



INFO

MILLE-ISLES

NEW

June 2010 Edition

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Note that the regular meeting of August was postponed to Wednesday 11th.



Family Day!

This year, the "Family Day" will take place **Saturday, August 28**. Watch your mail, the invitation will be sent during the month of July.



Hope to see you there! 😊



Police Action Plan

Sûreté du Québec, MRC d'Argenteuil Station

Help us better serve you!

The safety and well being of our citizens are at the heart of our priorities and an action plan will permit our police services to better coordinate their activities in order to be in a better position to attain their goal: the continual improvement of services offered to our population.

In order to help us properly respond to your requests, please consult **page 10**, which outlines our actions and may help you understand how we manage your calls for our services.





WORD from the MAYOR

June 2010 Edition

My Dear Fellow Citizens ,

One of our main proposals during our last electoral campaign was the **importance of communicating with our citizens**. Here is the new publication which will answer this need.

You are holding an improved version of **INFO MILLE-ISLES**. You will have noticed that we have improved the cover page as well as the inside pages.

The layout will be improved and arranged in such a way as to help facilitate reading as well as comprehension. Each issue will have a theme such as: **Internet Security, Municipal Administration, strategic planning, bylaws, finance, new stuff... and much, much more!** We want this publication to become a reference document for all. It is also important to your council that the citizens and various organisations in the municipality be able to express themselves on various topics, even if just to publish texts and information which can be of interest and use to the general public.

In brief, our citizens have their word to say, so we want to hear your opinions, what may preoccupy you, and in some cases, we would welcome questions on specific topics or of a more general order.

We want INFO MILLE-ISLES to become your reference so here is an example of general questions:

- *Can I do that?*
- *Do the bylaws permit that?*
- *What conditions apply if I renovate, build a garage, enlarge the house, and so much more?*
- *What services does the municipality offer?*

With every issue, there will be an insert containing information which can guide you, maybe for your projects or just simply inform you on specific topics.

Mille-Isles is known to have many independent workers and small shops; currently we are evaluating the feasibility of offering **free advertising space** to these individuals and organisations.

In closing, your municipal council and the administration have given themselves the mandate to “inform” our citizens in an efficient manner on municipal activities, and to give each a chance to freely express themselves.

I wish you good reading and a thoroughly pleasant experience.

Yvon Samson

Mayor



ADMINISTRATIVE STRUCTURE

June 2010 Edition

IMPROVEMENTS to COMMUNICATIONS and SERVICES for our Citizens

Allow us to present our administrative structure for the municipality of Mille Isles. Major changes were made in the last months to improve communications and services for our citizens.

From now on, requests for certificates, licences, and permissions which are under the authority of urban planning and environment, should be addressed to Mr. **Yohann Champagne**, director of this area (ychampagne@mille-isles.ca).

For public works, roads, ditches, pot holes, buildings and municipal land, requests should be forwarded to Mr. **Stéphane Trottier**, technical director – Citizens Services (strottier@mille-isles.ca).

Questions regarding municipal taxes, or any other general questions, may be addressed to the Municipal Office where Mrs. **Christine Slight**, Municipal Secretary, will answer your questions (cslight@mille-isles.ca).

Our Accounting Office, under Mrs. **Nathalie Paquette**, coordinator, will respond to more specific inquiries on taxation, such as supplementary taxation, real estate transfers and can direct you to reliable and competent services, in the MRC of Argenteuil, for questions regarding real estate evaluations (npaquette@mille-isles.ca).

For recreational services, Mrs. **Noreen Howden** is the person who is responsible, and is available at the email address below.

The Executive Director and Secretary Treasurer, Mrs **Johanne Ringuette** (jringuette@mille-isles.ca), is the administrative link between the citizen and the municipal Council. When you wish to contact the municipal Council, please contact Mrs. Ringuette, who will be happy to forward your request to the proper councillor.

Your Board is also available via email at the following addresses:

Yvon Samson, Mayor • ysamson@mille-isles.ca

Daniel Maurice, Councillor (public works and infrastructure) • dmaurice@mille-isles.ca

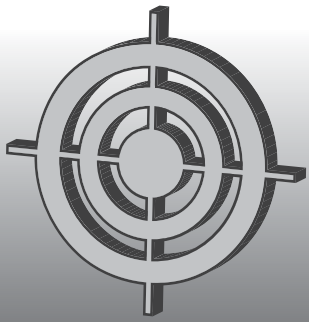
Michel Nadeau, Councillor (technology, Internet) • mnadeau@mille-isles.ca

Robin Pitsiladis, Councillor (urbanism and environment) • tricolore@sympatico.ca

Michel Mégélas, Councillor (civil, public safety and hygiene) • mmegelas@mille-isles.ca

Noreen Howden, Councillor (leisure, culture and community) • nhowden@mille-isles.ca

André Durocher, Councillor (public works and infrastructure) by communicating to the municipal office.



STRATEGIC PLAN

June 2010 Edition

The importance of a STRATEGIC PLAN for our municipality

At the start of our mandate, your City Council and I talked about the importance, for our municipality, of formulating a "strategic plan" covering a period of approximately 5 years.

With this in mind, we conducted the research needed to ensure that the whole process would be supported by an organisation with a certain expertise in this area. After several weeks of research, we have finally chose "Mitchell Plus Compagnie". This company was all the more attractive being a local company, based in Gore, making communications that much easier.

We know that the most successful planning approaches are based on a clear vision of a future shared by its population and concerned stakeholders. For any municipality, it is also important to think of a long-term goal and identify itself to a "brand" or image and to aggressively promote this image.

Strategic planning is a modern tool of municipal management having as goals: self understanding; to take a measure of itself; to identify issues, and to develop solutions specific to the community.

The ultimate goal of this exercise is to **improve the quality of life** to meet the needs and aspirations of the community.

In order to inform the public on this important exercise, you will find the calendar of activities for the coming months. **I invite to take a look at the calendar and to attend the two public meetings to be held in August 22 at the Camp Jackson Dodds, 355, chemin Tamaracouta;** additional information will be distributed to all households in the municipality shortly.

Thank you and I look forward to seeing you.

Yvon Samson

Mayor



STRATEGIC PLAN

Édition juin 2010

ACTION PLAN TO DEVELOP STRATEGIC PLAN 2010-2015 FOR THE MUNICIPALITY OF MILLE-ISLES

ACTION	PEOPLE INVOLVED	OBJECTIVE	FORMAT	DATE
1. Confirm the deliverables and the content of the Strategic Plan	Strategic Planning Committee	Agree the process and the deliverables	Meeting	April 20 th 10:30 - 12:00
2. Discuss the strengths, weakness, opportunities and threats of Municipality of Milles-Isles and of the electoral programme	1. Council 2. Municipality's Managers 3. Municipality's employees	Carry out an analysis of the Municipality	Focus Groups	May 11 th 12 - 2 pm (Managers) 2:30 - 5 pm (Employees) 7 - 10 pm (Council)
3. Design and prepare Participant Materials for two workshops	Consultants	Create documents to ensure effective workshops	Work done by the Consultants	May 25 th
4. Build an initial agreement on the analysis, the vision, the values and the issues facing the Municipality of Milles-Isles	Council	Build the foundation on which the strategic plan can be constructed	Interactive and participative workshop	May 29 th 9 am - 5 pm
5. Build an initial agreement on the objectives, the indicators, the strategies and the timetable to achieve the objectives	Council plus the Municipality's Managers	Complete the discussion of the strategic plan content	Workshop with individual activities, as well as small group and plenary discussions	June 12 th 9 am - 5 pm
6. Present a draft of the strategic plan, revised based upon the workshop discussions	Council plus the Municipality's Managers	Get reactions to and feedback on the first draft of the strategic plan, in order to improve it	Meeting	June 22 nd 7 - 9 pm
7. Hold a public consultation on the revised strategic plan	Mille-Isles residents	Obtain the residents' comments on the strategic plan	2 meetings, one in English, one in French	August 22 nd 9 - 12 am (In French) 1 - 4 pm (In English)
8. Write up the final draft of Strategic Plan 2010-15 (based upon the comments during the public consultation)	Consultants	Create a document for Council's approval	Work done by the Consultants	August 31 st
9. Present the revised plan	Council plus the Municipality's Managers	Get reactions to, and feedback on, the final draft, in order to be able to finalise the plan	Meeting	September 7 th 7 - 9 pm
10. Finalise the Strategic Plan 2010-2015	Consultants	Create the final document	Work done by the Consultants	September 14 th

CITIZEN'S INFORMATION

June 2010 Edition

COLUMN

Why Does Your Project Require a Permit!

Protect yourself... by getting a permit, you ensure that you follow current regulations.

- Urbanism regulations
- National building code
- National fire prevention codes
- Plumbing codes
- Construction safety regulations
- Handicapped access codes 1980 (CNRC)

You will be the greatest beneficiary, a well planned project conforms to current code. Urban services will ensure that regulations are respected and encourages settings which respect the natural world around them.

Let's be proud of our environment together!

Cutting Lawns on Shore Lines... Now Banned!

One of Mille-Isles' greatest treasures, hands down, our waterways and lakes! The time is now to protect our shore lines and the water quality of these waterways and lakes in order to protect their biodiversity so envied by city folks.

Together we should develop an environmental conscience and keep in mind that human activity is the main cause of blue green algae in our lakes. Inadequate septic systems along with trimmed lawns permit phosphate runoff which promotes blue green algae.

Mille-Isles has the environment at heart, that's why lawns can no longer be mowed closer than 10 metres (30 feet) from the water's edge. On the shoreline, renaturalization is all that is permitted. This renaturalization acts as a barrier and filter to runoff and keeps the water in a more natural state. While you are at it, why not ensure your septic system is in good shape?

A Permit For All Projects?

That's the law. The minister of municipal affairs, regions and the territory of Quebec (<http://www.mamrot.gouv.qc.ca/>) demands that for all **construction, renovation and landscaping**, the executor must a permit, beforehand, from the municipality in order to ensure that the regulations in place be observed. Therefore here are the types of work which, in Mille-Isles, require authorization.

1- Construction Permits

- New construction main building (residential, commercial...)
- Renovation, expansion, transformation of a main building
- Auxiliary building (cabanon, storage shed, garage...)
- Transformation expansion auxiliary building
- Installation of a septic system
- Balcony

2- Subdivision (a lot undergoing a cadastral operation)

3- Authorization Certificate

- Change of usage
- Demolition, repairs or moving a building
- Sign
- Cutting /felling trees
- Forestry Operation/Logging
- Shoreline work
- In ground pool
- Digging or land fill
- Tapping aquifers
- Temporary installations/usage except garage sales.



If you intend to make changes to your property, do not hesitate to contact us and we will answer all your queries in order to help speed your project along.

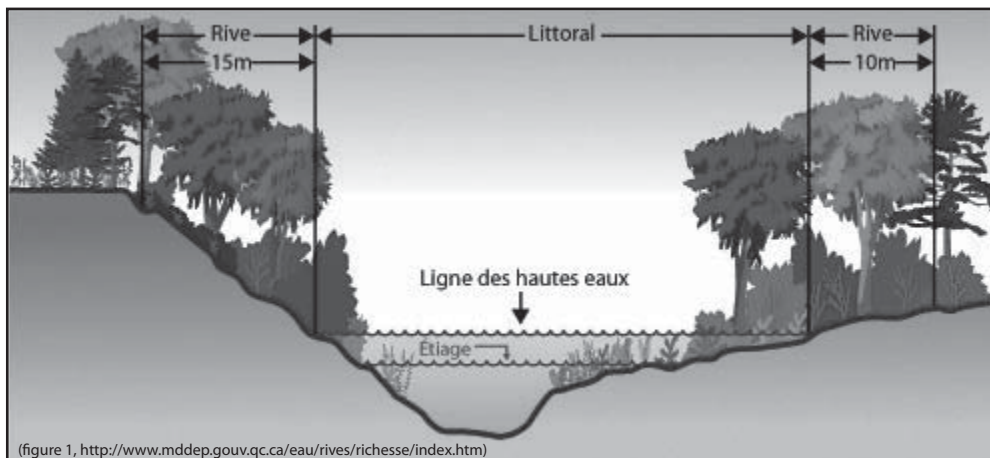
CITIZEN'S INFORMATION

June 2010 Edition

COLUMN

What Defines a Shoreline?

A shoreline, in some cases known as a bank (rivers & streams), is the piece of land on the edge of and in some cases, surrounding water, be it a lake or river/stream/creek etc. This area is protected inland for a distance of 10 to 15 meters, depending on the slope and height of the embankment. The shore line is determined by measuring horizontally from the high water mark for each property.



(figure 1, <http://www.mddep.gouv.qc.ca/eau/rives/richeesse/index.htm>)

Vegetal cover consisting of grasses, bushes and trees ensures a proper bond between the worlds of water and land. This vegetal band prevents erosion as well as reducing some runoff contaminants by absorbing and cleansing. Water purification by plants is a well known and proven technology used in some buildings (Body Shop Headquarters uses an artificial marsh) and even some large cities (San Diego uses a replanted swampy area to absorb contaminants which become trapped in the plants as an interesting by product is a new habitat for birds, amphibians and mammals). By preserving our shorelines in their natural state, we ensure the protection of natural water habitats while acting as a screen preventing water heating which can promote algae growth and is less welcoming to our northern species. As a bonus, this band will filter contaminants by acting as a barrier to pollutants. This also helps to improve the scenery!

Temporary Car Shelters

Residents had until **May 1st** to remove the covering and framework of any temporary car shelters. This holds true for any temporary winter shelter no matter where it is located on a property. Non respect this regulation could result in a fine.



INSTALLATIONS for the DISPOSAL and TREATMENT of 'GRAY' WATER

(SEWAGE AND OTHER USED HOUSEHOLD WATER)

Maintenance and proper care of sewage installations for 'isolated' households (septic tanks) is a responsibility which every citizen should take to heart. You have a duty to properly maintain you septic system, have the tank pumped out every 2 years for permanent residents and every 4 years for seasonal residents.

MAY 24 MARKS THE RETURN OF TRASH COLLECTION ON A WEEKLY BASIS.



CITIZEN'S INFORMATION

June 2010 Edition

FIRE PREVENTION INSPECTIONS



Once again this year, your firefighters will be undertaking fire prevention inspections. This program has several objectives; including educating the public as to the importance of a properly-functioning smoke detector, as well as allowing the firefighters to become more familiar with the territory.

We wish to assure you that all information gathered during these inspections will be treated with complete confidentiality.

Should you be absent at the time of the visit, we will leave a calling card informing you that we were in your neighbourhood. If you wish to see us, it will be our pleasure to come back at a more appropriate time.

Visits will take place at different times; weekdays and evenings as well as Saturdays.

Firefighters will be uniform and have their identification cards with them. If in doubt, please do not hesitate to ask them to present their identification.

MAN'S BEST FRIEND!

With the nice weather soon to be upon us, we would like to remind everyone that all dogs living within the boundaries of Mille-Isles must carry a dog tag. Tags are sold on an annual basis by **Patrouille Canine G.L.** usually during the month of May



Bylaw 2007-10 states:

ARTICLE 7

All animals which are kept outside of a house or living quarters, or any sheds or outbuildings, must be contained by an enclosure or restrained by a cord or chain etc., in such a way as to prevent it from leaving the property.

ARTICLE 23

Dogs must be kept on a leash not exceeding 2 metres, when off of the owner's property; when on its owner's property, article 7 will apply.

Please keep all dogs in such a way as to allow people to circulate and city employees to do their work. A simple visit could turn into an unpleasant experience for all concerned.

An animal which is constantly barking is a considered nuisance before the law, but also a nuisance for your neighbours. Please be considerate of others!

CIVIL SECURITY COMMITTEE

Volunteers are needed to form a Civil Security Committee

You are interested in joining, send us your name, address, telephone number, email address, along with your area of expertise to:

mmegeles@mille-isles.ca or ***acharbonneau@mille-isles.ca***

You may also telephone **450-438-2958**.

Information contained in this document are for administrative purposes and should not be considered as the official version. We cannot be held liable for any damages due to a difference between thos version and the official version of record.

We would like to remind our readers that any texts submitted by citizens, businesses, associations or others are printed integrally and are not corrected in any way. It is the submitter's responsibility to submit articles typed, corrected and translated.

Would you like to be **on a mailing list for messages of public interest** issued by the municipality of Mille-Isles? Easy... just send an email to ***jringuette@mille-isles.ca*** and mention that you want to be added to the mailing list when messages of public are sent out.



As of September 6th, garbage collection will take place

every two weeks. Check your calendar. If you do not have one, contact us, we will gladly give you one.



HIGH SPEED INTERNET

June 2010 Edition

Internet high speed – Informational Update

Videotron provides service to the eastern portions of Mille-Isles, up to Lake Paul. Videotron is currently analysing the possibility of extending its network to the Lake Massie area. Other players are Groupe-Accès Communications (GAC) currently serving Lake Dainava, Lake Anne, Lake Hughes and Fiddler Lake Resort with microwave based technology. GAC also started offering its services to the area close to City Hall. It expects that it will be able to serve the area around Tamaracouta Road, close to the intersection with Black Road, by this summer. The service may be extended to a greater area of Mille Isles, once repeaters stations are installed, depending on demand. **You can make a request with GAC at www.acces.com/fr/services/wireless-connectivity_form.asp or contact GAC by phone at the 1-866-530-7777.**

On another front, the **MRC d'Argenteuil** conducted tests early in May 2010, with the new Rogers Wireless Hub. An antenna was used in order to increase the capacity of this service in areas of low cellular reception. It appears that the majority of the **municipality of Mille-Isles** has low cellular reception, and it is often sporadic. In order to get a better measure of cellular reception over a long period and at different times, tests should be carried out by the citizens or by specialized personnel.



There are ways to increase cellular reception, but given the complexity of these solutions, we recommend that you talk to experts in the field. For example, it is possible to buy powerful directional antennas such as Yagi, which can be installed on an elevated point, in order to increase signal strength. Where signal strength is weak, adding an Omni directional or directional antenna can increase your capacity to use cellular signals, enabling the use of a Wireless Hub or a high speed internet USB key.

For details on the wireless Central Hub and available antennas, please contact Planète Mobile, an authorized dealer (Mr. Ronald Mass at 514-941-6412) or the Rogers store at Carrefour du Nord (450-431-2355).

For more information on antennas and other electronic devices which can help increase the strength of cellular signals, you may contact MG Électronique, an electronics retailer in Saint-Jérôme, 450-436-4883, or Raytech electronics in Laval at 450-975-1015 or any other reputable service provider.

For antenna installations, you can contact Total Telecom of Lachute at 450-562-5673.

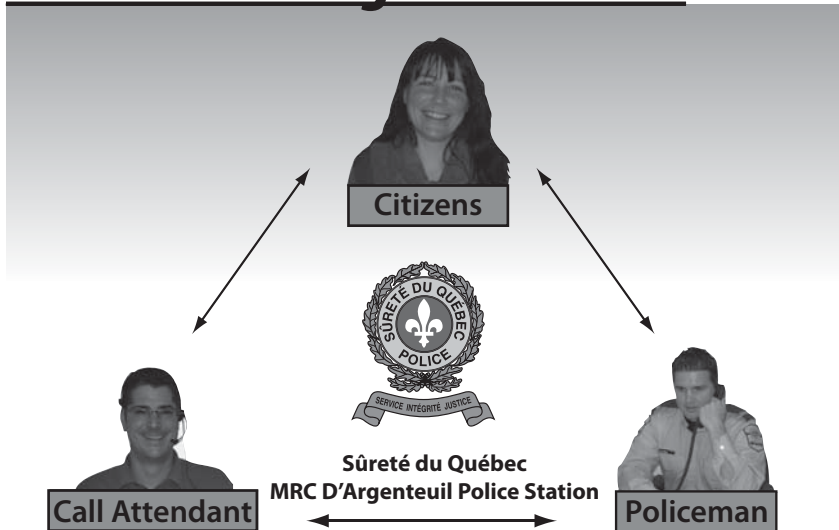
For information on the High Speed Internet dossier, communicate with Mr Benoît Gravel, project manager with the MRC d'Argenteuil, at 450-562-2474 x 2331.



SÛRETÉ DU QUÉBEC

June 2010 Edition

Process management calls



«In partnership with the community»



MRC d'Argenteuil Division



Situations requiring police intervention	Dial Number	Police action	Priority	Description and examples of incidents
EMERGENCY SITUATION	911 310-4141 CEL: *4141	Immediate dispatch of officers	Priority #1	ALL EMERGENCY CALLS examples: <i>life threatening situations, accidents, disasters etc...</i> *Immediate Action
NON EMERGENCY SITUATION, isolated incident, offering, or requesting information	310-4141 CEL: *4141	Officers dispatched when available or, immediately if deemed necessary	Priority #2 Or Priority #3	<p>A Request for police assistance, situation is not urgent: examples: <i>minor accident, theft reported after the fact or non threatening situations...</i> *Police assistance as available by appointment or via telephone</p> <p>B Citizen's requests for a dangerous situation : example: <i>surveillance of a stop sign which is not respected.</i> *validation by officers and follow up with the requestor. A planned operation for a maximum of one month.</p> <p>C Informational calls from citizens: example: <i>calls repoting suspicious individuals seen in an area.</i> *information broadcast to all patrollers, regular patrols continue, no followup with the caller</p>
RECURRING SITUATIONS As reported by citizens in an area	During normal business hours communicate with local municipal services, elected officials or the police who will ensure a followup via the sector's supervisor.	Officers dispatched only when available and planned	Priority #3	<p>Specific municipal needs: exemple: citizen request for surveillance on a school zone.</p> <p>The requirements are defined by elected officials, municipal services and police services after citizen requests so as to permit planning of police activities on an annual basis.</p>

MRC D'ARGENTEUIL POLICE STATION - 412 PRINCIPALE, LACHÛTE J8H-1Y2 TEL: 450-562-2442



CITIZEN'S BILBOARD

June 2010 Edition

A FORUM MILLE-ISLES SURVEY

We would like to know what topics are of interest to the citizens of our Municipality.

► **Please check off those of the following topics that would be of interest to you for discussion.**

- 1 The development of the Municipality taking into consideration the potential effects on our **natural environment**.
- 2 The eventual development of a "**récréotouristique**" sector along highway 329, what type of industries, businesses, etc.
- 3 The designation of the Municipality of Mille-Isles as a "**ville verte**" (green community).
- 4 **Our natural environment:** Natural and recreational parks which would require government grants, protection of lakes and historic sites.
- 5 **Industrial logging,** cutting of trees on properties with homes.
- 6 Protection of **ground water** for deep and surface wells.
- 7 **The social environment:** Lodging for the elderly, child care center, access to water for swimming, recreational park and playground.
- 8 **Sporting activities:** Baseball or softball teams, hockey and broomball, beach volleyball.
- 9 **Adding new trails or extending the existing ones** for hiking, snowshoeing and cross-country skiing, creation of a Mille-Isles outdoors club.
- 10 **Public security:** Neighbourhood watch against crime, speed limits, police presence, fire service, etc.

Other suggestions : _____

For Replies: Before June 30th 2010

15 Montée du pont bleu, Mille-Isles, (Québec) J0R 1A0 • Tél : 450-432-3156
email: seropaul@hotmail.com



Services offered in Mille-Isles

DENIS MORISSETTE 450-560-8096

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Alzalie Leroux





INFORMATIONS

EMERGENCY: 911 ◀

The Municipal Council



Yvon Samson, Mayor
Economic Development, Governmental
Affaires, Inter-Municipal Relations,
Communications and Ethics, Argenteuil
Regional County Municipality (MRC)
ysamson@mille-isles.ca



André Durocher, Seat # 1
Public Works and Municipal Buildings



Daniel Maurice, Seat # 2
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Robin Pitsiladis, Seat # 4
Environment, Urbanism and Forestry



Michel Mégélas, Seat # 5
Public Security and Health
mmegelas@mille-isles.ca



Noreen Howden, Seat # 6
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Leisure and Family
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Municipal Services

- **Yohann Champagne:**
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- **Alain Charbonneau:**
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- **Marc Auclair:**
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- **Nathalie Paquette:**
Accounting Coordonnator
npaquette@mille-isles.ca



We will be exceptionally closed from 1 pm on Thursday, July 1st. Since the holiday "Canada Day" was postponed to Friday, July 2nd, 2010, the municipal office will be **CLOSED** on this day.

Installment of 2010 Municipal Taxes

March 11 • June 10 • September 9

To reach us:

1262, Mille-Isles road, Mille-Isles
(Quebec) J0R 1A0
info@mille-isles.ca

Phone: 450.438-2958 Fax: 450.438.6157
Website: www.mille-isles.ca

Town Hall

Monday to Thursday • From 8 AM to 12 PM and from 1 PM to 4 PM
Friday from 8 AM to 1 PM

On the following holidays municipal services are interrupted:

- **New Year's Day**
- **January 2nd**
- **Easter Friday**
- **Easter Monday**
- **Victoria Day**
- **Quebec Day**
- **Canada Day**
- **Labour Day**
- **Thanksgiving**
- **December 24th**
- **Christmas**
- **December 26th**
- **December 31st**



Canine Patrol: 450-434-9702
Email: patrouillecanine@videotron.ca



For informations
450-562-5797