installment when due (quarterly), monthly or semi-monthly.

If you have already enrolled and require a change, please advise us in writing 21 days prior to the required change to ensure your information reaches our office in time for processing.

### Deferral Program for Low Income Seniors and Persons with Accessibility Issues

This program allows eligible seniors and persons with accessibility issues to defer tax increases of more than \$100 or five per cent resulting from assessment increases. The total amount of the related tax deferral must be repaid when the property is sold or a change in ownership occurs.

Seniors currently entitled to the Federal Guaranteed Income Supplement (GIS), persons with accessibility issues who are currently entitled to the Ontario Disability Support Program, and persons who meet the income

and age requirements of the GIS but who are not receiving it, may apply annually to the City of Oshawa. For more information, refer to your Property Tax Bill information pamphlet; or contact Revenue and Taxation Services (see contact information on top of page 51) or visit [www.oshawa.ca/tax](http://www.oshawa.ca/tax).

### Registered Charity Rebates

Registered Charities are eligible for a property tax rebate equal to 40 per cent of the taxes payable for space that is rented or leased in a commercial or industrial class of property. To be eligible for this program, the charity must be a registered charity as defined in the Income Tax Act and provide a registered charity number issued by Revenue Canada. The charity must also provide documentation from the landlord/owner specifying the amount of property taxes payable for the rented or leased space occupied.

### Veteran Rebate

Premises occupied as a memorial home, clubhouse or athletic grounds by persons who served in the armed forces of Her Majesty are eligible for a Regional and Municipal tax exemption for a period not exceeding 10 years. Successful applicants are still required to pay school taxes or local improvement charges.

### Property Tax Grants

#### *Low-Income Senior Homeowners*

Low-income senior homeowners may apply for a tax rebate if they are receiving the Guaranteed Income Supplement (GIS) from Revenue Canada. Proof of support under this plan must be submitted with the application along with the most recent Notice of Assessment from Revenue Canada. The T4A – (OAS) form that Revenue Canada mailed in February will show in Box 21 if the homeowner is receiving the GIS.

#### *Low-Income Homeowners with a Disability*

Low-income homeowners with a disability may apply for a tax rebate if they are receiving support under the Ontario Disability Support Program. Proof of this support and a copy of their most recent Notice of Assessment from Revenue Canada must accompany the application form.

## Traffic Control and Transit

Phone: 905-436-5608

[transportation@oshawa.ca](mailto:transportation@oshawa.ca)

Fax: 905-436-5684

Transportation Services include: traffic engineering studies to determine necessary traffic and pedestrian control; operating and maintaining the street lighting system; installing and maintaining pavement markings; traffic control signs; and roadside pedestrian and vehicular protection.

### Neighbourhood Traffic Management Guide

Complaints relating to poor driving habits rank number one on the Durham Regional Police Service's complaint list. With the rapid population growth within the Region of Durham, City of Oshawa staff have experienced an increase in the number of complaints regarding speeding on residential streets and corresponding requests for control measures, particularly stop signs, to address speeding. The City of Oshawa's Neighbourhood Traffic Management Guide provides guidelines and tools to address speeding, traffic infiltration and other community traffic concerns. For more information, call Transportation Services at 905-436-5608 or e-mail [transportation@oshawa.ca](mailto:transportation@oshawa.ca).

### Speed Limits

The speed limit in the City of Oshawa is 50 km/h, unless otherwise posted. Adjacent to schools and parks, the speed limit is reduced to 40 km/h. The City of Oshawa sets the speed limit based on the design of the road and/or physical characteristics of the surrounding area. For enforcement of the speed limit please contact Durham Regional Police Services at 905-579-1520.

### Radar Message Board

The Radar Message Board provides immediate feedback about the speed a vehicle is going. The portable unit is available free of charge to concerned property owners in residential areas for use in daylight hours for up to two days and under specific guidelines. It is connected to a 12-volt rechargeable power pack and has a large speed display board with a radar antenna. To book the use of the radar message board please call Durham Regional Police Services at 905-579-1520 or visit [www.drps.ca](http://www.drps.ca).

### Road Watch

This community-based program registers complaints from citizens about dangerous and aggressive driving. Aggressive driving includes speeding, tailgating, failure to stop and other unsafe driving that puts others at risk of collision or injury. If a complaint is made, Durham Regional Police will send a letter to the registered owner of the vehicle describing the offence and asking that this behaviour be corrected. Further complaints could result in personal contact from police, as well as charges. Road Watch forms are available online at [www.drps.ca](http://www.drps.ca).

### Automatic Traffic Counters

The City regularly places black road tubes on local roads to measure traffic volume, speed and vehicle classification. The information collected helps identify problem locations and traffic growth trends.

### Traffic Signals

For signal timings or for malfunctioning signals, call the Region of Durham at 905-668-7711.

### Streetlights

Streetlight fixtures are provided in the urban areas of the City of Oshawa and in selected rural locations. For changes or to request additional streetlights, call Transportation Services at 905-436-5608. If a streetlight is malfunctioning, call the Oshawa PUC Networks Inc. at 905-723-4623.

### Pocket Bikes

Pocket bikes are miniature motorcycles that can travel up to 50 km/h. Under the Highway Traffic Act, pocket bikes are not permitted on public roads. Under the City's Traffic and Parks By-Laws pocket bikes are not permitted on sidewalks, in parks or on trails. Private property, with the permission of the owner, is the only place these devices are permitted to be used. To report a pocket bike on a street call Durham Regional Police at 905-579-1520 or call the City at 905-436-3852 regarding their use in a park, on a trail or sidewalk.

### Crossing Guards

The City of Oshawa employs school crossing guards to assist elementary school children who need to cross busy streets to get to school. With safety in the forefront, crossing guards must be alert, aware of their surroundings and have the ability to judge traffic flow. As employees of the City, they have become "good will ambassadors" by greeting children and the general public with a smile, rain or shine. Each crossing location's hours of operation correspond with the operating hours of the school(s) that it serves. For more information, or to receive a copy of the Oshawa School Crossing Guard brochure, contact the Supervisor, School Crossing Assistance Program at 905-725-7351.



### Durham Region Transit (DRT)

Durham Region Transit's bus routes serve all communities in Durham Region. DRT also offers door-to-door transit for persons with accessibility issues. For more details, visit [www.durhamregiontransit.com](http://www.durhamregiontransit.com) or call 1-866-247-0055.

**Waste Collection**

Phone: 905-433-1221  
 Fax: 905-433-1503

maintenance@oshawa.ca

Environmental and Waste Services manages waste collection. They also develop and participate in other environmental initiatives, including anti-idling and anti-littering programs, the use and promotion of biodiesel in City vehicles and assistance with the annual PITCH-IN CANADA program.

**Integrated Waste Management Program**

The Region of Durham's Integrated Waste Management Program consists of blue box recycling, green bin and yard waste composting and residual waste (garbage) collection. The Integrated Waste Management Program allows for the recycling of items such as paper, bottles, and cans, and the composting of all kitchen food waste. The program includes weekly blue box and green bin collection, seasonal bi-weekly collection of yard waste and bi-weekly residual waste pick-up, with a four bag limit. The green bin program was implemented to divert kitchen food waste from final disposal.

The City of Oshawa is responsible for the collection of kitchen food waste (green bin), residual waste (garbage) and yard waste using both contracted services and its own operations/resources. For more details, refer to the contact information above or visit [www.oshawa.ca/waste](http://www.oshawa.ca/waste).

The Region of Durham administers the collection of blue box recyclables and is responsible for processing and disposing all wastes. For more information about blue box collection, call the Region of Durham at 905-579-5264 or visit [www.durhamregionwaste.ca](http://www.durhamregionwaste.ca).

**Oshawa Waste Management Calendar**

The Oshawa Waste Management Calendar is distributed to all residents annually and contains details about waste collection schedules. It also provides information about special collections and leaf and yard waste collection.

## GREEN? BLUE? BLACK?

### What Goes Where... Common Everyday Items

GREEN BIN	BLUE BOX	GARBAGE
Animal bedding (small animal only) Baking ingredients Bread Cereal Coffee filters & grounds Cookies Cakes Cheese Dairy products Dryer lint Egg cartons (paper) Egg shells Fast food drink trays Flowers Fruits, fruit pits Hair Household plants Meat, fish & poultry Muffin paper Paper towels & napkins Pasta Pet food Plants Sawdust Shellfish Sugar bags Tea bags Tissues Vegetables	Aerosol cans Aluminum cans Boxboard Bristol board Brown paper bags Cereal boxes Detergent bottles Drink boxes Envelopes File folders Foil trays Frozen food boxes Frozen juice containers (remove metal ends) Gift wrap (foil wrapping goes in the garbage) Glass bottles & jars Juice cartons Metal lids Milk cartons Packaging paper Paint cans (metal - empty/lids removed) Paper towel rolls Phone books Plastic bottles with a twist off top Plastic tubs & lids (ice cream container) Shampoo bottles Shoe boxes Shredded paper (place in clear plastic bag) Vitamin bottles Water bottles (no larger than six litres)	Baby wipes & diapers Broken dishes Bubble packaging Candles Carbon paper Ceramics Cereal box liners Chip bags Cigarette butts Clam shell containers Coffee cups Cookie bags Cork Cutlery Dishes & pots/pans Dryer sheets Ear cleaners (plastic shaft) Egg cartons (clear, styrofoam) Fabric Fire place or BBQ ashes Fluorescent tubes Foam trays Foil pouches/packets Gum Kitty litter Light bulbs Meat trays Metal & plastic hangers Microwavable plastic trays Milk bags Mirrors Plastic plant & trays pots Plastic take out food containers Rags Styrofoam Toothpaste tubes Wallpaper

**Waste Collection Assistance Program**

The City offers a waste management assistance program for persons with accessibility issues. Residents must apply for the program and meet certain criteria. For details and an application form, call 905-433-1221 or send an e-mail to [maintenance@oshawa.ca](mailto:maintenance@oshawa.ca).



### Special Collections

Residents can book a special collection pick-up through a call-in service. Call Public Works Services (refer to the top of page 56 for contact information) to book a pick-up and for more details such as acceptable and unacceptable items and the number of items accepted.

### Leaf and Yard Waste

During spring, summer and fall, leaf and yard waste should be bagged and bundled separately for composting. Yard waste must be placed in a Kraft paper bag or in a rigid, open-top container. **Anything set out in plastic bags will not be collected.**

Practise “grasscycling” and leave grass clippings on the lawn where they fall. Grasscycling does not contribute to thatch, and leads to a deeper, healthier root system that increases your lawn’s resistance to disease, drought and insects.

### Christmas Tree Pick-up

Christmas trees are collected during a designated week each January for composting (refer to the Oshawa Waste Management Calendar for your specific collection day). Please remove all decorations, wiring and stands. Trees longer than 1.8 meters (6 feet) must be cut in half. Do not place trees on snow banks or wrap them in plastic bags or they may not be collected.

### Anti-Littering By-law

City of Oshawa staff strictly enforce a by-law that prohibits the disposal of garbage or other litter on private or public property. It is also unlawful to have garbage blowing off and around your property or out of your vehicles. Garbage and recyclables should be properly bundled and secured until collection day. Ensure loose materials are properly secured and covered during transport.

### Regional Waste Management Facility

Additional accumulated waste, or items that cannot be picked up through regular curbside waste collection programs, can be taken to the Region of Durham’s Oshawa Waste Management Facility. Garbage, tires, used oil, oil filters, household hazardous wastes, appliances, paint, drywall, wood, brush, yard waste, scrap metal and recyclable materials are all accepted. Residential wastes only; no commercial wastes are accepted. Disposal fees may apply. The facility is located on 1640 Ritson Road North. For more information, call 905-433-2050.

**A**

Accessibility Programs	905-725-7351
Airport, Oshawa Municipal	905-576-8146
Ajax, Town of	905-683-4550
Animal Services	905-436-3852
Art Gallery (The Robert McLaughlin Gallery)	905-576-3000
Arts Resource Centre	905-436-5654
Automotive Museum, the Canadian	905-576-1222

**B**

Birth and Death Registrations	905-436-5641
Blue Box Collection (Region of Durham)	905-579-5264
Boulevard Maintenance for Persons with Accessibility Issues	905-433-9018
Boulevard Maintenance for Seniors	905-433-9018
Brock, Township of	705-432-2355
Building Permits & Inspections	905-436-3852
Business Licensing	905-436-3852
By-law Enforcement: parking	905-436-3852
By-law Enforcement: property	905-436-3852
By-law Enforcement: licensing	905-436-3852
By-laws: Request for copies	905-436-5639

**C**

Camp Samac (Scouts Canada)	905-571-1346
Campus Ice Centre	905-721-3230
Canadian Automotive Museum	905-576-1222
Cemetery, Oshawa Union	905-725-0779
Chamber of Commerce, Greater Oshawa	905-728-1683
Children's Aid Society, Durham	905-433-1551
Children's Arena	905-725-8071
City Clerk Services	905-436-5639
City Manager's Office	905-436-5622
City of Oshawa	905-725-7351
Civic Auditorium Complex	905-436-5454
Civic Dome Court Bookings	905-436-5454
Clarington, Municipality of	905-623-3379
CLOCA (Central Lake Ontario Conservation Authority)	905-579-0411
Communities in Bloom	905-438-3146
Community Museum/Archives/Historical Society	905-436-7624
Comra Marine Rescue Association	905-576-0440
Construction - Roads	905-436-5606
Councillors' Office, City of Oshawa	905-436-5601
Crime Stoppers	1-800-222-8477

**D**

Death and Birth Registrations	905-436-5641
Donevan Recreation Complex	905-725-3536

Downtown Action Committee	905-436-5636 ext. 3220
Downtown Board of Management	905-576-7606
Driftwood Theatre	905-576-2396
Durham Catholic District School Board	905-576-6150
Durham Children's Aid Society	905-433-1551
Durham College	905-721-2000
Durham District School Board	905-666-5500
Durham Emergency Management Office	905-430-2792
Durham Health Unit	905-668-7711
Durham Region Non-Profit Housing	905-436-6610
Durham Regional Housing Authority	905-666-6222
Durham, Regional Municipality of	905-668-7711
Durham Regional Police Service Administration	905-579-1520
Durham Shoestring Performers	905-725-9256
Durham Social Services	905-666-6239
Durham Region Transit	1-866-247-0055
Durham Region Transit: Specialized Services Oshawa	905-725-4000
Durham Youth Orchestra	905-579-2401

**E**

Economic Development & Real Estate Services	905-436-5617
Electrical Safety Authority	1-877-372-7233
Enbridge Gas: Customer Service	905-436-7025
Enbridge Gas: Emergencies	1-866-763-5427
Environment, Ministry of	905-427-5600
Events, Special	905-436-3888

**F**

Finance, Ministry of	905-433-6000
Fire Administration Services	905-433-1238/433-1239
Fire Prevention Services	905-433-1236/433-1237
Forestry Services	905-723-1115

**G**

Garbage Collection	905-433-1221
General Motors Centre: General Line	905-438-8881
General Motors Centre: Ticket Office	905-438-8811
GO Transit	1-888-438-6646
Grandview Children's Centre	905-728-1673
Greater Oshawa Chamber of Commerce	905-728-1683
Greenhouse, Oshawa	905-723-1115

**H**

Harman Park Arena	905-723-8025
Heritage Oshawa	905-436-5636 ext. 2444
Human Resource Services	905-436-5666
Hydro One	1-800-434-1235

<b>I</b>	
Inspections - Building, Plumbing, Heating	905-436-3852
<b>K</b>	
Kid's Help Phone	1-800-668-6868
<b>L</b>	
Lakeridge Health Oshawa	905-576-8711
Land Division Committee	905-436-3853
Land Registry Office	905-665-4007
Landfill Sites - Durham Region	905-579-5264
Legal Aid Clinic	905-576-2124
Legends Centre	905-436-5455
Library Branches, Oshawa:	905-579-6111
McLaughlin Branch	905-579-6111
Jess Hann Branch	ext. 5860
Legends Branch	ext. 5800
Northview Branch	ext. 5871
Licensing: animal, business, lottery	905-436-3852
<b>M</b>	
Maintenance - Roads	905-433-1221
Mayor's Office, City of Oshawa	905-436-5600
Municipal Property Assessment Corporation	1-866-296-6722
<b>N</b>	
Noise Complaints	905-436-3852
Northview Community Centre	905-432-1984
Noxious Weeds Complaints	905-436-3852
<b>O</b>	
Office of the Registrar General	1-800-461-2156
Ontario Provincial Police	1-888-310-1122
Oshawa, City of	905-725-7351
Oshawa Community Health Centre	905-723-0036
Oshawa Community Museum/Archives/Historical Society	905-436-7624
Oshawa Durham Symphony Orchestra	905-579-6711
Oshawa Generals Hockey Club	905-433-0900
Oshawa Little Theatre	905-723-0282
Oshawa Military and Industrial Museum	905-728-6199
Oshawa Municipal Airport	905-576-8146
Oshawa Public Utilities Networks Inc.	905-723-4623
Oshawa Senior Citizens Centres	905-576-6712
Oshawa Sports Hall of Fame	905-436-5636 ext. 3263
Oshawa Valley Botanical Gardens	905-436-5636 ext. 2162
Oshawa Zoo	905-655-5236
<b>P</b>	
Parking - Downtown	905-436-5607
Parking - Enforcement	905-436-3852

Parks	905-723-1115
Parkwood Estate and Gardens	905-433-4311
Permits:	
Building	905-436-3852
Demolition	905-436-3852
Plumbing	905-436-3852
Pool Enclosure	905-436-3852
Road Occupancy / Excessive Loads	905-436-5608
Signs	905-436-3852
Special Events	905-436-5608
Pickering, City of	905-420-2222
PITCH-IN CANADA	905-438-3146
Planning, Land Use	905-436-3853
Poison Information Centre	1-800-268-9017
Police, Durham Regional Police Service Administration	905-579-1520
Property By-law Enforcement	905-436-3852
Property Taxes	905-436-5651
Purple Woods Conservation Area	905-579-0411
<b>R</b>	
Real Estate Services, City of Oshawa	905-436-5617
Recreation Facilities, Bookings	905-436-3888
Recreation Facilities	
Civic Auditorium	905-436-5454
Donevan Recreation Complex	905-725-3536
Legends Centre	905-436-5455
Northview Community Centre	905-432-1984
South Oshawa Community Centre	905-436-5474
Region of Durham Recycling Centre	905-579-5264
Registrar General	1-800-461-2156
Rental Housing Tribunal	1-888-332-3234
Ritson Depot	905-433-1221
Road Maintenance	905-433-1221
RCMP	905-697-6000
Roads - Construction	905-436-5606
Roads - Maintenance and Snow Removal	905-433-1221
Robert McLaughlin Gallery, The	905-576-3000
Robert Stuart Aeronautical Museum	905-436-6325
R. S. McLaughlin Durham Regional Cancer Centre	905-576-8711
<b>S</b>	
Scugog, Township of	905-985-7346
Second Marsh	905-723-5047
Senior Citizens Centres, Oshawa (OSCC)	905-576-6712
Service Canada (MPs, government services and benefits)	1-800-622-6232
Service Ontario (MPPs, government services and benefits)	1-800-267-8097

## Phone Directory

Sidewalk Maintenance .....	905-433-1221
Sign Permits & Inquiries .....	905-436-3852
Snow Removal - Roads .....	905-433-1221
Snow Removal Program for Seniors .....	905-433-9018
Snow Removal Program for Persons with Accessibility Issues .....	905-433-9018
South Oshawa Community Centre .....	905-436-5474
Streetlights .....	905-436-5608

### T

Taxes, Property .....	905-725-3356
Telehealth Ontario .....	1-866-797-0000
Tourist Information Centre Oshawa .....	905-725-4523
Town & Gown Committee .....	905-436-5636 ext. 2230
Traffic Inquiries .....	905-436-5608
Traffic Operations (Region of Durham) .....	905-666-8116
Transit, Durham Region .....	1-866-247-0055
Transit: Specialized Services, Durham Region .....	905-725-4000
Transportation, Ministry of .....	1-800-387-3445
Transportation Services (City of Oshawa) .....	905-436-5608
Tree Maintenance .....	905-723-1115
Two Unit House Registration .....	905-436-3852

### U

Union Cemetery, Oshawa .....	905-725-0779
University of Ontario Institute of Technology .....	905-721-3190
Uxbridge, Township of .....	905-852-9181

### V

VIA Rail .....	1-888-842-7245
----------------	----------------

### W

Waste Collection Program for Persons with Accessibility Issues .....	905-433-1221
Waste Collection Information (City of Oshawa) .....	905-433-1221
Waste Collection of blue box items (Region of Durham) .....	905-579-5264
Waste Disposal Site (Ritson Road North) .....	905-433-2050
Water/Sewer (Region of Durham) .....	905-655-3344
Welcome Wagon .....	905-434-2010
West Nile Stagnant Water Complaints:	
(Private Property) .....	905-436-3852
(Public Property) .....	905-723-1115
Whitby, Town of .....	905-668-5803
WinterLights Program .....	905-438-3146

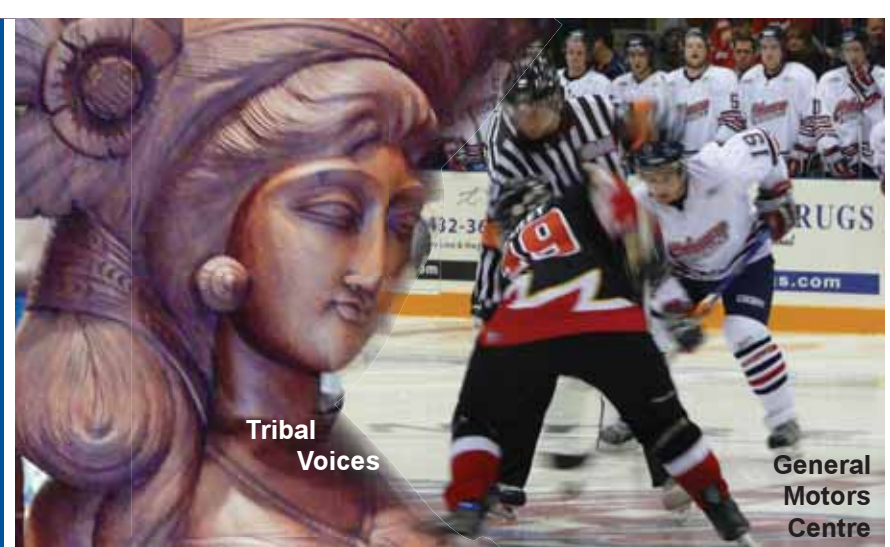
### Y

YMCA - Durham Family .....	905-438-0822
YWCA - Durham .....	905-723-9922

### Z

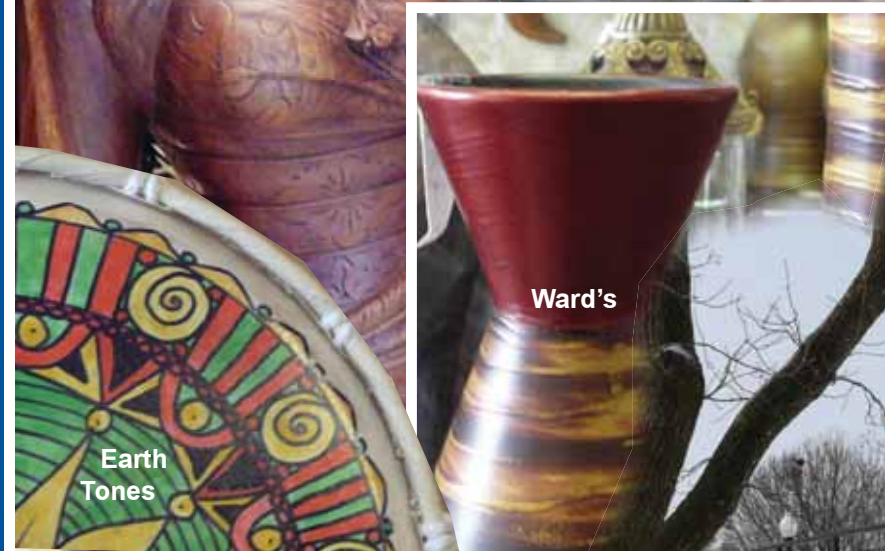
Zoning .....	905-436-3852
Zoo, Oshawa .....	905-655-5236

## Rediscover DOWNTOWN OSHAWA



Tribal  
Voices

General  
Motors  
Centre



Ward's

Earth  
Tones



Oshawa Valley  
Botanical Gardens

Rotary Bridge

Avanti  
Trattoria