

# Whose Job is it?

A guide to help you find the right person, with the right answer.



## Town Administration

Regular Council Meetings are held on the 1st and 3rd Wednesday of each month at 5:00 PM in the Town Hall Council Chambers, 30 King St. E., 2nd Floor. The Agenda will be posted on the Town's website. Public attendance is welcome. To appear before Council as a Delegation, the application and policy can be found on the Town's website under "Town Council." Please submit your complete application to the Clerk by the Wednesday, prior to 12:00 PM (Noon) before the next scheduled Council meeting.

### COUNCIL MEMBERS (Term 2022-2026)

Mayor John Beddows x1119

[jbeddows@gananoque.ca](mailto:jbeddows@gananoque.ca)

Colin Brown: [cbrown@gananoque.ca](mailto:cbrown@gananoque.ca)

Patrick Kirkby: [pkirkby@gananoque.ca](mailto:pkirkby@gananoque.ca)

Vicki Leakey: [vleakey@gananoque.ca](mailto:vleakey@gananoque.ca)

Anne Marie Koiner: [amkoiner@gananoque.ca](mailto:amkoiner@gananoque.ca)

Matt Harper: [mharper@gananoque.ca](mailto:mharper@gananoque.ca)

David Osmond: [dosmond@gananoque.ca](mailto:dosmond@gananoque.ca)

### ADMINISTRATION

Chief Administrative Officer - Melanie Kirkby  
x1113 or [cao@gananoque.ca](mailto:cao@gananoque.ca)

Clerk/CEMC – Penny Kelly x1120 or  
[clerk@gananoque.ca](mailto:clerk@gananoque.ca)

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

## Town Council

## Recreation

## Emergency Services

## Community Development

## Economic Development

## Public Utilities

## Public Works

### PLANNING AND DEVELOPMENT

Manager of Planning and Development  
Brenda Guy x1126 or [bguy@gananoque.ca](mailto:bguy@gananoque.ca)

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

### BUILDING

Chief Building Official – Blake Keyes  
x1130 or [cbo@gananoque.ca](mailto:cbo@gananoque.ca)

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

### BY-LAW ENFORCEMENT

Animal Control (Dogs) 613-541-3213  
or [bylaw@gananoque.ca](mailto:bylaw@gananoque.ca)

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

### BY-LAW

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

### PARKING

By-Law Enforcement - x1126 or  
[bylaw@gananoque.ca](mailto:bylaw@gananoque.ca)

### PARKING TICKET PAYMENT

[www.gananoquepoliceservice.com](http://www.gananoquepoliceservice.com)

### PUBLIC/PRIVATE SEPTIC SYSTEM INSPECTIONS

Blake Keyes x1132  
[cbo@gananoque.ca](mailto:cbo@gananoque.ca)

### ECONOMIC DEVELOPMENT

Economic Development and  
Communications Officer  
Amanda Trafford x1125 or  
[businesscoordinator@gananoque.ca](mailto:businesscoordinator@gananoque.ca)

- Business resources and funding
- Commercial real estate listings
- Community Improvement Plan
- Investment opportunities
- New business information
- Social media and Corporate Branding

### VISITOR CENTRE

10 King St. E., Gananoque, Ontario  
Phone: 613-382-8044 or  
[visitorcentre@gananoque.ca](mailto:visitorcentre@gananoque.ca)  
[www.travel1000islands.ca](http://www.travel1000islands.ca)

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

### FINANCE

Treasurer - John Morrison x1124 or  
[treasurer@gananoque.ca](mailto:treasurer@gananoque.ca)

- Accounts Payable x1110
- Property Taxes/Accounts Receivable x1114
- Water Billing Meter Read Request x1117

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

For more information on Water/Sewer billing cycles or rates visit the Town's website – [Utilities and Billings](#).

### EMERGENCY SERVICES

In case of Emergency call 9-1-1

Fire Department  
Andrew Dickson Chief  
340 Herbert St., Gananoque, ON K7G 1E9  
Phone: 613-382-3334 Fax:613-382-4221  
[adickson@gananoque.ca](mailto:adickson@gananoque.ca)

Police Department  
Rich Swann, Chief  
340 Herbert St., Gananoque, ON K7G 1E9  
Phone: 613-382-4422 or 613-382-4509  
Fax: 613-382-7167  
[rswann@gananoquepolice.com](mailto:rswann@gananoquepolice.com)  
[www.gananoquepoliceservice.com](http://www.gananoquepoliceservice.com)

## PARKS & RECREATION/MARINA

Park and Recreation Manager  
Jeff Johnston x1127  
[recmanager@gananoque.ca](mailto:recmanager@gananoque.ca)

Superintendent of Parks & Facilities  
Robert Kennedy x1411 or  
[facilities@gananoque.ca](mailto:facilities@gananoque.ca)

- Park Maintenance
  - Playground Maintenance
- [www.gananoque.ca/community-services/parks-and-recreation](http://www.gananoque.ca/community-services/parks-and-recreation)

Recreation & Marina Coordinator -  
Lori Higgs x1414 (Winter) x1514 (Summer)  
[marinarecreation@gananoque.ca](mailto:marinarecreation@gananoque.ca)

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

## DOWNTOWN GANANOQUE BIA

[downtownbia@gananoque.ca](mailto:downtownbia@gananoque.ca)

Gananoque Public Library  
Head Librarian – Deirdre Crichton  
100 Park St., Gananoque, Ontario  
Phone: 613-382-2436  
[gplp@bellnet.ca](mailto:gplp@bellnet.ca)  
[www.gananoquelibrary.ca](http://www.gananoquelibrary.ca)

## GANANOQUE TRAILS

The Gananoque Trail System is made up of a 12 km perimeter hike that may be divided into three returns to Trailhead loops. [www.travel1000islands.ca](http://www.travel1000islands.ca)

## LICENSES AND PERMITS

Marriage Licenses x1120 [clerk@gananoque.ca](mailto:clerk@gananoque.ca)  
Lottery Licenses x1120 [clerk@gananoque.ca](mailto:clerk@gananoque.ca)  
Lottery Licenses (Provincial) 1-800-522-2876  
Death Registrations (Town) x1120  
[clerk@gananoque.ca](mailto:clerk@gananoque.ca)  
Death Registrations (Provincial) 1-800-461-2156  
Taxi Licenses x1120 [clerk@gananoque.ca](mailto:clerk@gananoque.ca)  
Downtown Banner x1613 [pwinfo@gananoque.ca](mailto:pwinfo@gananoque.ca)  
Mobile Canteen Licenses x1126 [bguy@gananoque.ca](mailto:bguy@gananoque.ca)  
Entrance Permits x1615 [pwmanager@gananoque.ca](mailto:pwmanager@gananoque.ca)  
Special Events x1131 [specialevents@gananoque.ca](mailto:specialevents@gananoque.ca)  
Building Permits x1130 [building@gananoque.ca](mailto:building@gananoque.ca)  
Planning Applications x1126 [bguy@gananoque.ca](mailto:bguy@gananoque.ca)  
Heritage Permits x1115  
[deputyclerk@gananoque.ca](mailto:deputyclerk@gananoque.ca)

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

## PUBLIC WORKS

Manager Public Works, David Armstrong  
x1615 or [pwmanager@gananoque.ca](mailto:pwmanager@gananoque.ca)

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

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

## REPORT STREETLIGHT OUTAGES

613-382-2149 ext. 1613

## RECYCLING SCHEDULE

The Town of Gananoque recycling and garbage pick-up is a contracted service with Waste Connections Canada. Please contact x1613 or [pwinfo@gananoque.ca](mailto:pwinfo@gananoque.ca) for waste enquiries.

## LANDFILL NOTICE

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

## PUBLIC UTILITIES AND ROADS

Superintendent of Water & Wastewater  
Don Richards x 1118  
or [utilitysuperintendent@gananoque.ca](mailto:utilitysuperintendent@gananoque.ca)

- Service Leaks
- Water/Sewer Locates
- Water Quality
- Sewage Backup
- Sewer Inspections

Utility Administrator  
Traci Vandusen x1117  
[utilitybills@gananoque.ca](mailto:utilitybills@gananoque.ca)

- Usage Inquiries
- Water Meters
- Water Shut off/on

## FREQUENTLY ASKED QUESTIONS

How do I find a doctor or dentist in Gananoque?

**Visit Health Services**

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

**Visit Council Meetings**

How do I contact the Mayor or a Councillor?

**Visit Town Council**

What recreational activities are available?

**Recreation Programs**

What activities are there to do in the winter?

**Recreation Programs**

How do I find information about local events and festivals?

**Visit Events**

How often are taxes billed and when are they due?

**Visit Property Taxes**

What are the tax rates, current, and 3 previous years?

**Visit Annual Tax Rates**

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

**Visit Property Assessment**

Where can I get a map of the area?

**Visit Visitor Centre**

What outdoor activities can I enjoy while visiting?

**Visit Our Playground**

Where is the marina?

**Visit Municipal Marina**

When is my garbage picked up? and What can I recycle or take to landfill?

**Visit Waste and Recycling**

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

**Visit Utilities and Billing**

