

TOWN OF AURORA

AURORA LIVING

2019
RESIDENTS' GUIDE



Town of Aurora

100 John West Way
Aurora, Ontario L4G 6J1

- ▶ Phone: 905-727-1375
- ▶ Email: info@aurora.ca
- ▶ Website: aurora.ca



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GREETINGS

FROM THE MAYOR

Welcome to the *2019 Aurora Living Residents' Guide*. On behalf of Aurora Town Council, I am pleased to present this informative community guide to our residents.

The guide is presented in an A to Z, easy-to-read format with a variety of information such as waste and recycling guidelines, a special events calendar, Town Hall information, community contact information and more.

Take a read through our updated bragging rights section on page 9 and find out more about the great things our Town has recently accomplished.

Stay connected with the Town. Follow us on Facebook, Twitter, Instagram and YouTube. Sign up for PlaceSpeak and participate in community forums about issues in the community. Join in the conversation and share thoughts with your neighbours and Town staff so we can all work together to improve Aurora.

The Town of Aurora is committed to providing the best programs and services to the community. If you have any questions or comments about Aurora, please feel free to email me at tmrakas@aurora.ca. I look forward to keeping everyone informed and engaged [#gettingthingsdone](#).

To learn more about the Town of Aurora please visit aurora.ca

Sincerely,
Mayor Tom Mrakas
Town of Aurora



2018 to 2022 AURORA TOWN COUNCIL

The Town of Aurora's municipal government is composed of the Mayor and six Councillors, with the Mayor also representing the Town at the regional level of government.

The Mayor and Council are dedicated to serving the residents and businesses of the Town of Aurora in a responsive and effective manner, through leadership and legislative action, for the present and future well-being of the community.

Town Council meetings are held every second and fourth Tuesday of each month. In July and August, Council meets once per month. General Committee meetings are held every first and third Tuesday of each month excluding July and August.



To send a message to the Mayor and all Councillors, please email allcouncillors@aurora.ca



Tom Mrakas
Mayor
905-726-4746
tmrakas@aurora.ca



Wendy Gaertner
Councillor
905-727-3123 ext. 4265
wgaertner@aurora.ca



Rachel Gilliland
Councillor
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rgilliland@aurora.ca



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905-727-3123 ext. 4267
jgallo@aurora.ca



Michael Thompson
Councillor
905-727-3123 ext. 4268
mthompson@aurora.ca



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AURORA

MAYOR'S OFFICE SERVICES



Mayor Tom Mrakas

Meet with Mayor Mrakas

Mayor Mrakas is pleased to take requests for meetings with interested individuals or groups. If you would like to schedule a meeting with Mayor Mrakas, please contact the Executive Assistant to the Mayor at 905-726-4741.

Official Greetings and Congratulatory Messages

The Mayor will send greetings for 70th, 80th, 90th and 100th birthdays; 50th, 60th and 70th wedding anniversaries and other significant special milestones. Congratulatory messages from the Mayor are available to various organizations.

Business Grand Openings and Celebrations

The Mayor would be happy to attend the official opening of your business and present you with a Certificate of Welcome. Please contact the Mayor's Office to request the attendance of the Mayor at ceremonial events. Please note: Compliance under the Ontario Building Code and Ontario Building Code Act is required prior to the Mayor and Members of Council attending the grand opening. Please ensure there are no outstanding building permit issues and/or concerns in advance of the ceremony. Please contact the Building Division at 905-727-3123 ext. 4388 for more information relating to the building permit and zoning matters.



If you are interested in keeping up with Mayor Mrakas please visit Mrakas.ca or you can connect through Facebook at facebook.com/groups/tommrakas or Twitter @tmmrakas. For more information, please contact the Executive Assistant to the Mayor at 905-726-4741 or tmmrakas@aurora.ca

2019 STATUTORY HOLIDAYS

Aurora Town Hall will close for the following statutory holidays in 2019.

HOLIDAY	DATE OBSERVED
New Year's Day	Tuesday, January 1
Family Day	Monday, February 18
Good Friday	Friday, April 19
Victoria Day	Monday, May 20
Canada Day	Monday, July 1
Civic Holiday	Monday, August 5
Labour Day	Monday, September 2
Thanksgiving Day	Monday, October 14
Christmas Day	Thursday, December 25
Boxing Day	Wednesday, January 1

Town Hall will also be closed from noon on Tuesday, December 24 to Wednesday, January 1. Regular business hours will resume on Thursday, January 2, 2020.

For holiday service schedules related to waste collection, recreational programs and other facility hours of operation, please visit our website or consult the Town's Notice Board Holiday Service Schedule, published on page 2 of *The Aurora* newspaper.

As always, the Town will provide essential and emergency services. For Town-related emergency situations, please call 905-727-1375 or 905-727-3123 and follow the voice prompts.

FOR ALL OTHER EMERGENCIES, CALL 9-1-1.

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CONTACT

THE TOWN OF AURORA



AURORA TOWN HALL

Address:

100 John West Way, P.O. Box 1000, Aurora, Ontario, L4G 6J1

Hours:

Monday to Friday, 8:30 a.m. to 4:30 p.m. (excluding statutory holidays).
Access Aurora has extended hours on Tuesdays from 8:30 a.m. to 8:30 p.m.

Phone:

Access Aurora 905-727-1375
24-hour automated hotline 905-727-3123
TTY for the Deaf 905-726-4766

Fax: 905-726-4769

Email: info@aurora.ca

Website: aurora.ca



Facilities:

AURORA PUBLIC LIBRARY

15145 Yonge Street | 905-727-9494

AURORA SENIORS' CENTRE

90 John West Way | 905-726-4767

JOINT OPERATIONS CENTRE

229 Industrial Parkway North | 905-727-1375

Recreation Centres:

AURORA COMMUNITY CENTRE

1 Community Centre Lane | 905-841-2371

AURORA FAMILY LEISURE COMPLEX

135 Industrial Parkway North | 905-841-7529

STRONACH AURORA RECREATION COMPLEX

1400 Wellington Street East | 905-726-4770

Access Aurora, our Customer Service Team

The Town of Aurora is committed to providing quality customer service to residents and businesses. Service is provided by phone, in-person or by email. The following are just a few of the services available through Access Aurora:

- Pay taxes or water bills
- Purchase a pet licence
- Obtain recreation information
- Report problems with traffic signals, signs or roads
- Pay parking tickets
- Inquire about waste and recycling pickup
- Confirm special event information
- Commission personal documents
- Apply for a marriage licence or book a civil ceremony

To contact Access Aurora, please call 905-727-1375, email info@aurora.ca, or visit Aurora Town Hall, 1st floor, located at 100 John West Way or the reception desk at the Joint Operations Centre, 229 Industrial Parkway North.




Discover the new Town of Aurora Joint Operations Centre

The Town of Aurora's new Joint Operations Centre located on Industrial Parkway North consolidates existing parks and public works operations into a single, environmentally-friendly, 66,000 square-foot facility.

Some of the facility's environmental features include:

- Approximately 40kW of solar panels
- Interior and exterior LED lighting systems
- Landscaping with native adaptive and drought tolerant plantings to avoid the need for potable water use
- Motion-sensor lighting control
- Recharge stations for electric vehicles and bicycle storage to support the use of alternative transportation
- Water conservation low-flow hands-free plumbing fixtures

 aurora.ca/JOC

Get Involved

Online

The Town maintains various online communications channels to allow residents to interact with us. Like us on Facebook, follow us on Twitter and Instagram, visit our website, view our videos on YouTube, ask a question on Placespeak and check out employment opportunities on LinkedIn. The Town of Aurora wants you to get involved in your community and interact with us.

Aurora Matters Newsletter

The Town distributes a monthly email newsletter to keep residents informed of events and what's happening in Town. To subscribe, please visit aurora.ca/auroramatters.

In-person

Get involved in your community. Throughout the year, the Town of Aurora offers public engagement opportunities at public meetings, public open houses, events and more. This is a great opportunity to meet Town staff and members of Aurora Town Council. The Town of Aurora also encourages residents to apply to become a member of one of our committees or boards.

About The Town of Aurora

The Town of Aurora is a fast-growing community with a small-town atmosphere, located in the heart of the Greater Toronto Area. Aurora has a diverse economy, and is home to large corporations such as Bulk Barn, Magna, State Farm and the York Regional Police headquarters.

Aurora is a strong supporter of healthy and active lifestyles. We have modern, multi-use recreational facilities and a variety of fitness programs, playing fields, parks and trails. Our newly-renovated Aurora Family Leisure Complex features an updated fitness area with an indoor walking track, program rooms, a climbing wall and gymnasium. Aurora has more than 75 parks and 62 kilometres of pathways and trails for joggers, hikers and skiers to enjoy.

Aurora has an active downtown core with unique shops and restaurants. It is also a multi-faith community with direct access to different places of worship.

Looking for something to do with the family? The Town has many special events throughout the year to keep our residents and visitors entertained. Don't miss events such as Aurora's Easter Egg Hunt, Multicultural Festival, Haunted Forest, Concerts in the Park and our magical Christmas Market.

There is so much to do and see in Aurora. Discover the beautiful scenery and picturesque community. Aurora is the best place in York Region to live, work and play!



Bragging Rights

Be proud, Aurora. Some of the reasons we can celebrate 2018...

- As of December 2018, the Town of Aurora had the following: 1,889 followers on Instagram, 4,096 fans on Facebook, 8,264 followers on Twitter, 2,423 followers on LinkedIn and 725 subscribers to Aurora Matters.
- Access Aurora received an average of 947 calls per week to help answer or direct customer inquiries.
- 12, 737 tonnes of waste was diverted from different collection events including e-waste, textile and metal.
- 1.3 Million recreation centre visits per year.
- Club Aurora reached the 1,000 member mark.
- Aurora Museum & Archives launched 23 exhibits to display Aurora's history and culture.
- The Town of Aurora hosted 21 special events that were held over 38 days with more than 3,600 volunteer hours earned.
- Aurora's Haunted Forest and Aurora's Christmas Tree Lighting events were included in the prestigious Top 100 Festivals and Events in Ontario list.
- Town of Aurora hosted Rogers Hometown Hockey for the first time and brought the community together over the combined love of sports and hockey.
- Doors Open Aurora had 3,054 visitors to showcase the variety of heritage buildings and areas in Aurora.

DEPARTMENTS

Vision

To be respected leaders in municipal government, seeking innovative approaches and effective solutions that meet community expectations.

Mission

A professional and resilient organization dedicated to providing high quality service and better understanding the needs of our community.

Values

The Town of Aurora values the following:

- Acting with honesty and integrity while serving our community and each other.
- Providing a positive work environment that promotes employee health and well-being.
- Recognizing and respecting the diversity of our community and workforce.
- Protecting and enhancing the natural environment.
- Valuing the cultural heritage and history of our community.
- Contributing to the economic vitality of our community.

Aurora Town Hall

Office of the CAO

The Chief Administrative Officer (CAO) is responsible for providing effective administrative services to three primary groups – Council, staff and the public.


The CAO's Office is responsible for overseeing municipal operations, providing pro-active corporate communications and ensuring Council's priorities and strategic directions are achieved.

The purpose of the Office of the CAO is to ensure the effective, efficient and safe delivery of services to the community as prescribed by law and mandated by Council in support of the Town's vision and expectations for residents, business owners and other community stakeholders. The goal is to build a more effective, efficient and resilient organization that meets the needs of Aurora's present and future stakeholders.

The *Municipal Act* sets out the statutory responsibilities of the CAO:

- Exercising general control and management of the affairs of the municipality for the purpose of ensuring the efficient and effective operation of the municipality;
- Performing such other duties as are assigned by the municipality.

The Office of the CAO acts as a liaison between Council and staff and is responsible for coordinating the development of business plans that help form the municipal budget.

 aurora.ca/cao

Corporate Services

The Corporate Services Department provides a wide range of services to the corporation, residents and its visitors and is comprised of the following divisions:

Access Aurora

Aurora's Corporate Customer Service Division is the information hub of the corporation and provides residents and visitors with information about Town services. This division processes municipal payments and provides assistance on tax and water accounts. It also provides information recreation programs, waste and recycling, marriage licences and civil ceremonies, special events, accessibility standards, lottery licensing and commissioning of documents.

Bylaw Services

Bylaw Services is responsible for the education and enforcement of the Town's Bylaws. Bylaw staff play an integral role in maintaining the health, safety and wellbeing of our residents. The division's core functions include Animal Services, Property Standards, Business Licensing, and Parking Enforcement.

Human Resources

Human Resources provides consultant services on human resources management to departments and its employees as well as health and safety, employee wellness, labour relations and recruitment.

Information Technology Services

Information Technology Services is responsible for managing the organization's hardware and software, maintaining data security and providing network communications and technology services which enables staff to provide effective public services.

Legal Services


Legal Services provides a wide range of legal services to the Town's internal clients. The division provides legal advice and opinions, interprets legislation, reviews agreements, performs claims management, risk analysis and litigation representation and management. The division acts in an advisory capacity with respect to various matters including protecting and defending the Town's interests in litigation and administrative law matters by attending hearings, dispute resolution sessions and other proceedings before the courts and tribunals, including the Local Planning Appeal Tribunal. The division also conducts legal research and prepares legal opinions pertaining to the Town's rights, duties, powers, and obligations pursuant to provincial and federal legislation, its own bylaws and policies and pertinent case law.

Legislative Services

Legislative Services provides support services to Council and its Committees and administers municipal elections, corporate records management, civil marriages, death registrations under the *Vital Statistics Act* and freedom of information requests under the *Municipal Freedom of Information and Protection of Privacy Act*, ensures compliance with the standards set by the *Accessibility for Ontarians with Disabilities Act* and the *Ontarians with Disabilities Act* and issuing proclamations for special occasions or events for non-profit community groups or organizations.

Strategic Initiatives

Strategic Initiatives is responsible for advancing organizational excellence. It utilizes Excellence Canada's framework to continually improve performance by being innovative, competitive, customer focused; healthy, inclusive, sustainable and economically, socially, and environmentally responsible.

 aurora.ca/corporateservices

Financial Services

The Financial Services Department is responsible for serving the needs of the Town's administration and the needs of our external stakeholders. The Financial Services Department is comprised of three divisions, including Accounting and Revenue, Financial Planning and Procurement Services.

The department serves ratepayers, the public, vendors and various government ministries and agencies. Services provided include the issuing and collection of tax and water bills, processing all payments and payroll, co-ordinating the annual operating and capital budget processes, dissemination of general financial information, statutory and accountability reporting, procurement policy and the co-ordination of large procurements of goods, services and construction. In addition, Financial Services is responsible for the Town's cash flow management, including the management of its investment portfolio. It also maintains the official record of all town owned assets for reporting purposes.

 aurora.ca/financialservices

Operational Services

The Operational Services Department (OPS) is responsible for providing the following:

- High-quality natural and urban environments
- Construction and maintenance of parks
- Clean, safe and modern roads
- Sewer maintenance
- Waste collection
- Safe drinking water
- Equipment maintenance

The department delivers services and provides support to clients through five organizational divisions being Administration, Parks & Fleet, Roads, Water/Wastewater and Solid Waste/Recycling.

Office of the Mayor

The Mayor's Office provides a number of official administrative services to residents, including:

- Mayoral attendance at the official grand opening of new businesses or other ceremonial events.
- Official greetings and congratulatory messages for 70th, 80th, 90th and 100th birthdays, 50th, 60th and 70th wedding anniversaries and other significant milestones of Aurora residents.

For more information about the Mayor of Aurora, please refer to page 6.

 aurora.ca/mayor

DEPARTMENTS

Community Services

The Community Services Department is responsible for recreational facilities, programming and cultural services and is comprised of the following divisions:

- Administration
- Business Support
- Culture
- Facilities and Property
- Recreation

The Town of Aurora is committed to promoting active lifestyles and recreational programs for residents and families of Aurora. We are proud to have an active, healthy, growing community in Aurora and we play a strong role in recreation and sports within our community.

Planning and Development Services

The Planning and Development Services Department manages growth and physical form of existing and future developments of the Town through the land use planning process, *Building Code* review, building permit issuance and inspections. Land use planning enables the Town to establish goals and objectives for future growth and development.

Planning and Development Services provides planning advice to Council, departments, the public and Council-endorsed committees on a variety of policy and procedural issues and *Planning Act* applications. In addition, Planning and Building Services enforces the *Ontario Building Code Act*. Through this process, interests and objectives of individual property owners are balanced with the greater interests and objectives of the Town.

Planning and Development Services is also responsible for ensuring the community has adequate safe and modern roads, sidewalks, sewers, stormwater management facilities, and safe water delivery through the services provided by the Engineering and Capital Delivery Division.

The Planning and Development Services Department is comprised of four divisions:

- **Development Planning Division**

Includes Development Planning, the Committee of Adjustment, Development Engineering and Heritage Planning.

- **Policy Planning and Economic Development Division**

Includes Policy Development, Economic Development and Geographic Information Systems (Mapping).

- **Building Division**

Includes Zoning and Building Administration, Building Code Review and Inspections/Permits.

- **Engineering and Capital Delivery Division**

Includes Engineering Services, Capital Project Delivery, Site Inspection and assumption of new developments, Traffic/Transportation Analysis, Asset Management, Energy and Environment.

 aurora.ca/planningandbuilding



A

Accessibility

The Town of Aurora is committed to providing people with disabilities equal access to Town services. The Town of Aurora respects the core principles of independence, dignity, integration and equal opportunity and makes reasonable efforts to ensure that it provides accessible customer service to residents. The Town employs a full-time Accessibility Advisor to help plan and implement changes to ensure compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and to guide our Corporate Inclusion Charter.

In addition, the Town's Accessibility Advisory Committee (AAC) advises Aurora Town Council on the preparation, implementation and effectiveness of its annual Accessibility Plan. The AAC also provides a forum for persons with disabilities to raise issues and concerns and provides advice and guidance to Town Council and staff concerning policies, practices, services and programs related to accessibility matters.

 aurora.ca/accessibility

Additions - See page 14 (Building Permits)

Adult Recreational Programs

The Community Services Department provides adults with the opportunity to explore a wide range of recreation programs at more affordable rates than private sector programs.

Busy and don't have time to commit to an 8-10 week registered program? Try the Town of Aurora's workshops or drop-ins which are designed for your convenience.

Adult programs, workshops and drop ins include dance, sports, arts, cooking and cultural activities, with new and innovative programs added on a regular basis.

To explore current adult recreational programs, please refer to the *Program Guide*, available online or at all Town facilities.

 aurora.ca/adultprograms

Public skating for the whole family

Enjoy an entire season of family fun! Purchase a family pass to enjoy unlimited public skating. For more information or to sign-up, please visit the Stronach Aurora Recreation Complex.



Agendas and Minutes – See page 17 (Council and Committees)

Animal Services

The Town of Aurora's Animal Services Bylaw has a number of provisions pertaining to licensing pets and keeping control of animals in public for the safety of our community.

As a friendly reminder to all pet owners, please ensure:

- Your pet's licence is up-to-date
- The licence tag is attached to your pet's collar
- All pet waste is picked-up and disposed of properly
- Dogs are leashed at all times unless in a fenced area on your property or within designated off-leash areas approved by the Town
- Cats only roam free on your property

Report any concerns about domestic animals including lost, neglected or mistreated pets to Animal Services at 1-877-979-PAWS.

Control and care of your pets is essential to avoid animal bites or potential attacks on people or other animals. All provisions noted above are part of the Town of Aurora's Animal Services By-law No. 5642-14. Failure to comply with the Town's bylaw may result in a fine being issued to the animal's owner.

 aurora.ca/animalservices

Animal Licences – See page 27 (Licences)

Aquatics

The Town of Aurora's comprehensive aquatics programs encompass registered lessons, leadership courses, leisure swims and aqua fitness classes. Programs are offered at the Aurora Family Leisure Complex and at the Stronach Aurora Recreation Complex.

To explore current programs and schedules, please refer to the *Program Guide*, available at Town facilities and online.

Stay tuned throughout the year for free swim events, often offered in conjunction with our special events on Canada Day and New Year's Eve.

 aurora.ca/aquatics

Appliance Pickup – See page 37 (Waste/Recycling)


Arenas

The Town of Aurora offers public skating and shinny hockey at various times throughout the week at the Stronach Aurora Recreation Complex. The Ontario Recreation Facilities Association and the Town of Aurora recommend wearing a helmet and glove protection while on the ice surface. For prices and schedules, please refer to the current *Program Guide* or visit our website.

 aurora.ca/arenaprograms

Attractions

Aurora maintains its small-town charm, with the amenities of a larger urban centre. The Town of Aurora features quality shopping, museums, art galleries, cultural heritage sites and indoor and outdoor theatres.

 aurora.ca/artsandculture

B

Basement Apartments

– See page 15 (Permits)

Basketball Courts

Basketball courts in the Town of Aurora are either full-court, double net facilities or half-court single net facilities. Please note, basketball courts are not lit for night time use.

Basketball court locations:

LOCATION	HALF-COURT(S)	FULL-COURT(S)	ADDRESS
Ada Johnson Park	2		60 Hartwell Way
Atkinson Park	1		46 Twelve Oaks Drive
Chapman Park		1	47 McMaster Avenue
Confederation Park		2	30 Glass Drive
Hamilton Park		1	560 St. John's Sideroad East
Hickson Park	2		155 Conover Avenue
James Lloyd Park		2	355 Stone Road
Mattamy Park	1		140 Thomas Phillips Drive
Seston Park	1		75 Tradewind Terrace
Summit Park		1	267 Orchard Heights Boulevard
Tamarac Park	1		124 Tamarac Trail
Thompson Park	1		40 Gateway Drive
William Kennedy Park	1		306 Corner Ridge Road

 aurora.ca/basketballcourts

Birth Registration

Birth registrations are processed by the Government of Ontario. ServiceOntario provides a *Newborn Registration Service* through their website, serviceontario.ca. The Newborn Bundle is a four-in-one online service which allows parents to register a baby under the age of one year and apply for a birth certificate, Social Insurance Number and Canada Child Benefits in one visit. Please refer to the information below to contact Service Ontario directly.

 **1-800-267-8097 or 1-800-268-7095**

 serviceontario.ca

Blood Donor Clinics

Blood donor clinics take place in Aurora throughout the year. Follow us on Twitter @Town_of_Aurora, for upcoming clinic dates in Aurora. Please refer to the information below to contact Canadian Blood Services directly.

 **1-888-2-DONATE (1-888-236-6283)**

 blood.ca

Blue Box Recycling – See page 36 (Waste/Recycling)

Building Inspections

The *Ontario Building Code Act* requires a building inspection to be completed at certain stages of construction. To learn about when an inspection must be scheduled, please visit our website or contact the Town's Building Division. Please note, neglecting to request a mandatory inspection may result in unnecessary time delays and expenditures.

 aurora.ca/buildingservices

Building Permits

Under the Ontario Building Code Act, a building permit is required for the construction, demolition or alternation of:

- (a) A structure occupying an area greater than 10 sq. m consisting of a wall, roof and floor or any structural system serving the function thereof including all plumbing, works, fixtures and service systems appurtenant thereto.
- (b) A structure occupying an area on 10 sq. m or less containing plumbing, including the plumbing appurtenant thereto.
- (c) Plumbing not located in a structure
 - a. a sewage system, or
 - b. structures designated in the Building Code Act.

Typical Projects Requiring a Building Permit:

• Additions

Residential additions require a building permit. An addition to your home can include a sunroom, family room, bedroom or second storey addition. If the addition includes a washroom or alterations to existing plumbing fixtures, a plumbing permit is also required. If your home is serviced by an on-site private sewage disposal system, a septic permit may also be required.

• Decks/Porches

Decks and open-sided roofed porches require a building permit. A pamphlet is available to assist you with your application for a deck or porch permit. Please contact the Building Division to obtain a copy or download a copy from the Town's website.

• Demolition

A permit is required for demolition of any structure greater than 10 sq. m (i.e. garage, addition, residential dwelling, barn or commercial/institutional/industrial building). Applicants must provide the Town with a copy of the site plan or survey showing the location of the building for demolition and a completed permit application containing the description of the building to be demolished, the total gross floor area of the building and photographs.

• Finished Basements

If you are finishing your basement, you may require a building permit, plumbing permit or both. A building permit is required if the proposed work involves additional sleeping accommodations or structural alterations. A plumbing permit is required for additional plumbing fixtures or alteration to existing plumbing fixtures. In addition, if your home is serviced by an on-site private sewage disposal system, a septic permit may be required. Please note, finishing a basement where no structural alterations or plumbing is proposed does not require a permit.

• Fireplaces/Woodstoves/Chimneys

If you are planning to install a fireplace, woodstove or chimney, a building permit is required.

• Garages (attached or detached)

Construction of an attached or detached garage or a carport requires a building permit. If the construction of a garage or carport includes alterations to existing plumbing fixtures, a plumbing permit is required. Further, if your home is serviced by an on-site private sewage disposal system, a septic permit may be required.

• Garden Sheds/Accessory Buildings

A garden shed is an accessory building. Other accessory buildings include gazebos, cabanas, change houses, pool equipment sheds and detached garages. A building permit is required for the construction of accessory buildings greater than 10 sq. m (108 sq. ft).

• Plumbing/Septic

If you are adding new plumbing fixtures or altering existing plumbing fixtures, a plumbing permit is required. If your home is serviced by a septic system, a septic permit may be required.

• Renovations/Alterations

Residential renovations or alterations require a building permit. A residential renovation or alteration to your home can include enlarging a window or door opening or adding or removing a wall. If the renovations or alterations include a washroom or alterations to existing plumbing fixtures, a plumbing permit is required. If your home is serviced by an on-site private sewage disposal system, a septic permit may also be required.

• Secondary Dwelling Units/Basement Apartments

The Town of Aurora permits second suite dwelling units in detached dwellings, semi-detached dwellings and link-house dwellings, subject to certain zoning provisions. Two-unit houses existing on or before November 16, 1995, and grandfathered by the *Land Use Planning and Protection Act (Bill 20)* are subject to the requirements of the *Ontario Fire Code*. Owners are required to schedule an inspection with Central York Fire Services by calling 905-895-9222. Existing two-unit houses will be registered by the Town's Planning and Development Services Department.

Other Projects Requiring a Permit:

• Signs

If you are installing a permanent or temporary sign, you may require a sign permit. For more information about mobile signs, banner signs and feather banner signs permits please contact Bylaw Services Division at 905-727-3123 ext. 4249. For more information on all other types of sign permits and the sign variance process please contact Building Division at 905-727-3123 ext. 4393.

• Swimming Pool Enclosures

If you are installing a swimming pool on your property, a fence surrounding the swimming pool requires a permit. A pamphlet is available to assist you with your application for a swimming pool enclosure permit.

• Hot Tub/Whirlpools

If you are installing a hot tub or whirlpool on your property, a permit is required. If the hot tub or whirlpool installation is combined with the construction of a deck, a permit is required for both.

 aurora.ca/buildingservices

Bulky-Item Recycling – See page 36 (Waste/Recycling)

Buses - See page 35 (Transit)

Business


Business Licences

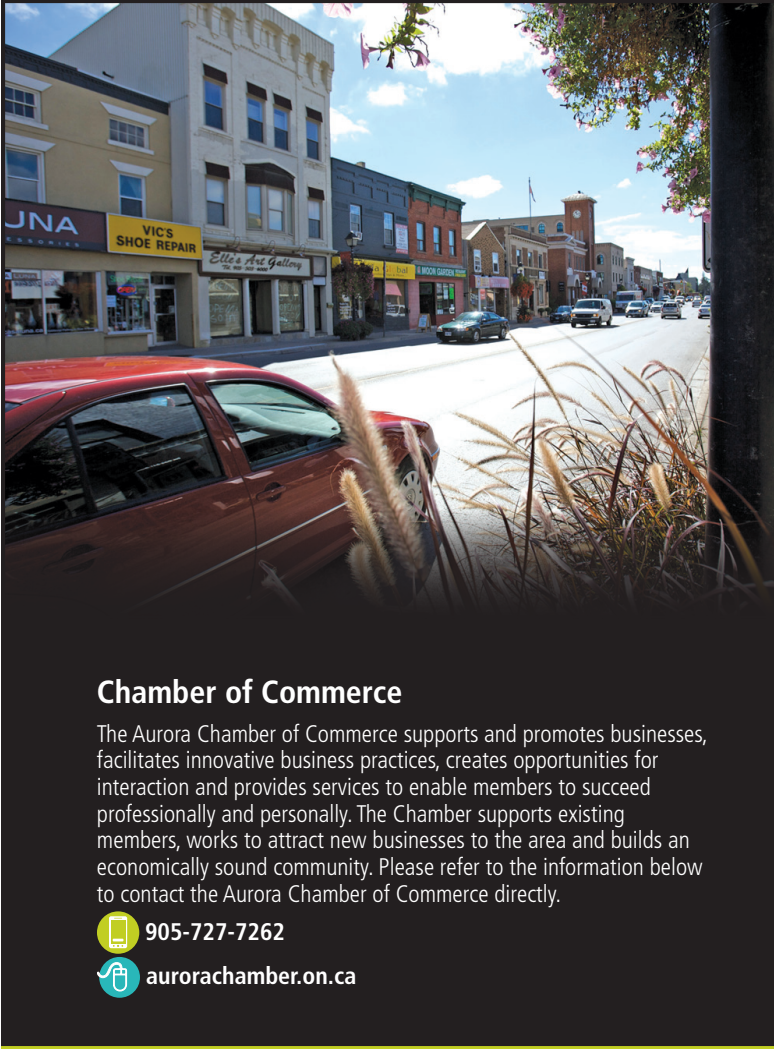
The Town of Aurora's business licensing bylaw sets out provisions to license, regulate and govern certain types of businesses operating within the Town of Aurora. To find out if your business requires a permit, or to obtain a business licence, please contact the Town of Aurora's Bylaw Services Division. To obtain a business licence, please visit bizpal.ca.

 aurora.ca/bylawservices

Economic Development


Economic Development in the Town of Aurora is managed by the Policy Planning and Economic Development Division. This division manages business retention and expansion, the co-ordination of economic and development research, statistical information and the facilitation and processing of non-residential development applications.


 businessaurora.ca



Chamber of Commerce

The Aurora Chamber of Commerce supports and promotes businesses, facilitates innovative business practices, creates opportunities for interaction and provides services to enable members to succeed professionally and personally. The Chamber supports existing members, works to attract new businesses to the area and builds an economically sound community. Please refer to the information below to contact the Aurora Chamber of Commerce directly.

 **905-727-7262**


 aurorachamber.on.ca

Bylaws and Enforcement

The Town of Aurora's Bylaw Services Division promotes health, safety and community harmony through the investigation and resolution of bylaw complaints. Some of the core operational functions of this division include animal services, property standards, business licensing, and parking enforcement.

Areas subject to bylaws are addressed throughout this guide. If you require additional information or a copy of a specific bylaw, please visit our website or contact Bylaw Services.

Complaints can be sent to the Town by phone at 905-727-3123 ext. 4240 or by email at bylawdept@aurora.ca. Once a complaint has been generated, it is assigned to the appropriate staff member to investigate. If the complaint is deemed valid, the officer will follow the appropriate departmental policies, procedures, and practices to gain compliance.

 aurora.ca/bylawservices



Stay tuned for our
**Summer
Camp Open
House
Saturday,
April 6, 2019**

from 10 a.m. to 12 p.m. at the Stronach Aurora Recreation Complex. Meet camp staff and learn about the wide variety of camps we offer. Register in-person at the open house and save 5% off the cost of select camps.

The Town of Aurora offers great programming opportunities for children when they are away from their regular school schedules, including Winterfest Camp, March Break Camp, P.A. Days and Summer Camps. Children are supervised by qualified and enthusiastic, energetic camp staff, who provide an excellent selection of activities for children ages four and older that is engaging and developmentally appropriate. Extended care, which provides additional hours of supervision before or after camp, is also available.

 aurora.ca/campprograms

Cannabis

For frequently asked questions on cannabis related to smoking, vaping, where it will be sold and more visit aurora.ca/cannabis.

Chamber of Commerce - See page 15 (Business Information)

Child Care

The Regional Municipality of York maintains a list of licenced child care providers. Please refer to the information below to contact York Region directly.

1-888-703-KIDS (5437)

 york.ca

Children's Recreational Programs

The Town of Aurora's Community Services Department is committed to providing children with positive, healthy, active and fun opportunities. Children's programs run by the Town are taught by enthusiastic, trained and skilled young people from within the community or by local business owners who are specialists in their field.

Want to participate in recreational activities with your child? Try the Town of Aurora's Family drop-ins designed for fun and convenience.

To explore current children's recreational programs, please refer to the *Program Guide*, available online or at all Town facilities.

 aurora.ca/childrensprogramms

Chimneys – see page 14 (Permits)

Civil Marriage Ceremonies – see page 39 (Weddings)


Club Aurora Fitness Centre – See page 22 (Fitness)

Community Centres – see page 20 (Facilities)

Community Recognition Awards

Each year, the Town of Aurora honours a Citizen of the Year, as well as individuals, businesses and corporations that have actively enhanced our overall community at the Community Recognition Awards (CRA) ceremony.

Find out more about the nomination process at aurora.ca/cra.

 aurora.ca/CRA

Composting – see page 36 (Waste/Recycling)

Construction Waste – see page 36 (Waste/Recycling)

Corporate Values

Vision

To be respected leaders in municipal government, seeking innovative approaches and effective solutions that meet community expectations.

Mission

A professional and resilient organization dedicated to providing high quality service and better understanding the needs of our community.

Values

The Town of Aurora values the following:

1. Acting with honesty and integrity while serving our community and each other.
2. Providing a positive work environment that promotes employee health and well-being.
3. Recognizing and respecting the diversity of our community and workforce.
4. Protecting and enhancing the natural environment.
5. Valuing the cultural heritage and history of our community.
6. Contributing to the economic vitality of our community.

Council and Committees

The Town of Aurora's municipal government is composed of the Mayor and six Councillors at large, with the Mayor also representing the Town at the Regional Municipality of York's Regional Council.

Aurora's Mayor and Council are dedicated to serving the residents and businesses of the Town of Aurora responsibly and effectively through leadership and legislative action for the present and future well-being of the community. Council is responsible for representing the best interests of the community and establishing policies, bylaws and directions. It is also responsible for ensuring that the municipality's finances and personnel are used as effectively as possible.



Congratulations

Congratulations to our
2018 Citizen of the Year
Josie Kearney.

General Committee Meetings

General Committee meetings are held every first and third Tuesday of each month in the Council Chambers at Aurora Town Hall. General Committee meetings are a forum where staff reports and municipal issues can be discussed and debated and recommendations made for consideration and adoption the following week at Council.

General Committee meetings are streamed online and recorded. Links to the live stream and recordings are available at aurora.ca/councilmeetings

Public Participation

To address General Committee or Council regarding a municipal issue in public, residents must submit a *Delegation Request*. Please complete our *Delegation Request Form*, available at Aurora Town Hall and on our website at aurora.ca/delegation. Anyone wishing to speak on an item that is not on the Council agenda will be directed to appear at either the open forum session that precedes General Committee meetings or the General Committee meeting itself. Delegation requests are not necessary for Public Planning meetings, as opportunities for public participation already exist within those meetings.

Council Meetings

Town Council meetings are held every second and fourth Tuesday of each month in the Council Chambers at Aurora Town Hall.

Public Planning Meetings

Public Planning meetings are usually on the fourth Wednesday of each month in the Council Chambers at Aurora Town Hall, except for the months of July and August. These meetings are held to consider planning applications submitted under the Town's *Zoning Bylaw* and *Official Plan*.

Planning meetings are streamed live online and recorded. Links to the live stream and recordings are available at aurora.ca/gcstream.

Advisory Committees and Boards

The Town of Aurora engages residents by recruiting members of the community for committees and boards. Residents and/or property owners within the municipality who are 18 years of age or older and not employed by the Town are encouraged to apply to participate as a board or committee member.

2018 to 2022 Statutory Board/Committees

- Accessibility Advisory Committee
- Aurora Public Library Board
- Aurora Economic Development Corporation Board
- Committee of Adjustment

2018 to 2022 Advisory and Ad Hoc Committees:

- Aurora Appeal Tribunal
- Aurora Economic Development Board Corporation
- Community Advisory Committee
- Community Recognition Review Advisory Committee
- Finance Advisory Committee
- Governance Review Ad Hoc Committee
- Heritage Advisory Committee
- Property Standards Committee

Crossing Guards

The Town of Aurora's Operational Services Department is responsible for the administration of the school crossing guard program. Guards are placed at Council-approved locations to help ensure the safety of children when crossing the street.

 aurora.ca/schooltravel

Meeting Calendar

Up-to-date meeting calendars are posted for viewing and downloading on the Town of Aurora's website at aurora.ca/councilmeetings. Meeting dates and times are also posted bi-weekly in the Town's Notice Board on page 2 of *The Auroran* newspaper.



Agendas and Minutes

Agendas and minutes from Council and Committee meetings are available for download on our website at aurora.ca/councilmeetings

Watch Meetings Online

General Committee meetings, Council and Public Planning meetings are streamed live online. Streamed Committee meetings are uploaded to the Town's YouTube channel for those who missed the live broadcast. To learn more, visit aurora.ca/gcstream

 aurora.ca/committees



32 Civil marriage wedding ceremonies were initiated at Aurora Town Hall in 2018.

46,959 Calls are answered annually by our friendly Access Aurora customer service staff.

BY THE NUMBERS




Decks/Porches – See page 14 (Permits)

Demolition – See page 14 (Permits)

Digging

If you are planning a construction project, planting a tree, erecting a fence or working on any other project which involves digging into the ground, please contact your utility companies before you dig to check for buried pipes and cables. Contact information can usually be found on your gas, cable, electricity and phone bills. On1Call can also determine the location of selected underground utilities. Please refer to the information below to contact On1Call directly.

 **1-800-400-2255**

 **on1call.com**

Disability – See page 13 (Accessibility)

Dog Licences – See page 27 (Licences)

Dog Park

The Town of Aurora has a 4.5 acre fenced-in, leash-free dog park called Canine Commons located at 315 Industrial Parkway North. Dogs are allowed to be off leash with supervision by their owners. Owners are also responsible for cleaning up and disposing of any pet waste. There is a gravel parking lot that can accommodate 22 cars.



Economic Development

– See page 15 (Business Information)

Education

Education in the Town of Aurora is the responsibility of either the public, separate or catholic school boards. Elected school trustees are responsible for the preparation and approval of annual budgets based on provincial grants. The Town of Aurora, in accordance with the *Municipal Act*, is required to collect education taxes on behalf of the school boards. All inquiries, including those pertaining to property taxes allocated for educational purposes, should be directed to the appropriate school board.

Legend

- Elementary School ■ Secondary School

York Region District School Board

- Aurora Grove Public School
- Aurora Heights Public School
- Aurora High School
- Devins Drive Public School
- Dr. G.W. Williams Secondary School
- Hartman Public School
- Highview Public School
- Lester B. Pearson Public School
- Northern Lights Public School
- Regency Acres Public School
- Rick Hansen Public School
- Wellington Public School

 **905-727-3141 or 905-727-0022**

 **yrdsb.ca**


School Travel Planning

The Town of Aurora is pleased to be the first municipality in York Region to introduce a School Travel Planning (STP) policy. The policy was initiated by the Town's Operational Services Department and was endorsed by Aurora Town Council in late 2013. STP aims to increase the number of students choosing to commute to and from school using active modes of transportation. An increase in the number of students walking, skateboarding, cycling or carpooling to school helps address important issues related to physical activity, traffic congestion, air quality and neighbourhood safety.




York Catholic District School Board

 **905-713-1211 or 416-221-5051**

 **ycdsb.ca**

- Cardinal Carter Catholic High School
- Holy Spirit Catholic Elementary School
- Light of Christ Catholic Elementary School
- Our Lady of Grace Catholic Elementary School
- St. Maximilian Kolbe Catholic High School
- St. Jerome Catholic Elementary School
- St. Joseph Catholic Elementary School

Conseil Scolaire de District Catholique Centre-Sude


 **416-397-6564**

 **cscmonavenir.ca**

- École élémentaire catholique Saint-Jean
- École secondaire catholique Renaissance

Conseil Scolaire de District du Centre-Sud-Ouest

 **905-773-7616**

 **csviamonde.ca**

- Académie de la Moraine

Elections

Municipal elections in Ontario are held every four years. The next municipal election takes place on October 24, 2022. Each eligible voter in Aurora is entitled to vote for Mayor, Councillors and School Trustees. To be eligible to vote, you must be at least 18 years of age, a Canadian citizen who resides in Aurora, the owner or tenant of land in the municipality, or the spouse of such a person, during the qualification period.

 **elections.on.ca**

Electronic Equipment Recycling – See page 36 (Waste/Recycling)

Emergency Preparedness

With changing weather and civil conditions throughout the world, it is important to prepare for the unexpected. At any time, an emergency or disaster could occur. Roads could be rendered impassible, supplies could become unavailable and services could be disrupted. As local, provincial and federal agencies prepare for emergencies, individuals should be prepared at home and work. Residents should be prepared to take care of themselves and their families for up to 72-hours, should an emergency or disaster occur.

Emergency Preparedness Week (EP Week) is an annual national awareness initiative. EP Week reminds Canadians to be prepared to cope on their own for at least the first 72-hours of an emergency while rescue workers help those in urgent need.

The following three steps can help Canadians prepare for all types of emergencies:

1. Know the risks. Although the consequences of disasters can be similar, knowing the risks specific to our community and our region can help you better prepare.
2. Make a plan. It will help you and your family know what to do.
3. Purchase or assemble an emergency kit. During an emergency, everyone requires basic supplies. Be prepared to be self-sufficient for at least 72 hours in an emergency. While you're at it, prepare an emergency car kit, pet kit and a kit for any senior member of your family.

By taking these steps, you can become better prepared for a range of emergencies.

The Town of Aurora maintains an *Emergency Response Plan* as well as a *Crisis Communications Plan*.

Emergency Services


Police services in Aurora are provided by York Regional Police. Fire services are provided by Central York Fire Services.

Central York Fire Services

 905-895-9222
(non-emergency)

 cyfs.ca

York Regional Police

 1-866-876-5423
(non-emergency)

 yrp.ca

IN THE EVENT OF AN EMERGENCY, PLEASE CALL 9-1-1

Employment

Employment with the Town of Aurora offers an opportunity to make a positive difference in our community. We are a progressive organization focused on continuous improvement, innovation and providing exceptional customer service. With us, you will enjoy a collaborative team environment with a dynamic culture and a drive for progressive excellence. If you are interested in joining our dedicated team of municipal professionals, please forward your resumé to us at hr@aurora.ca referencing the position number. All current employment opportunities are listed on our website.

 aurora.ca/employment

 [linkedin.com](https://www.linkedin.com/company/aurora)

Environment

Green energy projects, sustainable transportation and environmental education and awareness in the Town of Aurora are managed by the Planning and Development Services Engineering and Capital Delivery Division.

The Town of Aurora's Corporate Environmental Action Plan outlines how the Town intends to protect and enhance the natural environment, promote environmental sustainability, integrity and conservation of resources and create a practice of environmental stewardship within the community. Progress Reports are published annually and can be downloaded from our website.

Stay tuned for environmental events held throughout the year, including Community Earth Day and our annual Clean-Up Day.

 aurora.ca/environment



Aurora's Eco Festival

Power Outage Information

Alectra provides power and related services to the Town of Aurora. To report a power outage, electrical emergency, or to find out when power will be restored, call 1-877-963-6900 or visit alectrautilities.com

 aurora.ca/emergencypreparedness



Earth Hour

The Town of Aurora encourages residents and business owners to turn off lights and power down all appliances and electronics in support of Earth Hour on Saturday, March 30, 2019 from 8:30 p.m. to 9:30 p.m. For more information about Earth Hour, please visit earthhour.org.





Joint Operations Centre

Facilities

Residents are encouraged to use the Town of Aurora's facilities which are available for rent at reasonable rates for meetings, fundraising events and social activities.

All facilities are wheelchair accessible with the exception of Victoria Hall.

Aurora Community Centre, 1 Community Centre Lane

The Aurora Community Centre, located west of Yonge Street on the south side of Aurora Heights Drive, includes two ice arenas, an auditorium, a kitchen and two meeting rooms.

Aurora Family Leisure Complex, 135 Industrial Parkway North

The Aurora Family Leisure Complex, located on the east side of Industrial Parkway North, beside the Aurora Sports Dome, includes one ice arena, a swimming pool, a gymnasium, an indoor walking track, four meeting/program rooms, a kitchen, a rock climbing wall, an outdoor skate park, four squash courts, and is home to the Club Aurora Fitness Centre.

Aurora Public Library, 15145 Yonge Street

The Aurora Public Library, located on Yonge Street south of Wellington Street, is a modern, full-service library with two meeting rooms available for rental and a café.

Aurora Seniors' Centre, 90 John West Way

The Aurora Seniors' Centre is located at 90 John West Way, adjacent to Aurora Town Hall. This facility has a multi-purpose room with a kitchen, a deck overlooking the beautiful Aurora Arboretum, as well as several meeting rooms available for rent.

Aurora Town Hall, 100 John West Way

Aurora Town Hall serves as the workplace for Town of Aurora employees. The Town Hall has a number of meeting rooms available for public use.

Joint Operations Centre, 229 Industrial Parkway North

The Town of Aurora's new Joint Operations Centre consolidates existing Parks and Public Works operations into a single, environmentally-friendly, 66,000 square-foot facility. The green design features creates a healthy and efficient working environment while decreasing energy consumption and greenhouse gas emissions.

Stronach Aurora Recreation Complex, 1400 Wellington Street East

The Stronach Aurora Recreation Complex, located on the north side of Wellington Street East, just west of Leslie, includes two ice arenas, a meeting room, and an aquatics centre featuring an eight-lane pool, a therapy pool, and a teaching pool.

Victoria Hall, 27 Mosley Street

Located at the intersection of Victoria Street and Mosley Street, Victoria Hall offers a meeting/activity space and a small kitchen.

For bookings or more information, please contact jcarpenter@aurora.ca, syoung@aurora.ca or sohara@aurora.ca

 aurora.ca/facilitiesandrentals



Aurora Family Leisure Complex



Aurora Public Library



Aurora Seniors' Centre



Aurora Town Hall

Facility Advertising and Sponsorship

The Town has a variety of opportunities for businesses to advertise or enter into sponsorship agreements within Town facilities. For more information, please contact ldyer@aurora.ca

Farmers' Market

The outdoor Aurora Farmers' Market and Artisan Fair takes place every Saturday from May to October at Aurora Town Park. The market offers a wide selection of produce from local farmers, food from local vendors and unique handmade creations by talented artisans.

For a list of dates, please visit the theaurorafarmersmarket.com

Fines and Tickets – See page 25 (Parking)

Finished Basements – See page 14 (Permits)

Fireplaces – See page 14 (Permits)

Fire Station Locations

- Station 4-1** 984 Gorham Street, Newmarket
- Station 4-2** 125 McCaffrey Road, Newmarket
- Station 4-3** 220 Edward Street, Aurora
- Station 4-4** 1344 Wellington Street East, Aurora



Fire Services

Central York Fires Services (CYFS) serves the Town of Aurora and Newmarket in the form of rapid response to calls for assistance, fire safety and fire protection.



CYFS operates under the direction of a six-member Joint Council Committee composed of three members from each of the Town Councils of Aurora and Newmarket. The Joint Council Committee provides and administers fire protection and prevention services throughout both towns in accordance with the *Consolidated Fire Services Agreement* and the *Fire Protection and Prevention Act*.

 **IN AN EMERGENCY, PLEASE CALL 9-1-1**

 cyfs.ca

Fireworks


The Town of Aurora has a bylaw in place to regulate the setting and sale of fireworks. Fireworks are permitted on Victoria Day, Canada Day and the day prior to these holidays from sunset until 11 p.m. Fireworks permits must be obtained through Central York Fire Services.

Failure to comply with the provisions and regulations of this bylaw may result in fines up to \$5,000 under the *Provincial Offences Act*.

For a full list of regulations under this bylaw, please visit aurora.ca/bylaws.

To obtain a fireworks permit, please contact:

Central York Fire Services

 **905-895-9222**

 cyfs.ca

The Town of Aurora's Canada Day celebrations include a fireworks display on July 1 every year

For more information, please visit aurora.ca/canadaday



Fitness

The Town of Aurora's public gym, Club Aurora Fitness, is located at the Aurora Family Leisure Complex. Club Aurora Fitness features three international squash courts, a group fitness studio, aquafit and cyclefit classes, gym equipment including free weights and cardio equipment, a new running track and a dedicated space for youth.

Facility hours

Monday to Friday 5:45 a.m. to 10 p.m.
Saturday and Sunday 7:45 a.m. to 5 p.m.

Summer hours (July to August)

Monday to Thursday 5:45 a.m. to 10 p.m.
Friday 5:45 a.m. to 8 p.m.
Saturday and Sunday 7:45 a.m. to 4 p.m.

Memberships

Club Aurora Fitness offers a variety of membership options. Please refer to the current *Program Guide* or call 905-726-4764 to learn how we can help you meet your fitness goals.

Personal training and fitness classes


Fitness classes are offered for all fitness levels at Club Aurora. Please refer to the current *Program Guide* to view the variety of classes offered, or drop by for a visit and give one of our classes a try. For those looking for more personal attention, we can match you up with one of our highly-trained personal trainers.

 aurora.ca/clubaurora

Food Bank

Since 1990, the Aurora Food Pantry has been distributing food at no cost to residents of Aurora.

The pantry is located at 350 Industrial Parkway South.

 905-841-1577


 aurorafoodpantry.ca

Freedom of Information

Freedom of Information (FOI) is a term referring to legislation which, in the municipal context, is known as the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

The legislation provides the parameters for access to information held by the Town of Aurora and the rules for protecting the personal privacy of individuals whose personal information is held by the Town.

More information regarding the process and how to submit a request is available on our website.

 aurora.ca/FOI



Garages – See page 14 (Permits)

Garbage and Recycling Collection


– See page 36 (Waste/Recycling)

Garden Sheds – See page 14 (Permits)

Grants

Culture and Recreation Grants

Culture and Recreation Grants are designed to provide temporary financial assistance to non-profit community culture and recreation-based programs. Applications are processed throughout the year. For more information or to request an application form, please contact the Community Services Department or visit our website.

 aurora.ca/recreationgrant

Green Bin Composting – See page 36 (Waste/Recycling)



Hazardous Waste – See page 37 (Waste/Recycling)

Health Services

The Regional Municipality of York's Public Health Services Department keeps York Region residents healthy through health promotion, health protection and disease prevention. Public health staff work collaboratively with schools, recreation facilities, health care institutions, business and all levels of government to build healthy, safe communities.

 york.ca/health

Heritage

Aurora has a rich and vibrant history since its incorporation as a village in 1863. The Town of Aurora is home to more than 600 properties that have cultural value or interest, 48 of which are Designated under Part IV of the *Ontario Heritage Act* and one Heritage Conservation District known as the Northeast Old Aurora Heritage Conservation District.

If you are an owner of a listed or designated heritage property, the Town encourages restoration and good stewardship of your home. If your property is Designated under Part IV of the *Ontario Heritage Act* or located within the Northeast Old Aurora Heritage Conservation District, you may require a Heritage Permit for exterior changes to your home. To determine whether your property is listed as a property that has cultural heritage value or interest or Designated under the *Ontario Heritage Act*, please review the Aurora Register of Properties of Cultural Heritage Value or Interest, which is available on our website.


 aurora.ca/heritage



Hockey – See page 13 (Arenas)

Hospital

Aurora's community health-care needs are serviced by Southlake Regional Health Centre. Southlake offers almost 426 patient beds and accommodates approximately 113,000 emergency visits, 24,000 in-patient admission and 530,000 out-patient visits each year. As a regionally designated site, Southlake is responsible for developing and providing advanced levels of care to the more than 1 million people who reside in York Region, Simcoe County, and in some cases, as far north as Muskoka. Southlake is proud to have a team of more than 3,400 employees, 580 physicians, and 800 volunteers.

 southlakeregional.org

Hot Tubs / Whirlpools – See page 15 (Permits)

Housing

Housing and shelter services are provided by the Regional Municipality of York. For more information, visit york.ca/housing.

Hydro


Alectra delivers electricity to residents and businesses in Aurora.

Please refer to the information below to contact Alectra directly.

General inquiries: 1-877-963-6900

Underground cable locating: 1-800-400-2255

Power outages: 1-877-963-6900

 alectrautilities.com

Illegal Dumping

Dumping any material on public or private property is illegal and negatively affects our community and the environment. If you witness an act of illegal dumping, please record the vehicle's licence plate number and contact the Town of Aurora's Bylaw Services Division.

Anyone convicted of illegal dumping is subject to a fine of up to \$5,000.


 aurora.ca/bylawservices

Jobs – See page 19 (Employment)

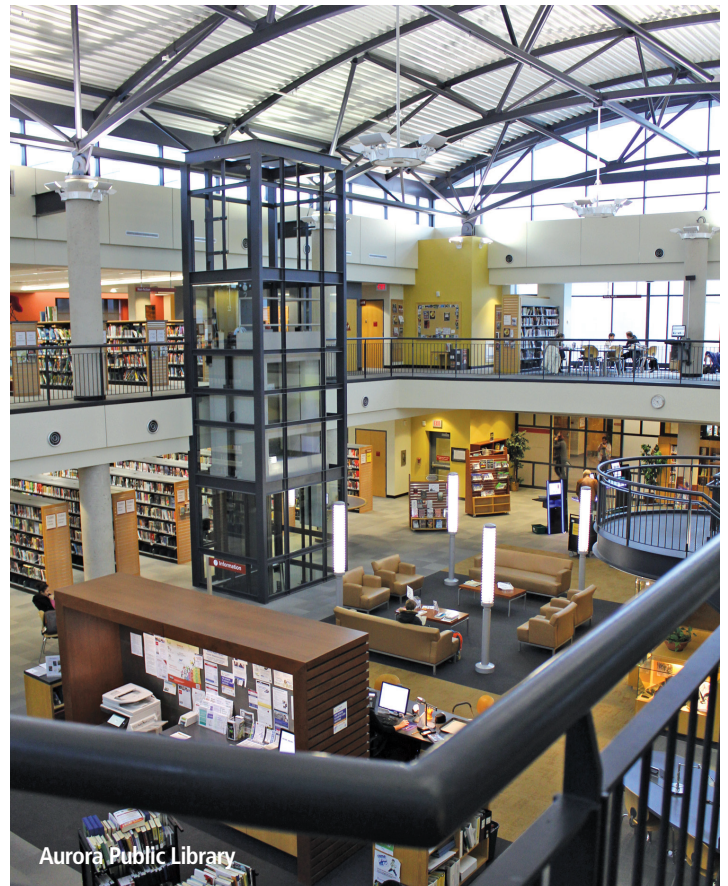
Lawn Watering – See page 38 (Water Use)

Library

Aurora Public Library delivers rich, meaningful programs, services and collections to all residents of Aurora. The library builds community by sparking connections, enriching lives and contributing vibrant spaces for all. For library facility bookings, please contact RoomBooking@aurorapl.ca

 905-727-9494

 aurorapl.ca



MONEYSENSE MAGAZINE Town of Aurora's 2018 Rankings

#36
BEST PLACES
TO LIVE IN CANADA

#37 BEST PLACES
FOR FAMILIES
IN CANADA

#19
BEST PLACES
TO LIVE
IN ONTARIO

#7
HIGHEST
WEALTH &
ECONOMY
IN ONTARIO

This year
MoneySense ranked
**415 CITIES, TOWNS
AND VILLAGES.**
moneysense.ca



Assessment accomplished using Environics Analytics and other partners.

Lottery Licences

Licensed lottery events can provide an opportunity for eligible charitable or not-for-profit organizations to raise additional revenue required for the delivery of their programs and/or services. Types of lotteries include raffles, break-open tickets and bazaars. For information about application requirements and eligibility, please contact the Town of Aurora or visit the Alcohol and Gaming Commission of Ontario's website at agco.on.ca



Maps

The Town of Aurora's Planning and Development Services Department's GIS section provides mapping services for the Town. To download our most recent copy of the *Streets, Parks & Trails Map* visit aurora.ca/exploreaurora.

aurora.ca/exploreaurora

Marriage Licences

Marriage licences can be obtained in-person from Access Aurora at Aurora Town Hall. Prior to your visit, please review all marriage licence requirements, which are listed on our website at aurora.ca/marriagelicense. Please call ahead for availability and allow 30 minutes for processing.

aurora.ca/marriagelicense

Mayor and Council – See page 4 (Aurora Town Council)

Meetings – See page 17 (Council and Committees)

Merchandise

Town of Aurora merchandise is available for sale at Town Hall. Items range from mugs and stationary to the Town of Aurora's official flag. Please visit our website for a list of items and prices. If you are interested in purchasing items, please visit Access Aurora at Aurora Town Hall between 8:30 a.m. and 4:30 p.m. Monday to Friday or till 8 p.m. every Tuesday (excluding holidays).

aurora.ca/merchandise

Metal Item Recycling – See page 36 (Waste/Recycling)

Museum

The Aurora Museum & Archives serves as a repository for the collective stories and experiences of the Town of Aurora.

The Museum is committed to preserving, promoting and presenting the vibrant and ever-changing character of the Town by making the collection accessible and available. Aurora's Museum & Archives is located within the historic Church Street School, located at 22 Church Street, 2nd floor.

The exhibitions for 2019 are:

- March to September – The Wardrobes of Aurora: Dressing for Birth, Marriage, Death and Everything in Between.
- September – Aurora's Military Connections.

Be sure to download the free app *On This Spot* to access free walking tours as well as captivating then and now images from around town.

Aurora Museum & Archives

905-505-1190

aurora.ca/museum



News

The Town of Aurora's Corporate Communications Division issues news regularly through various channels.

The Town's *Notice Board* is published bi-weekly in *The Aurora* newspaper. The *Notice Board* is designed to inform residents about Town services and programs, news, events and public notices. Additionally, the Town distributes electronic news in the form of a monthly newsletter, called *Aurora Matters*, available by free subscription.

Ongoing news can be also obtained by following us on Facebook, Twitter, Instagram and LinkedIn or check our website under News and Notices.

aurora.ca/news

aurora.ca/auroramatters



Official Plan

The *Official Plan* is one of the Town of Aurora's primary tools to direct the actions of local government, shape development decisions and manage growth in the short and long-term. The *Official Plan* establishes the vision, principles and supporting policies to guide the Town's evolution and development to the year 2031, for all lands in the Town. The Plan is written to direct change in accordance with provincial and regional policy, with a new emphasis on the development of a complete community, environmental responsibility, support for transit and the efficient use of infrastructure. The Plan is also written to guide the process of evaluating the suitability of land use and/or built form change through its policies and the subsequent planning approval process. When land use and/or built form change is proposed, the Plan is intended to provide clear direction to Council, both in general terms related to the long-term vision, as well as through specific policies through which to evaluate the appropriateness of change and the degree to which proposed changes are considered compatible development and are in the public interest. A copy of the Town's *Official Plan* is available for download on our website.

aurora.ca/officialplan

Outdoor Ice Skating

The Town of Aurora operates and maintains four large outdoor ice skating rinks. The rinks are located at the following parks:

SKATING RINK	ADDRESS
Ada Johnson Park	60 Hartwell Way
Confederation Park	30 Glass Drive
Machell Park	2A Aurora Heights Drive
Town Park	49 Wells Street

Construction, success and longevity of outdoor rinks is entirely weather-dependent. Rinks may open as early as mid-December, however, rinks are typically open only in January and February. All four rinks are lit for evening enjoyment until 11 p.m. The Town of Aurora reminds everyone that all rinks are unsupervised and are for shared use hockey and pleasure skating.

Updates regarding the condition of the skating rinks are posted on aurora.ca/outdoorskating and the Town's social media feeds.

Please be advised that the Town of Aurora does not permit ice skating on storm water ponds or natural ponds within the Town. Ice conditions on ponds are unpredictable and can deteriorate quickly.

aurora.ca/outdoorskating

P

Parking

The Town of Aurora has implemented parking restrictions around Town Park. Vehicles are restricted to three-hour parking limits between 6 a.m. to 6 p.m. Monday to Friday to allow for more parking opportunities for patrons using the park or nearby facilities. For more information on parking in Aurora, visit aurora.ca/parking.

Parking Restrictions

Parking restrictions in the Town of Aurora are enforced by the Town's Bylaw Enforcement Officers and York Regional Police under the *Provincial Offences Act*.


Parking is not permitted:

- Within three metres of a fire hydrant
- On sidewalks or in a manner that obstructs driveways
- On private property without the owner's approval
- In a handicapped area without a permit
- Where signage indicates "No parking" or "No stopping"
- If it interferes with our winter snow removal program

Parking Tickets

Any vehicle found in violation of the parking bylaw may be tagged and/or towed at the owner's expense. Parking tickets can be paid at Aurora Town Hall or through the PayTickets website, paytickets.ca. The Town of Aurora offers an early payment option for some parking infractions. A reduced fine will apply to those who pay parking fines within seven days of receiving a ticket.

If you wish to dispute a ticket, you can request a trial. Requests for a trial must be submitted at Aurora Town Hall.

 aurora.ca/bylawservices



Winter Parking

From November 15 to April 15, cars cannot be parked on the road from 2 a.m. to 6 a.m. in Aurora.



Outdoor Ice Skating
at Town Park

Parks

Public open spaces in Aurora range from landscaped public parks to environmentally-sensitive river valleys winding throughout the municipality and the Oak Ridges Moraine. The Operational Services Department manages more than 62 parks encompassing more than 800 acres.

Major community parks feature a variety of sports facilities such as tennis courts, soccer pitches, lawn bowling green, basketball courts, softball and baseball diamonds and children's playgrounds. Enjoy water splash pads, sports fields, skateboarding and a wide variety of other recreational activities in Aurora's neighbourhood and community parks.

 aurora.ca/parks

Pets – See page 27 (Animals and Pets)

Park Bench Donation Program



The Operational Services Department is pleased to provide a park bench donation program. You can be part of the program and partner with us by donating a park bench which includes a personalized message to be inserted on the bench. Your bench will be installed in the location of your choice in our parks or trails system and our staff will ensure that your bench receives the care and maintenance it deserves for years to come.



Queen's Diamond Jubilee Park



Copland Park

Adopt-a-Park Program


More than 800 acres of parkland, an outstanding trail system and friendly tree-lined streets contribute to Aurora's natural beauty and make it a place we are proud to call home. More than 20 local businesses, service clubs, youth groups, neighbourhood associations and schools have adopted community parks to help preserve, protect and enhance our natural environment. There are a number of ways for you and interested groups and organizations to become involved in this exciting program, including tree and shrub planting.



Thomas Coates Park

Pet Licences

In Aurora, pet owners must license their cats and dogs who are 12 weeks of age or older, annually. Pet licences are available for purchase online at aurora.docupet.com or in-person at: Aurora Town Hall, Customer Service – 100 John West Way, Aurora.

 aurora.ca/pets

PlaceSpeak

With PlaceSpeak, residents and business owners of Aurora can work together to pinpoint traffic issues, evaluate their impact, and develop community-driven solutions.

PlaceSpeak allows residents and general community consultations to identify concerns through an interactive map called Placelt. Once a concern is identified, community members can show their support through giving the concern a “thumbs up” or “thumbs down.” Staff at the Town of Aurora can discuss topic concerns through the Discussions section and share information and documents in the Resources section. Once a problem or solution is identified as being significant on PlaceSpeak, staff will investigate options, seek to gain consensus from residents, and ultimately present potential solutions to Council for consideration.

Participating in PlaceSpeak requires creating a free account at placespeak.com/aurora. Once residents are registered, they will receive email updates when a concern in their area is identified.

Playgrounds

The Town of Aurora provides 44 playground areas throughout the Town which are open year-round. Our playgrounds are designed to provide recreational opportunities for children of all ages.

The Town has been upgrading and replacing playground systems on a regular schedule to ensure that all playground equipment is Canadian Standards Association compliant and maintained to current Town of Aurora service level standards. This involves a monthly detailed inspection of all equipment and facilities. *Please note, playgrounds are unsupervised by The Town of Aurora and children using the equipment should be accompanied and supervised by an adult at all times.*

 aurora.ca/playgrounds

Plumbing/Septic – See page 14 (Permits)

Police Services

York Regional Police serves the Town of Aurora in the form of law enforcement and crime prevention.

Officers in #1 District patrol the Town of Aurora and neighbouring municipalities in York Region.

District #1 Station

240 Prospect Street

Newmarket, ON L3Y 3T9

1-866-876-5423 ext. 7100

 yrp.ca

 **IN AN EMERGENCY, PLEASE CALL 9-1-1**

Ponds

The Town of Aurora has many storm water management ponds and several natural ponds such as the McKenzie Marsh, Salamander Pond and Willow Farm Pond.

The Town of Aurora does not allow ice skating on storm water ponds or natural ponds within the Town, since ice conditions on ponds are unpredictable and can deteriorate quickly.

For information on outdoor ice skating, please see “Outdoor Ice Skating” on page 24.

 aurora.ca/water

Pools – See page 13 (Aquatics)

Pre-School Programs

The Town of Aurora’s pre-school programs begin at the age of two months and progress to five years old. Some programs require a parent or guardian to participate with their child.

The Town of Aurora’s pre-school programs are run by highly-skilled and enthusiastic instructors, who are trained in First Aid and CPR. We also work with a number of experienced, professional service agreement contractors who are specialists in their respective fields. Our classrooms are nut-aware environments and all precautions are taken to ensure the complete safety of children at all times.

Want to participate in recreational activities with your preschooler? Try the Town of Aurora’s preschool drop-ins which are designed for fun and convenience.

To explore current selection of pre-school programs, please refer to the *Program Guide*, available online or at all Town facilities.

 aurora.ca/preschoolprograms

Important reminders for pet owners



The Town of Aurora reminds owners of dogs and cats that licences for pets must be renewed annually.

The Town of Aurora’s *Animal Services Bylaw* has a number of provisions pertaining to licensing pets, removal of pet waste and keeping control of animals in public to avoid attacks or bites.

As a friendly reminder, please ensure:

- Your pet’s licence is up-to-date
- The licence is attached to your pet’s collar

- All pet waste is cleaned up
- Dogs are leashed at all times, unless on your property or at our off-leash park
- Cats only roam free on your property

Control and care of your pets is essential to avoid animal bites or potential attacks on people or other animals. Failure to comply with the Town’s Bylaws can result in fines.

For more information on animal bylaws, please visit aurora.ca/bylawservices.

Program Guide

The Town of Aurora's *Program Guide* is published three times a year – spring/summer, fall and winter – and is delivered to households throughout Aurora. For the latest edition, please visit our website or pick up a copy at any of our facilities.

 aurora.ca/recguide

Property Standards

The Town of Aurora's *Property Standards Bylaw* sets standards for maintenance and occupancy applying to all properties within the municipality. Property owners are required to repair and maintain their property according to *Property Standards By-law 4044-99.P*.

If you are a tenant who has concerns regarding poor maintenance of your home or apartment, first advise the landlord of your concerns in writing. This provides the landlord with the opportunity to address the issue. If your concerns are not adequately addressed, register a complaint with the Town's Bylaw Services Division.

Property Taxes – See page 34 (Taxes)

Public Notices

Public notices relating to public meetings, planning applications and meetings, or other municipal matters are regularly published in *The Auroran* newspaper. Copies of these notices are also posted on our website for reference.

 aurora.ca/publicnotices

Public Skating – See Page 13 (Arenas) or page 24 (Outdoor Ice Skating)

Public Transit – See page 35 (Transit)



Racquet Sports – See page 33 (Squash)

Recreation – See page 28 (Program Guide)

Recycling – See page 36 (Waste/Recycling)

Rental Facilities – See page 20 (Facilities)

Roads

Roads in Aurora are the responsibility of various levels of government.

400 Series Highways

Highways, including Highway 404 are maintained by the Ontario Ministry of Transportation.

Regional Roads

Regional roads including Bathurst Street, Bayview Avenue, Bloomington Road, Leslie Street, St. John's Sideroad, Wellington Street and part of Yonge Street are maintained by the Regional Municipality of York.

Local Roads

The Town of Aurora's Operational Services Department is responsible for crossing guards, roads, curbs and guardrails, road-related signs, spring street and sidewalk sweeping, street lights, traffic signals, Town-owned parking lots, as well as winter street and sidewalk maintenance.


Community Safety Zones

Community Safety Zones are designated on Town and regional roadways near schools, daycare centres, retirement residents and other high-collision locations in the Region. Traffic laws and speed limits remain the same in Community Safety Zones but fines are increased for motorists.

Community Safety Zones in Aurora:

STREET	LOCATION
Bathurst Street	From 210 metres south of the south limit of Bloomington Road to 450 metres north of the north limit of Bloomington Road.
Bayview Avenue	From 200 metres south of Wellington Street to 150 metres south of Stone Road.
Bloomington Road	From 90 metres west of the west limit of Bathurst Street to 450 metres west of the west limit of Yonge Street.
Conover Avenue	From Borealis Avenue to Wellington Street East.
McClellan Way	From Henderson Drive to Bathurst Street.
Murray Drive	From Wellington Street West to Kennedy Street West.
Orchard Heights Boulevard	From Laurentide Avenue to Yonge Street.
Stone Road	From Bayview Avenue North to Bayview Avenue South.
Wellington Street East	From 800 metres east of the east limit of Bathurst Street to 680 metres west of the west limit of Bayview Avenue.
Yonge Street	From St. John's Sideroad to 190 metres north of Orchard Heights Boulevard

For more information and to view a complete list of Community Safety Zones in York Region, please visit york.ca/trafficsafety

 aurora.ca/roads

e-PLAY

The Town of Aurora's online recreation registration system allows you to browse and register for programs. Visit aurora.ca/e-PLAY today.

Reminder: Please take care of your property

A reminder to residents to take care of their property, clean up debris and keep grass no longer than eight inches. Let's all pitch in and keep Aurora looking beautiful.

 aurora.ca/buildingservices

Whose job is it?

Who's responsible for repairs in the Town of Aurora



Items shown in the illustration have the appropriate contact information listed below. For all other general inquiries, call Access Aurora at 905-727-1375.

Repairs

1 Traffic Signals (Outages)

Access Aurora

905-727-1375

Regional Municipality of York
Road Operations

1-877-464-9675 ext. 75200

2 Street Lights (Outages)

Access Aurora

905-727-1375

3 Street Signs (Missing/Broken)

Access Aurora

905-727-1375

4 Decorative Lighting (Outages)

Access Aurora

905-727-1375

5 Telephone Booths (Damaged)

Bell Canada

905-310-2355

6 Hanging Baskets (Damaged)

Access Aurora

905-727-1375

7 Bus Shelters (Damaged)

York Region Transit

905-762-2100

GO Transit

416-869-3200

8 Fire Hydrant (Leaking)

Access Aurora

905-727-1375

9 Graffiti

Access Aurora

905-727-1375

10 Street Banners (Damaged)

Access Aurora

905-727-1375

11 Mailbox (Broken/Damaged)

Canada Post

1-866-607-6301

12 Parking (Concerns)

Access Aurora

905-727-1375

13 Garbage (Overflow)

Green For Life

1-866-421-5625

14 Water/Wastewater Main Breaks

Access Aurora

905-727-1375

15 Parks & Trees (Concerns)

Access Aurora

905-727-1375

16 Property/Building Standards

Access Aurora

905-727-1375

17 Domestic Animals (At large)

Access Aurora

1-877-979-7297

18 Local Potholes/Snowplowing

Access Aurora

905-727-1375

DID YOU KNOW?

The Town of Aurora distributes a monthly electronic newsletter to keep residents informed of news and events. The newsletter is available by subscription. To sign-up, visit aurora.ca/auroramatters.

The Town of Aurora's consolidated and audited financial statements are posted annually in the spring at aurora.ca/financialstatements.

The Town of Aurora's new Joint Operations Centre includes many green design considerations which reduce energy consumption and greenhouse gas emissions.

The Tim Jones Trail is Aurora's longest trail which links multiple Town facilities including Aurora Town Hall, the Aurora Seniors' Centre, the Aurora Family Leisure Complex and Lambert Willson Park.



Road Watch Program

Road Watch is a community-driven program that provides citizens with a means to report aggressive or unlawful driver behaviour. Instances of unsafe lane changes, disobeying traffic lights and stop signs are typical behaviours that qualify for a Road Watch submission.

Help keep our roads safe. Report your road safety concerns to York Regional Police. Visit yrp.ca/roadwatch

Road Closure Permit

The Town may temporarily close any roads within the Town for approved social, recreational, athletic, community or filming purpose. Applications to request a temporary road closure within the Town are available at Aurora Town Hall or on the Town's website. Applications must be submitted at least two weeks prior to the event. Scheduled road closures are communicated to the public in advance through the Town's Notice Board on page 2 of *The Auroran* newspaper and on social media channels

 aurora.ca/roadclosurepermit

Road Occupancy Permit

Residents and contractors are required to obtain a *Road Occupancy Permit* prior to any work or construction access within the Town's road allowance and property. Plans and a minimum deposit of \$225 or 10 per cent, and a \$575 to \$5,000 security deposit are required prior to approval of the permit. Deposits are refundable after all repairs to Town land are completed to the Town's satisfaction. Stockpiling construction material/containers within the road allowance is not permitted and is subject to enforcement and possible fines.



Schools/School Boards

– See page 18 (Education)

Scholarships

Academic Achievement Awards

Each year, the Town of Aurora presents two grade 12 students from high schools in Aurora with the Town of Aurora Student Academic Achievement Award to honour their academic achievements. Schools nominate students based on high academic achievement. Recipients must be furthering their education and be a resident of Aurora.


John West Memorial Leaders of Tomorrow Scholarship

The Town of Aurora's John West Memorial Leaders of Tomorrow Scholarship honours the achievements of senior students who are entering their first year of full-time post-secondary study at college, university or equivalent. This award would not have been possible without the donation of funds from former Mayor John West, who passed away in December 2013. The former mayor and long-serving councillor provided more than two decades of public service to the Town of Aurora between 1979 and 2006.

 aurora.ca/leadersoftomorrow

Seniors

The Aurora Seniors' Centre is a fully-accessible facility and welcomes adults 55 years and older. This facility includes a games room with billiards table, a woodshop, a reading and computer room, a member's lounge and an up-to-date outdoor bocce court overlooking the Aurora Arboretum. Trips and additional programs are made available throughout the year at additional reasonable costs.

 aurora.ca/seniors

Sewers

For internal sewer problems, please call a private plumber as the Town of Aurora does not provide plumbing service. If the problem is elsewhere, you may either call a private plumber or the Town's Operational Services Department. If there is a blockage or collapse on private property or if the problem was caused by tree roots on private property, the homeowner is responsible for the cost of the repairs, including any services rendered by the Town.

The pipes throughout your home that collect wastewater are the homeowner's responsibility. Keeping these pipes free of debris - like hair or grease - keeps them functioning properly.

The section of pipe that runs beneath your home to the property line is also the homeowner's responsibility. If that section of pipe gets clogged with large objects being flushed down a toilet, by a large amount of grease from the kitchen sink, or by the roots of the trees on your front lawn, it is the homeowners' responsibility to have it cleared out.

Remember, sinks and toilets are not a garbage can. Please dispose of diapers, large objects, hair and grease into the garbage and not into your pipes. Backups are most commonly caused by items that should never be flushed down the toilet or poured down the drain.

24-hour sanitary sewer back-up services

The Town of Aurora offers emergency sanitary service to Aurora households, 24-hours a day, seven days a week.

Most sewer back-ups occur when the sewer pipe that runs from your home to the Town's main sanitary sewer pipe is blocked with items such as roots or grease. A blockage in the sewer pipe may cause wastewater to back up into your basement from the floor drain. If you have a sewer backup in your home, call the Town of Aurora at 905-727-3123.

A minimum fee of \$450 is charged for all service calls where the problem area is located on private residential property. If the problem is found to be on the town side, no charges will be incurred.

 aurora.ca/sewers

Signs

The Sign By-law 5840-16 regulates signs within the Town of Aurora. This bylaw came into effect on March 29, 2016 replacing the previous Temporary and Permanent Sign By-laws 4897-07.P and 4898-07.P. The intent of this bylaw is to regulate signs in relation to business needs, community appearance, safety and the impact on areas, properties or buildings identified for their historical significance.

The following signs require a permit:

- Wall signs
- Awning signs
- Canopy signs
- Projecting signs
- Ground signs
- Development signs
- Menu board signs for drive through facilities
- Mobile signs
- Banner signs
- Feather banner signs

For more information including how to apply for a sign permit, please refer to our website.

 aurora.ca/signs

Skating (Indoor) – See page 13 (Arenas)

Skating (Outdoor) – See page 24 (Outdoor Ice Skating)

Skateboard/BMX Facilities

Hickson Park has permanent skateboard and BMX facilities, with concrete skateboard runs, numerous ramps, transitions, stairs, ledges and rails. A separate BMX loop is designed in a grassed area and consists of a series of jumps, log steps, log and plank bridges, a rock and log circuit and a rock and log spider. There is a soft surface course consisting of earth and mulch designed for beginners to advanced bikers.

A permanent skateboard park is located at the Aurora Family Leisure Complex, with numerous ramps, runs and transitions.

Please note, skateboard/BMX parks are not supervised by Town staff. Helmets and safety gear are strongly recommended.

 aurora.ca/skateboard

Smoking

As of January 1, 2015, the Government of Ontario made it illegal to:

- Smoke on bar and restaurant patios
- Sell tobacco on college and university campuses
- Smoke near playgrounds and public sports fields and surfaces

For more information, please refer to the information below to contact Smoke Free Ontario directly.

 **1-866-797-0000**

 ontario.ca/smokefree



Social Media

Connect with us on social media to stay informed of Town news, programs and events. Town of Aurora staff post regular updates to our social media accounts and keep you informed of the important updates in the Town.

Find us on Facebook ([townofaurora](#)), Twitter ([Town_of_Aurora](#)), Instagram ([townofaurora](#)), LinkedIn, and YouTube. General Committee Meetings and Council Meetings are also livestreamed through our YouTube channel ([Townofaurora2012](#)).

Snow Removal

The Town has three types of roads: regional roads such as Wellington Street and Bayview Avenue; primary roads such as Industrial Parkway; and secondary roads such as cul-de-sac and low volume local roads. Regional roads are cleared by York Region. The primary and secondary roads are cleared by the Town.

At the beginning of a snowfall or freezing rain, all primary roads with high-volume traffic are salted first. Then, all secondary roads with low volume traffic are salted.

When streets require plowing, they are cleared within 16 to 24 hours after the end of the snowfall whenever possible, although heavy snowfalls or successive storms can sometimes extend this period. Snowfall duration longer than four hours and/or accumulations in excess of 10 centimetres may require plowing of some roads more than once which may extend the time necessary to clear the roads.

We anticipate having all roads salted within 12 to 16 hours from the time the fleet is dispatched. However, staff have the flexibility, when weather conditions are appropriate, to determine that it is not necessary to salt the secondary roads after completion of salting the primary roads.

Please note: As a result of prolonged, unusual or unexpected weather conditions or unavailability of staffing/equipment resources, there may be deviations from the above maintenance program, including extended completion times. Your patience and cooperation is greatly appreciated in these circumstances.

To assist the Town with winter road and sidewalk maintenance, residents are asked to:

- Place garbage containers, blue boxes and green bins in driveways rather than on snow banks.
- Never push snow from your driveway (including snow banks left by the plows) onto or across the road, as this can create unsafe driving conditions.
- Refrain from pushing snow from driveways into ditches to maintain open culverts.
- Stay well back from snow plows, sanders, loaders and tractors.
- Ensure that fences, posts, hedges, shrubs, driveway curbs or other obstructions are not placed on the Town's boulevard. The Town will not be responsible for damage to items placed on Town property by property owners.
- Ensure that your children do not play where snow is piled at the side of the street, near snow plows, loaders or tractors. Snow equipment operators may not see children playing in the snow or near the equipment.
- Be wary of "black ice," a thin layer of transparent ice that is formed when the road surface draws moisture from the air and the road temperature is or falls below 0°C.

Please be aware that in new home developments, where roads have not yet been assumed by the Town, the developer is responsible for snow clearing.

 aurora.ca/snow

See our Snow Plows in Progress

The Town of Aurora's online application, Where is My Snow Plow? lets you track the progress of the Town of Aurora's snow plows in real time and gives you easy access to other important up-to-date information:

- Snow plow and sidewalk route maps
- Winter maintenance practices
- Winter maintenance frequently asked questions
- Snow clearing tips for residents
- Local weather
- Submit a road/sidewalk concern

To access the snow plow and winter maintenance information, visit aurora.ca/snowplow.



Splash Pads

Cool off during the warm summer months at our children's splash pads.

The splash pads feature tumbling buckets of water and several ground jets for a variety of water play activities on a safe rubber surface. Adjacent amenities include a large playground, open grass fields and washroom facilities. All locations have ample parking.

PARK	ADDRESS
Ada Johnson Park	60 Hartwell Way
Aurora Town Park	49 Wells Street
Trent Park	140 Thomas Phillips Drive

The splash pads are open, weather-permitting, from mid-June through to early September. Hours of operation are 9 a.m. to 9 p.m.

Please note, splash pads are not supervised by Town staff.

 aurora.ca/splashpads

Sports Fields

The Town of Aurora maintains 18 baseball diamonds and 65 soccer pitches throughout the Town, including artificial turf fields at Sheppard's Bush, Stewart Burnett Park and St. Maximilian Kolbe Catholic High School. These facilities are some of the best in the region, largely due to the Town's high maintenance and construction standards.

The Community Services Department requests that all sports groups refrain from using any sports field from October through to May each year to allow for regular maintenance and to give the fields time to rejuvenate. No field permits will be issued to any group prior to May 15, except for artificial turf fields. Depending on weather and field conditions, permits may be canceled or delayed until conditions improve. All sports field closures will be listed on our website's homepage and social media channels.

 aurora.ca/sportsfields

Squash

Club Aurora Fitness Centre is home to three international squash courts. Information on squash lessons, clinics and our popular house league can be found in the *Program Guide*.

 aurora.ca/squash

Swimming – See page 13 (Aquatics)

Swimming Pool Enclosures – See page 15 (See Permits)

Street Signs/Street Lights

Damaged or missing street/traffic signs or light outages should be reported to the Town of Aurora.

 aurora.ca/contact

Street Sweeping

The Town of Aurora typically begins street sweeping in late March or early April, depending on weather conditions.

The clean-up process normally takes about two to three weeks to complete but may be delayed by inclement weather, parked vehicles or excessive amounts of winter debris.

All streets and sidewalks that are owned and assumed by the Town will be swept.

Please remember to:

- Avoid Monday to Friday daytime street parking, if possible.
- Avoid parking over curbs or sidewalks.
- Place your garbage, recycling and yard waste on your driveway, away from the road.

Your co-operation is appreciated.

 aurora.ca/streetsweeping

Subdivision Assumption

The subdivision developer is responsible for the maintenance of all public services that they construct from the commencement of construction to the date of assumption by the Town.

Prior to the Town assuming the subdivision, the developer will request a final inspection of all public services and must correct any deficiencies to the Town's satisfaction. The timing for the correction of deficiencies is the responsibility of the developer, not the Town. After all construction is completed and the maintenance period has expired, the developer may request the Town to assume the subdivision.

Once all of the public services have been completed to the Town's satisfaction and according to the *Subdivision Agreement*, a one-year maintenance period will begin.

Lot grading deposits are a condition of the *Purchase and Sale Agreement* between the purchaser and the developer. The Town is not party to this Agreement, nor does it require such conditions to be placed on purchasers as part of the *Subdivision Agreement*. Accordingly, the Town cannot return the lot grading deposit, nor can it require the developer to return it. Homeowners are urged to review their *Purchase and Sale Agreement* for these details.



Splash pad fun at Aurora Town Park



Baseball diamond at Aurora Town Park

Taxes

Property taxes

Your property taxes are billed in January and June/July each year. Each of the billings is payable in two installments. Property taxes must be paid on or before the due dates to avoid interest charges.

How to pay your property taxes

There are several convenient ways to make tax payments to the Town of Aurora. You can pay taxes by using online banking, by going to your bank, by mail, through our after-hours drop box or in-person at Aurora Town Hall. Please do not send cash in the mail or through our drop box. When paying in-person at Aurora Town Hall, you can pay by cash, cheque* or debit only. We do not accept credit card payments in person. However, if you would like to pay by credit card, you can now pay online via a third party, plastiq.com. Please note, a service charge will be applied by Plastiq. Pre-authorized payment plans are also an option.

When paying for your property taxes, by methods other than in-person, please allow time for postal delivery or bank processing time. All payments must reach The Town of Aurora by close of business on the due date to avoid interest charges being applied.

* Please make cheques payable to: TOWN OF AURORA

Late payment charges

To avoid interest charges, payments must be received on or before the due date. A charge of 1.25 per cent will be added on the first day of the calendar month following default and on the first day of each calendar month thereafter, as long as the taxes remain unpaid. Please be advised that neither Council nor Town Staff have the authority to waive or alter late payment or interest charges.

Failure to receive a tax notice does not excuse a taxpayer from the responsibility for payment of taxes and does not relieve the assessed owner of interest charges due to late payment. We encourage all residents to use our pre-authorized payment plans.

Education Property Tax Rates

The education portion of the property tax rate is set by the Ontario Ministry of Education. Historically the education portion represents about 21 cents of \$1 of your property tax bill. For more information on the Education Tax Rate, please contact the Ontario Ministry of Education at 1-800-387-5514.

Regional Municipality of York Tax Rates

The tax rates for the regional portion of your property tax bill are established by York Region. Information on the Region's budgets and taxes is available on their website at york.ca/budget. Historically the Region portion represents about 43 cents of \$1 of your property tax bill. York Region's taxes fund police and ambulance services, public health, social housing and other social services, solid waste disposal, regional transit, major roads and regional development planning.

Current Value Assessment


Accurate assessments are the cornerstone of the property tax system. The Municipal Property Assessment Corporation (MPAC) classifies and values all properties in Ontario under the Assessment Act and regulations established by the provincial government. MPAC is committed to ensuring that every valuation is accurate. If you believe your property assessment is not accurate, MPAC will review it at no charge. You can make a Request for Reconsideration for the assessment used for the current year's tax, however deadlines for submission are near the end of March of the same year, and will be noted on your assessment notice. If you have any questions or concerns about the assessed value of your property, please contact MPAC at 1-866-296-6722 or visit mpac.ca

Supplementary Property Taxes for New Construction

If your home is newly-constructed or has undergone any renovation or alteration, your property may not be fully-assessed. The final property tax bill is based on your current property assessment. A separate billing, referred to as a Supplementary Tax Notice, will be issued later, based on the additional assessed value of your property as determined by MPAC. Supplementary property taxes will be retroactive to the date of occupancy or purchase. It is recommended that you budget for a Supplementary Property Tax billing if this may apply to you.

Property Tax Deferral Program for Seniors and Low-Income Seniors/ Disabled Persons

The Regional Municipality of York has established a Tax Deferral Program for seniors age 65 or older, low-income seniors or low-income disabled persons. This program makes it possible to defer some increased taxes until the ownership of the property changes. Please visit aurora.ca/tax for more information

 aurora.ca/tax

Tennis Courts

All Town of Aurora tennis courts are asphalt surface, regulation size, and have outdoor lighting until 11 p.m. daily. Tennis courts can be found in the following park locations:

PARK	NUMBER OF COURTS	ADDRESS
David English Park	2	206 Carisbrooke Circle
Fleury Park	4	5 Community Centre Lane
Mavrinac Park	2	234 Mavrinac Boulevard
McMahon Park*	3	76 Maple Street
Norm Weller Park	2	250 McClellan Way
Summit Park	2	267 Orchard Heights Boulevard

*Please note, the Aurora Community Tennis Club operates out of the McMahon Park tennis facilities. The public has equal access to the courts from 9 a.m. to 12 p.m. on Mondays and Fridays and from 3 p.m. to 6 p.m. on Saturdays and Sundays. The public is permitted on the courts at all other times subject to Tennis Club Members having priority.

 aurora.ca/tenniscourts

Tobogganing

Tobogganing is permitted in only the following locations:

PARK	ADDRESS	DETAILS
Fleury Park	5 Community Centre Lane	In the dedicated area just south of Aurora Heights Drive and the Aurora Community Centre parking lot
Machell Park	15 Orchard Heights Boulevard	In the dedicated area just north of the parking area on the west side
Lambert Willson Park	115-135 Industrial Parkway North	Along the east side of the Aurora Family Leisure Complex
Copland Park	225 Aurora Heights Drive	Along the north side of the park

Please note, these locations/areas are not supervised by the Town of Aurora and surface conditions can vary widely with ice, bare ground or other conditions that pose a hazard. All tobogganers using these facilities do so at their own risk and children should be supervised by an adult. All participants should use the appropriate personal safety equipment.

 aurora.ca/tobogganing

Pre-authorized payment plans

Did you know that the Town of Aurora offers convenient pre-authorized payment plans? Complete an online application form for water or property tax pre-authorized payments today! Some residents set-up recurring bank payments on a pre-determined schedule. This approach avoids missed payments and penalties. Visit aurora.ca/tax for more information.



Town Hall

Aurora Town Hall officially opened in 1991 at 100 John West Way, one block north of Wellington Street between Bayview Avenue and Industrial Parkway. Please feel free to visit and enjoy the surrounding park area. Regular office hours are 8:30 a.m. to 4:30 p.m., Monday to Friday, with extended Access Aurora hours on Tuesdays from 8:30 a.m. to 8:30 p.m.

Tours of Aurora Town Hall are available by contacting Access Aurora at 905-727-1375. Tours are usually co-ordinated in conjunction with the Mayor's Office.

 aurora.ca/townhall

Town Pins

Municipal lapel pins with the official Town of Aurora logo are available in limited quantities. Pins can be requested by organizations or individuals to distribute at functions that are of a provincial, national or international nature. Contact Access Aurora for more information at 905-727-1375.

Traffic Lights/Signals

To report a traffic light/signal outage, please contact the Town of Aurora.


 aurora.ca/contact

Trails

The Town of Aurora is fortunate to have an extensive pedestrian trail system which connects many of its neighbourhood parks, Town facilities and open-space corridors. The Town currently maintains approximately 57 kilometres of trails. All Aurora trails are considered multi-use, with the primary focus being on pedestrian hikers. Opportunities also exist for cross country skiers. The majority of our trails consist of compact gravel surfaces with some asphalt sections through neighbourhood and community parks.

Download a copy of our *Streets, Parks and Trails Map* at aurora.ca/parksandtrails.


Please note, trails are not groomed or maintained during winter months and conditions vary widely. Surface conditions can change dramatically during the winter to create potentially hazardous hiking and skiing conditions. All users are advised to respect other trail users, stay on designated trails and exercise caution at all times. The use of motorized vehicles is strictly prohibited on any municipal trail or parkland. Any person using the Town's trail system does so at their own risk.

 aurora.ca/trails

Transit


Aurora's public transit system provides commuters with access to GO Transit commuter train service, York Region Transit and VIVA Bus Rapid Transit systems that easily connect commuters to downtown Toronto and other GTA destinations.


York Region Transit (YRT)/Viva

 905-762-2100

 yrt.ca

GO Transit

 416-869-3200

 gotransit.ca

Trees

The Town of Aurora's Parks Division provides tree services such as planting, pruning, removal and designation of memorial trees along streets, parking lots, residential and commercial areas, parks and open spaces. The Town also regulates the removal of trees from private property.

Boulevard Trees


Trees have been planted within the municipal road allowance in your neighbourhood. The species and locations are pre-approved by the Town, through either a municipally-approved planting plan prepared by the developer or as selected by the Town's arborist. The Town's Parks Division encourages a diversity of trees on our boulevards and in our community.

Memorial Tree Planting

Would you like to establish lasting roots in Aurora? Are you looking for a unique gift idea for a special person or occasion? The Town of Aurora has a *Memorial Tree Planting Policy* to enable the planting or designation of memorial trees on municipal lands within the Town. If you are interested in planting a memorial tree on municipal lands in the Town, please contact us.

Tree Pruning Program

The Town of Aurora manages a vast inventory of municipal trees. We undertake a major annual pruning program of roadside street trees throughout the winter months each year and operate on a seven-year pruning cycle. The primary objective for tree pruning is to provide overhead clearance for vehicles and pedestrians. Due to the extensive tree inventory, we encourage residents to call our office with reports of problem trees or trees on municipal boulevards which require pruning. Our staff will respond on short notice to any problem associated with a municipal tree.

 aurora.ca/trees

Tree Removal Permit

As part of ongoing efforts to be an environmentally-responsible community, Aurora Town Council initiated a bylaw with respect to regulating the injury and removal of trees on private property. The *Tree Permit Bylaw* requires residents and landowners to obtain a Town permit to remove trees. It also enables the Town to impose fines and penalties for unauthorized removal of trees from privately-owned land.

 aurora.ca/treeremovalpermit




Volunteer

The Town of Aurora's volunteer programs provide an opportunity for volunteers to

participate and to assist Town employees in delivering fitness, aquatics programs, special events, camps, and various children/youth programs. For more information, please contact Julie Stephenson, Youth Programmer at jstephenson@aurora.ca or Nicole Conboy, Special Events Sponsorship Coordinator at nconboy@aurora.ca.

Many volunteer opportunities are also available throughout our community. For more information, please contact Neighbourhood Network.

Neighbourhood Network

 905-726-3737

 neighbourhoodnetwork.org

Community Recognition Awards

The Town of Aurora celebrates the spirit of volunteerism and dedicated community volunteers at our Citizen of the Year and Community Recognition Awards ceremony held each spring. Nominate someone today! For more information, please visit aurora.ca/CRA



Waste/Recycling

The Town of Aurora is responsible for garbage, recycling, organics, yard waste, bulky waste and appliance collection programs in Aurora. Disposal and processing of materials, including the operation

of household hazardous waste collection depots is the responsibility of the Regional Municipality of York.

Waste Management Guide and Recycling Calendar

Each year, the Town of Aurora produces a comprehensive waste and recycling collection calendar, which is distributed to each household in Aurora. The calendar outlines collection dates, new or revised programs and tips on how to reduce waste. If you do not have a calendar, you can download a copy from our website at aurora.ca/wasteandrecycling or pick-up a copy at Aurora Town Hall, the Aurora Family Leisure Complex, the Aurora Community Centre, the Stronach Aurora Recreation Centre and the Aurora Public Library.



Basic Collection Information

Green bins and blue boxes are collected weekly. Garbage is collected every other week, based on your location. To determine the collection day for your address, please refer to our *Waste Management Guide and Recycling Calendar*.

Please place garbage, green bins, blue boxes and yard waste at the curb no later than 7 a.m. on your scheduled day, but no earlier than 5 p.m. the night before. Please be aware that the time of collection in your area may change at any time, without notice. If your items are set out late, they will not be collected.

Please note:

- There is a maximum limit of five bulky items per collection. Any items over the limit will be tagged and left at the curb
- Electronic waste and batteries will not be picked up at the curb

Blue Box Recycling

Blue boxes are available for a fee at the Joint Operations Centre (229 Industrial Parkway North) between the hours of 8:30 a.m. and 4:30 p.m., Monday to Friday. New residents in Aurora will receive a free blue box. Additional containers must be purchased. All residents who have a damaged blue box, contact GFL (Green For Life) via email at wasteline@gflenv.com or telephone at 1-866-421-5625 for a replacement. All other rigid containers including cardboard boxes used for recycling will not be collected. We encourage you to purchase additional blue boxes if you have an overflow of material.

Green Bin Composting

Green bins are available for a fee at the Joint Operations Centre (229 Industrial Parkway North) between the hours of 8:30 a.m. and 4:30 p.m., Monday to Friday. New residents to Aurora will receive a New Residents Package that includes one blue box, one green bin, one kitchen catcher and a waste calendar. Additional containers must be purchased. All residents who have a damaged green bin, please contact GFL via email at wasteline@gflenv.com or by phone telephone at 1-866-421-5625 for a replacement. All organic material must be contained in a bag that is securely closed or tied. We recommend using certified compostable bags. Organic material placed loosely in your green bin will not be collected

Yard Waste Collection

Yard waste is collected with recycling every second week from April to November, as noted in the *Waste Management Guide and Recycling Calendar*. There is no limit on the amount of yard waste that can be placed for collection, providing that acceptable containers are used. Please place weeds, plant trimmings and leaves in paper yard bags, or any rigid open top container, with holes at the bottom for water release that has sturdy, grab-through handles.

Please note:

- Individual branches must be no larger than 10 centimetres (4 inches) in diameter.
- Bundles must be no more than 22 kilograms (50 pounds) and no longer than 1.2 metres (4 inches).
- Grass clippings are not collected; please compost your clippings using a backyard composter.
- Rocks, soil, sod, treated wood, tree stumps, flower pots and trays, treated wood or animal droppings are NOT collected with yard waste.
- The maximum weight for individual paper yard bags or containers is 22 kilograms or 50 pounds.

For more information on yard waste collection, including yard waste collection dates, please visit aurora.ca/yardwaste.

Construction Waste

Construction waste is not part of the curbside collection service. This material can be dropped off as garbage at the Georgina Transfer Station or the York Region Community Environmental Centre. Disposal fees apply.

Metal item recycling

To dispose of metal goods or appliances, please contact Green for Life (GFL) to schedule a collection date.

Bulky item recycling

Collection of bulky goods does not require a scheduled appointment. You can set out a maximum of five bulky waste items on your scheduled garbage collection day. Any items over the five item limit will be tagged and left at the curb. All items must be set out by 7 a.m. for collection.

Electronic equipment recycling

Electronics may contain hazardous substances and valuable resources that need to be recycled, reused or disposed of properly. Electronic waste, also known as e-waste, will not be picked up in curbside collection. Residents can dispose of e-waste at any of York Region depots, or by contacting a private removal company. See the dates listed in the guide for specific Town of Aurora's Electronic Waste Recycling Events.

WASTE/RECYCLING PHONE NUMBERS

General waste and recycling concerns

Town of Aurora
905-727-1375



Collection inquiries/broken containers

Green for Life
1-866-421-5625



Metal/appliance pick-up

Green for Life
1-866-421-5625



Hazardous materials

York Region
1-877-449-9675



Not sure where it goes?

Use Recycle Coach to find out whether your item belongs in the Blue Bin, Green Bin, or garbage. Access Recycle Coach at aurora.ca/wasteandrecycling or download the Recycle Coach app for Apple or Android.



 aurora.ca/wasteandrecycling

E-Waste Electronic Waste Recycling Events

Drop-off your unwanted or obsolete electronic devices for recycling and safe disposal.

Saturday, May 4

Saturday, October 12

**Joint Operations Centre,
229 Industrial Parkway North
10 a.m. to 2 p.m.**

Water Bills

Water bills are issued four times per year for residential accounts and bi-monthly for non-residential accounts. The billings are based on water consumed, as registered on your water meter. The water meter is read directly by a Town contractor from outside the home by touching equipment to an outdoor reading device connected to the meter in your basement. No adjustment is made for water used outside for pools, garden or lawn maintenance or washing, as this difference is averaged in our rate calculations for all consumers. A fixed charge for stormwater management is added to each bill to fund flood protection, stormwater management and water quality protocols for our stormwater systems.

About meter readings

The Town's meters, installed in all properties, register water consumption and may under-register water as the meter ages and wears. Eventually the meter must be replaced, which is completed by the Town at the Town's expense. The meter reading is much like the odometer in your car; we read it each time, and bill the difference from the last-billed reading.

The meter reading is rounded down to an even measurement. Accordingly, billings reflect these large even measurements, despite detailed readings actually appearing on your meter. The amount unbilled at one reading will be picked up by the Town on its next reading.

The Town of Aurora is currently completing a multi-year meter change out program. Each year over the next several years, the Town of Aurora will replace approximately 1,000 aging water meters. In addition to improved accuracy, the new models will have wireless reading capability, removing the need for manual reading. The Town will continue to update aging meters over the next ten years.

DOWNLOAD RECYCLE COACH, AURORA'S NEW WASTE AND RECYCLING PLATFORM THAT PROVIDES, SCHEDULE INFORMATION AND COLLECTION TIPS AT THE TOUCH OF A FINGER.



Confused about what bin to put that coffee cup in? We're not.

Find local disposal information for 10,000+ household items with the Recycle Coach What goes where? tool.

How to pay your water bill

You can pay your water bill by using online banking, going into your bank, by mail, in-person at Aurora Town Hall, or by using our after-hours drop box. Please do not send cash in the mail or place cash in our drop box. When paying in-person at Aurora Town Hall, you may pay by cash, cheque* or debit only. We do not accept credit card payments in-person. However, should you wish to pay by credit card, you can now pay online via a third party, plastiq.com. Please note, a service charge will be applied by PlastiQ. You can also consider our easy pre-authorized payment plan option. Some residents set-up recurring bank payments on a pre-determined schedule. This approach avoids missed payments and penalties. Visit aurora.ca/waterbilling for more information.

When paying for your water/wastewater bill, please allow time for postal delivery or bank processing time. All payments must reach the Town of Aurora by close of business on the due date to avoid interest charges being applied.

* Please make cheques payable to: Town of Aurora

Moving or renting

If you are moving, please complete the appropriate forms online to arrange for a final water meter reading and final billing. This will ensure that you are not held responsible for any consumption by the new owner, reducing potential issues between the buyer and the seller.

If you are renting your home to a tenant, please be aware that the Town of Aurora holds the owner of the property responsible for the water account. The Town will bill the tenant directly upon written authorization and acceptance of responsibility of the owner only. The tenant should discuss this with the owner. Final water meter readings and final billings for tenant charges can be arranged by contacting Access Aurora at 905-727-1375.

Water Service Requests

To turn the water off inside your home, locate the water shut-off valve by your water meter. If you require the water service to your home to be turned on or off outside of your home at the property line, please contact the Town. Please note, the replacement of broken/leaking shut-off valves is the responsibility of the homeowner.

 aurora.ca/water

Water/Wastewater Emergencies

The Town of Aurora is on standby to respond to water or wastewater emergencies. Please call 905-727-3123 ext. 3442 or 3452, Monday to Friday during regular business hours of 7 a.m. to 4 p.m. After hours, please call 905-727-1375 and follow the prompts to reach our after-hours emergency line.

 aurora.ca/water

Tips to avoid large water bills

Occasionally, water can leak through the water system inside your home without you knowing about it. The four most common locations for hidden leaks are through toilets, water softener systems, furnace humidifiers and outdoor taps. Hidden leaks can lead to significantly higher water bills than necessary, for which you are still responsible. Please visit aurora.ca/waterbilling for detailed information on how to detect, correct and prevent water leaks.

 aurora.ca/waterbilling



Water Supply

The Regional Municipality of York is responsible for the Town's water supply. York Region operates six wells in the Town which draw from the Yonge Street aquifer. In addition to the wells in Aurora, York Region supplements Aurora's water supply with water from the City of Toronto and the Regional Municipality of Peel.

York Region is responsible for storage, adequate pressure and the chlorination level of water supplied to the Town. The Town of Aurora is responsible for water quality testing, pipe maintenance and repair.

Regional Municipality of York

 905-830-4444, ext. 73000

 york.ca/environment

Water Use

The Town of Aurora enforces a bylaw related to outdoor water use. It is important that all residents and businesses observe the following regulations, as they have been put in place to ensure a continued and abundant water supply.

The Town's Bylaw Services Division manages and enforces this program. Although a maximum fine of up to \$5,000 under *By-law No. 4420-03.E* may be assessed for violators, the co-operation of all residents and businesses in supporting this extremely important water conservation effort is key to its success.

The Town of Aurora's water, obtained from a hose, pipe, sprinkler or permanent irrigation system can be used to water a lawn, garden, wash a vehicle, sidewalk, driveway, patio, deck or window, fill a swimming pool as follows:

- If you have an even-numbered address*, you can use the water outdoors on an even-numbered day of the month.
- If you have an odd-numbered address*, you can use the water outdoors on an odd-numbered day of the month.
- Outdoor water use is only permitted between the hours of 6 a.m. and 10 a.m. and 6 p.m. and 10 p.m.
- Conditions are in place each year from May 15 to September 30.

*Townhouse units having a common street address should water according to the unit number, not the address number of the complex. Apartment buildings should use the building number only. This bylaw applies to all residential, commercial and industrial properties and municipal properties.

Any person who contravenes any provision of this bylaw is guilty of an offence and is liable upon conviction to a fine as provided for under the *Provincial Offences Act*.

There is one exemption in the bylaw for the watering of newly-placed sod. Further, the bylaw does not apply to properties that use a well.

In the event of an Outdoor Water Use Advisory or Outdoor Water Use Ban, please follow these guidelines:

- If a **Stage One Outdoor Water Use Advisory** is declared, all persons are requested to refrain from using Town water from a hose, pipe, sprinkler or permanent irrigation system.
- If a **Stage Two Outdoor Water Use Ban** is declared, no persons should use Town water from a hose, pipe, sprinkler or permanent irrigation system.

Residents failing to comply with these provisions may be subject to a fine.

 aurora.ca/bylawservices

In the event of an Outdoor Water Use Advisory or Outdoor Water Use Ban, please follow these guidelines:

- If a **Stage One Outdoor Water Use Advisory** is declared, all persons are requested to refrain from using Town water from a hose, pipe, sprinkler or permanent irrigation system.
- If a **Stage Two Outdoor Water Use Ban** is declared, no persons should use Town water from a hose, pipe, sprinkler or permanent irrigation system.

Residents failing to comply with these provisions may be subject to a fine.

 aurora.ca/bylawservices

Weddings

Marriage Licence – See page 24 (Licences)

Civil Marriage Ceremonies

The Town of Aurora offers civil marriage ceremonies at Aurora Town Hall for couples planning to have a non-religious ceremony. A civil marriage ceremony is also a great option if you are having a destination wedding and want to ensure that your legal paperwork is filed in Ontario. To learn more about available dates and times, to make reservations, download scripts and view fees, please visit our website.

 aurora.ca/civilmarriage

Winter Street and Sidewalk Maintenance

– See page 32 (Snow Removal)

Wildlife

Wildlife such as coyotes, raccoons, skunks and foxes are common in Aurora and York Region. These animals can be found in forests, trails and neighbourhoods.

You can help prevent wildlife from coming on to your property by protecting pets and livestock, fencing gardens and securing garbage and compost, will help encourage coyotes to go elsewhere. Most importantly, never feed coyotes or other wildlife.

 aurora.ca/wildlife

Y **Yard Waste** – See page 36 (Waste/Recycling)

Youth Programs

The Community Services Department provides youth 12 to 17 years old a wide variety of recreation programs and leadership opportunities that meet their current developmental needs in a safe, interactive and supervised environment. Do you want a safe place to hang out away from home? Check out The Loft at the Aurora Family Leisure Complex. We offer video games, music, a media corner and a variety of games.

To explore current registered programs and drop-ins, please refer to the *Program Guide*, available online or at all Town facilities.

Zoning

The Town of Aurora's *Comprehensive Zoning Bylaw* is prepared by the Planning and Development Services Department and enforced by the Town's Bylaw Enforcement Officers. This bylaw implements the *Official Plan* policies and identifies permitted uses for each property within the Town along with restrictions, siting and building specifications such as minimum setbacks from property lines, maximum lot coverage, height restrictions and other zoning standards.

 aurora.ca/zoning



AURORA Montessori School

**OPEN
HOUSE:**

**TUESDAY, APRIL 16, 2019
FROM 6:30 P.M.-8:00 P.M.**
(DROP-IN FORMAT)

**SUMMER
CAMP:**

**JULY 1-AUGUST 9, 2019
WEEKLY THEMES
AGES 18 MONTHS TO 12 YEARS OLD**



For more information or to book a tour of our facilities,
contact Admissions at **905-841-0065** or
visit us at www.auroramontessori.com
330 Industrial Parkway N., Aurora

National Youth Week

We celebrate National Youth Week every May! Stay tuned for a schedule of our activities.

 aurora.ca/youthprograms

Preliminary Zoning Review

The Town's Preliminary Zoning Review is a service where staff conduct a preliminary review of a proposal to determine the areas of non-compliance with the Zoning Bylaw, and comment on areas where compliance could not be determined. This service is available for all types of proposals, however if you are applying for a Minor Variance or Consent Application, you will be required to submit the result of the Preliminary Zoning Review to the Development Division as part of your application. Our goal is to complete our review and provide a written response within five business days.

Permitted Use Letter

If you are planning to buy, rent or lease a property to start your business or if you decide to change the type of your business in it's current location, you may consider requesting a permitted use letter from the Planning and Development Services Building Division to ensure that your business will be permitted under the Town's Zoning Bylaw.

Mark Your Calendar

2019 AURORA EVENTS

You're in Good Company



MARK YOUR CALENDARS!

The Town of Aurora organizes and hosts a variety of special events throughout the year. Don't miss many of our must attend events. Stay informed by checking our website and social media channels regularly.

Arctic Adventure

Monday, February 18

10 a.m. to 4 p.m.

Aurora Town Park, 49 Wells Street

Bundle up and spend Family Day at Aurora Town Park. Aurora's Arctic Adventure features a number of winter activities for children to enjoy ranging from inflatables, snow shoeing, mini snow tubing, body zorbing and more. Outdoor skating will be available weather-permitting.

Aurora Home Show

Friday, April 12 to Sunday, April 14

Stronach Aurora Recreation Complex, 1400 Wellington Street East

Do you have questions or feedback about Town programs or services? Drop by the Town of Aurora booth at the Aurora Home Show. Town staff will be available to answer your questions. This year, the Aurora Home Show returns to the Stronach Aurora Recreation Complex. Please note, the Aurora Home Show is organized and presented by the Aurora Chamber of Commerce.

Aurora's Annual Clean-Up Day

Saturday, April 13

Aurora Town Park, 49 Wells Street

The Town of Aurora invites residents to participate in our Annual Clean-Up Day. Mayor Geoffrey Dawe, Members of Council, Town staff, residents and volunteers clean-up litter at identified areas throughout our community. Can't make it? Get your neighbours and friends involved and organize your own neighbourhood clean-up.

Easter Egg Hunt

Saturday, April 20

9:30 a.m. to 1 p.m.

Aurora Seniors' Centre, 90 John West Way

Hop on down to our very popular Easter Egg Hunt and enjoy a morning filled with fun Easter surprises. A variety of Easter-themed activities are organized by the Aurora Girl Guides, including a non-competitive egg hunt. There will also be face painting and more. Wristbands must be purchased in advance at either the Aurora Family Leisure Complex, Aurora Town Hall or the Stronach Aurora Recreation Complex.

Aurora Art Show and Sale

Saturday, May 4 and Sunday, May 5

10 a.m. to 5 p.m.

Aurora Town Hall, 100 John West Way

The Town of Aurora in partnership with the Society of York Region Artist is pleased to have the 56th Annual Aurora Art Show and Sale. For all art enthusiasts, this is a must-see event featuring more than 300 pieces of artwork created by local artisans. Artists feature their original two and three-dimensional artwork, on display throughout Aurora Town Hall.

Paws in the SARC

Saturday, May 11 and Sunday, May 12

Stronach Aurora Recreation Complex (SARC) 1400 Wellington Street East

Join us for Aurora's Paws in the SARC event celebrating the love of dogs. Meet local pet vendors and veterinarians. Learn about the Town's pet bylaws and how to licence your pet. Have your dog try dock jumping and more. All animals must be on a non-retractable leash. Visit aurora.ca/pawsinthesarc for details.

Community Recognition Awards/Citizen of the Year Award

Monday, May 27

Aurora Town Hall, 100 John West Way

Each year the Town of Aurora honours many community groups and volunteers who make Aurora a place we are proud to call home. This year, the Citizen of the Year Award will be presented at the Community Recognition Awards Ceremony on Monday, May 27. Nomination forms for Citizen of the Year and the Community Recognition Awards are available at Aurora Town Hall and on our website at aurora.ca/CRA.

Seniors' Information and Active Living Fair

Saturday, June 1

9 a.m. to 1 p.m.

Aurora Seniors' Centre, 90 John West Way

Come and meet with various exhibitors and join us for fitness demonstrations, healthy living seminars, grab bags, snacks and so much more.

Aurora Chamber Street Festival

Sunday, June 2

11 a.m. to 5 p.m.

Yonge Street (between Wellington Street & Murray Drive)

The Aurora Chamber Street Festival is a fun-filled family event for all ages with over 500 vendors, fantastic street performers, music, food galore and so much more. It is held annually the first Sunday in June in Aurora. A section of Yonge Street, between Wellington Street and Murray Drive is closed to traffic, allowing vendors and visitors full access to the street. Come rain or shine! Parking and admission are free.

Canada Day Festivities

Dance in the Park

Sunday, June 30

7 p.m. to 11 p.m.
Aurora Town Park, 49 Wells Street

Canada Day Parade and Festivities

Monday, July 1

10 a.m. to 10 p.m.
Yonge Street and Lambert Willson Park,
115-135 Industrial Parkway North

Enjoy family-oriented activities, live entertainment, a parade, fireworks and more at this two-day celebration of Canada.

Concerts in the Park

Wednesdays in July and August

7 p.m. to 9 p.m.
Aurora Town Park, 49 Wells Street
Enjoy Aurora's Wednesday night summer concert tradition. Each year, the Town of Aurora organizes eight weeks of free, live musical entertainment every Wednesday evening throughout July and August. Bring your family, friends and lawn chairs and enjoy great musical talent. Food vendors will be set-up on-site.

Movies in the Park

Saturday, April 27

Stronach Aurora Recreation Complex
1400 Wellington Street East

Thursday, August 15

Ada Johnson Park, 60 Hartwell Way

Thursday, August 22

Town Park, 49 Wells Street

Thursday, August 29

Hickson Park, 155 Conover Avenue

Join us for an outdoor movie under the stars on a large outdoor screen. Bring a blanket or lawn chair and enjoy this unique experience. Arrive early for special pre-movie surprises! All movies begin at dusk.

Doors Open Aurora

Saturday, August 17

10 a.m. to 4 p.m.
Start at Aurora Town Park, 49 Wells Street
Discover a part of Aurora that you may not have seen before. Each year, the Town of Aurora organizes the popular Doors Open Aurora event. This free community event offers the public a rare opportunity to explore historical sites, many of which are not normally open to the public. Participants are able to tour buildings, take guided walking tours and view special exhibits and displays.

Aurora's Ribfest

Friday, August 23 to Sunday, August 25

Machell Park, 2A Aurora Heights Drive
Aurora's Ribfest is all about the ribs, bibs and sauce! Mark your calendars now and enjoy the most anticipated event of the season filled with great food and a generous helping of fantastic live entertainment. Admission to this event is free. Highlights include an inflatable midway, activities for the kids and a licenced beer garden.

Aurora's Multicultural Festival Saturday, September 7

11 a.m. to 4 p.m.
Aurora Town Park, 49 Wells Street
Residents and visitors are invited to celebrate the diversity of our vibrant Town by enjoying live entertainment, dancing, cultural displays and food samples from around the globe.

Colours of Fall Concert

Thursday, October 3

6 p.m. to 8 p.m.
Aurora Town Park, 49 Wells Street
Celebrate the Thanksgiving weekend with neighbours, family and friends at the last concert of the year in Aurora Town Park. Families are also encouraged to get creative with their pumpkin carving skills at our carving station. Tools and pumpkins will be provided.

Aurora's Haunted Forest

Saturday, October 26

6 p.m. to 9 p.m.
Sheppards Bush and the Aurora Family Leisure Complex
Join us for an evening of thrills, chills and festive fun as we celebrate the 12th anniversary of Aurora's Haunted Forest. The event is open to all ages, with one trail for little goblins and another for those seeking a good scare. Don't miss decorated cabins, trails, ghost stories and a bonfire. Entry wristbands must be purchased in advance for this very popular event.

Aurora's Youth Innovation Fair

Wednesday, November 13

6 p.m. to 9 p.m.
Aurora Family Leisure Complex
135 Industrial Parkway North
This fair will feature a wide variety of innovative ideas and inventions created by youth. This is an exciting opportunity for youth to engage in innovation and share their ideas to tackle real-world issues.

Santa Under the Stars Parade Saturday, November 23

6 p.m. to 8 p.m.
Yonge Street
Don't miss the magic of our Santa Under the Stars Parade. Twinkling lights, beautifully decorated floats, talented marching bands and a few special guests will join us, including Santa himself!

Aurora's Christmas Market

Friday, November 29 to Sunday, December 1

Aurora's Seniors' Centre, 90 John West Way
Celebrate the magic of Christmas with friends and family. Wander through the market, and enjoy the lights, festive atmosphere, caroling, buskers and so much more.
Be sure to join us for the Christmas Tree Lighting Ceremony on the Friday night, where we will greet Santa, see live reindeer and listen to Mrs. Claus read a special Christmas book to the kids.

Menorah Lighting Ceremony

Sunday, December 22

6 p.m. to 8 p.m.
Aurora Town Hall Courtyard, 100 John West Way
This joyful celebration will begin with the lighting of the Menorah, immediately followed by a fire juggling display. The festivities will continue with children's crafts and samples of traditional celebratory foods.

Family First Night

Tuesday, December 31

6 p.m. to 9 p.m.
Aurora Family Leisure Complex,
135 Industrial Parkway North
Aurora's Family First Night is the longest running, free family New Year's Eve event in Aurora. Family First Night offers many activities for the entire family to enjoy including free swimming, free skating, magic shows and reptile shows.

Please note, we reserve the right to cancel, amend or change activities. All events are subject to change. Please visit aurora.ca for updated information.

Sponsorship

If you would like to participate in one of these events as a sponsor, we would like to hear from you. For information on how to sponsor Town of Aurora events, please contact the Special Events and Sponsorship Coordinator at nconboy@aurora.ca

COMMUNITY DIRECTORY

Churches

Aurora Cornerstone Church	905-841-8883	auroracornerstone.ca
Aurora United Church	905-727-1935	auroraunitedchurch.ca
Bahá'í Community of Aurora.....	905-727-2980	bahaisofaurora.org
Christ Evangelical Lutheran Church.....	905-727-3311	blessaurora.com
Faith Fellowship Baptist Church of Aurora	905-773-6575	faith-baptist-aurora.org
Mission catholique Saint-Frère-André	877-974-7455	ccrys.com
Our Lady of Grace Roman Catholic Church	905-727-4594	olgraceau.archtoronto.org
St. Andrew's Presbyterian Church	905-727-5011	pccweb.ca/standrewsaurora
The Campus Church	905-727-4985	the-campus.ca
Trinity Anglican Church	905-727-6101	trinityaurora.ca

Government

Kyle Peterson, MP (Newmarket, Aurora)	905-953-7515	kpeterson.liberal.ca
Leona Alleslev, MP (Aurora, Oak Ridges, Richmond Hill).....	905-773-8358	leonaalleslevmp.ca
Hon. Christine Elliott, MPP	905-853-9889	ola.org
Regional Municipality of York	905-895-4293	york.ca
Province of Ontario	416-326-1234	ontario.ca
Government of Canada.....	1-800-622-6232	canada.ca

Health Services

Canadian Blood Services.....	1-888-2-DONATE	blood.ca
Canadian Mental Health Association, York Region.....	905-841-3977	cmha-yr.on.ca
Centre for Addiction and Mental Health	416-535-8501	camh.ca
Community Care Access Centre	905-895-1240	healthcareathome.ca
Ontario Health Insurance Plan (O.H.I.P.).....	1-866-532-3161	health.gov.on.ca
Ontario Ministry of Health and Long-Term Care.....	1-866-532-3161	health.gov.on.ca
St. Elizabeth Home Health Care	1-855-275-3549	saintelizabeth.com
Telehealth Ontario	1-866-797-0000	health.gov.on.ca
York Region Health Connection	1-800-361-5653	york.ca

Hospitals

Southlake Regional Health Centre (Newmarket).....	905-895-4521	southlakeregional.org
Mackenzie Health (Richmond Hill)	905-883-1212	mackenziehealth.ca
Markham Stouffville Hospital (Markham).....	905-472-7000	msh.on.ca

Helplines and Distress Centres

AIDS Hotline Ontario.....	1-800-668-2437	health.gov.on.ca
Drug and Alcohol Helpline	1-800-565-8603	drugandalcoholhelpline.ca
Kids Help Phone.....	1-800-668-6868	kidshelpphone.ca
Ontario Poison Centre.....	1-800-268-9017	ontariopoisoncentre.com
Problem Gambling Helpline	1-888-230-3505	problemgamblinghelpline.ca
Victim Services of York Region	905-953-5363	victimservices-york.org
Women's Support Network of York Region	905-895-3646	womenssupportnetwork.ca
Yellow Brick House Emergency Women's Shelter	1-800-263-3247	yellowbrickhouse.org

Employment Services

York Region Employment Resource Centres.....	1-877-464-9675	york.ca
Ontario Works	1-888-789-4199	mcss.gov.on.ca
RNC Employment Services	905-727-3777	rncemploymentservices.ca

Registered Ratepayer Associations

Aurora Village Ratepayers
Troy Hourie
Troyhourie@gmail.com

Highland Gate Ratepayers Association
David LeClaire
David.leclaire@oberoncapcorp.com

Rate Payers of Yonge Street South (RAYS)
Warren McClure
wmmclure@rogers.com

Southeast Quadrant Ratepayers Association
Joanne Russo
russo@russocanhelpp.com

Town Park Area Residents Ratepayers Association
No main contact identified. Contact the Town for more information.

For more information about the Registered Ratepayer Associations, please contact the Town of Aurora's Deputy Clerk.

If your organization would like to be listed in future editions of Aurora Living, please send your information to the Town of Aurora's Corporate Communications department at communications@aurora.ca

Frequently Called Numbers

Town of Aurora (Access Aurora)	905-727-1375
Animal Control.....	905-727-3123 ext. 4240
Aurora Public Library	905-727-9494
Aurora Chamber of Commerce	905-727-7262
Aurora Community Centre	905-841-2371
Aurora Cultural Centre	905-713-1818
Aurora Family Leisure Complex.....	905-841-7529
Aurora Seniors' Centre	905-726-4767
Canada Post.....	1-800-267-1177
Fire (Central York Fire Services)	905-895-9222
Green For Life (GFL)	1-866-421-5625
GO Transit	416-869-3200
Hydro (PowerStream)	1-877-963-6900
Joint Operations Centre	905-727-1375
Lake Simcoe Region Conservation Authority	905-895-1281
Police (York Regional Police)	1-866-876-5423
Regional Municipality of York	905-895-4293
Stronach Aurora Recreation Complex	905-726-4770
York Region Transit (VIVA)	905-762-2100
Emergency	9-1-1



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