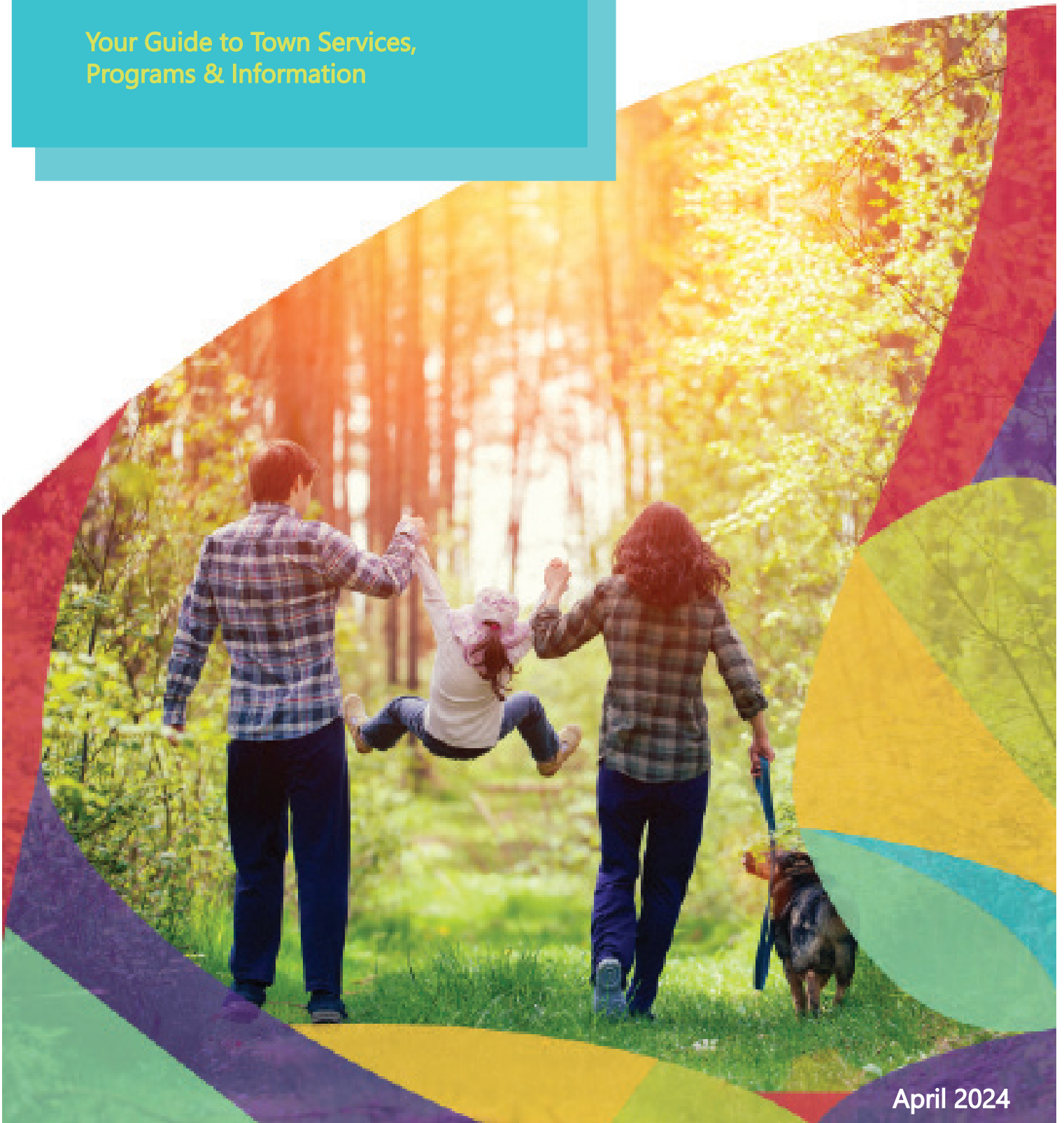


Welcome to Whitecourt

Your Guide to Town Services,
Programs & Information



April 2024

Table of Contents

 Welcome 4	 Community Services Department 19
Administrative Office Whitecourt Town Council Important Numbers Health Centres & Clinics Emergency Services Volunteer Services Communication Whitecourt Economy & Business Transportation	Communities in Bloom Community Organizations Facilities
 Property Taxes & Assessment 8	 Parks & Trail System 22
Tax Rates Tax Payment Procedures Tax Installment Payment Plan	Parks Whitecourt Trail System
 Utilities 10	 Family & Community Support Services 24
Water & Sewer Water Meter Deposits Utility Bill Payment Procedures Moving Out Purchasing Bulk Water Whitecourt Transfer Station Electronics Recycling Waste Facility Access Tags Whitecourt Regional Landfill Residential Curbside Recycling Residential Garbage Collection	Whitecourt & Area Family Support Program Whitecourt Food Bank Seniors Housing Facilities Transit Services
 Town of Whitecourt Map 16	 Planning & Development Department 28
Whitecourt Street & Trail Map	Business Licences & Home Occupations Development & Building Permits
 Education & Childcare Services 18	 Bylaws & Policies 30
Public Schools Separate Schools Private Schools Child Care Services	Animal Control Community Standards Bylaw Fire Pit Permits Civic Addressing Bylaw Land Use Bylaw Snow & Ice Policy Off Highway Vehicles General Traffic Policies Bylaw Complaints

We are pleased that you chose Whitecourt as home!

Follow and like us on Facebook to stay up to date on local news and information.

www.facebook.com/TownofWhitecourt
www.facebook.com/MillarCentre
[www.facebook.com/Whitecourt Fire Department](http://www.facebook.com/WhitecourtFireDepartment)
www.facebook.com/whitecourtcib
www.facebook.com/WhitecourtAreaFamilySupportProgram
www.facebook.com/WhitecourtEcDev
www.facebook.com/TourismWhitecourt

Follow us on Instagram:

@townofwhitecourt
@youthofwhitecourt
@tourismwhitecourt
@allanjeanmillarcentre
@whitecourtfire

Administration Office

If you are in need of information, please visit the Town website at www.whitecourt.ca or contact the Town Administration Office at 780-778-2273.

Whitecourt Administration Office

5004 52 Avenue
P.O. Box 509
Whitecourt, AB T7S 1N6
Phone 780-778-2273
Email administration@whitecourt.ca

Hours of Operation

Monday through Friday
8:30am to 4:30pm

Closed between
12:00pm and 12:30pm daily
and on all statutory holidays.

Stop by the Town Office for current Budget reports, information brochures, or the latest edition of the Community Spectrum (your community program guide).

Get Involved!

Looking to volunteer your time and meet new people? There are plenty of opportunities for you to put your talents to use. Check out the volunteer opportunities database on www.whitecourt.ca. Or serve on a Council Committee. For details on Council Committees, search 'Public Participation' on our website at www.whitecourt.ca



welcome



Whitecourt Town Council

Tom Pickard , Mayor

780-779-3553
tompickard@whitecourt.ca

Tara Baker, Councillor

780-778-1194
tarabaker@whitecourt.ca

Paul Chauvet, Councillor

780-268-3949
paulchauvet@whitecourt.ca

Braden Lanctot, Councillor

780-286-5500
bradenlanctot@whitecourt.ca

Serena Lapointe, Councillor

780-706-5895
serenalapointe@whitecourt.ca

Bill McAree, Councillor

780-706-4642
billmcaree@whitecourt.ca

Derek Schlosser, Councillor

780-268-3375
derekschlosser@whitecourt.ca

Municipal Representatives

For more information on your municipal representatives, please visit our website at www.whitecourt.ca

Town Council Meetings

Town Council Meetings are held the second and fourth Monday of the month (except for July, August, and December), in Council Chambers at the Forest Interpretive Centre - 3002 33 Street.

All Public Hearings are advertised in the local paper and on the Town's website. Town Council and Administration encourage all members of the community to attend Council Meetings.

Do you have something you want to bring up to Town Council? A Public Input Session is part of each Regular Meeting of Council and Policies and Priorities Committee meeting to provide a venue for community members to voice opinions and to bring attention to local issues. Residents are encouraged to take advantage of this opportunity.

Important Numbers

Emergencies	911
Associated Ambulance and Services	780-778-4257
Fire Department	780-778-2342
Police/RCMP Detachment	780-779-5900
Town of Whitecourt	780-778-2273
After Hours Town Emergencies	866-477-1221
Allan & Jean Millar Centre	780-778-3637
Carlan Services Community Resource Centre	780-778-3634
Forest Interpretive Centre	780-778-3433
JDA Place	780-778-8888
Whitecourt Regional Landfill	780-648-2273
Whitecourt Transfer Station	780-778-5157
Government of Alberta (toll free service)	310-0000

Healthcare Centres & Clinics

Whitecourt Healthcare Centre

Located at 20 Sunset Boulevard and can be reached by dialing 780-778-2285.

Associate Medical/ Surgical Clinic

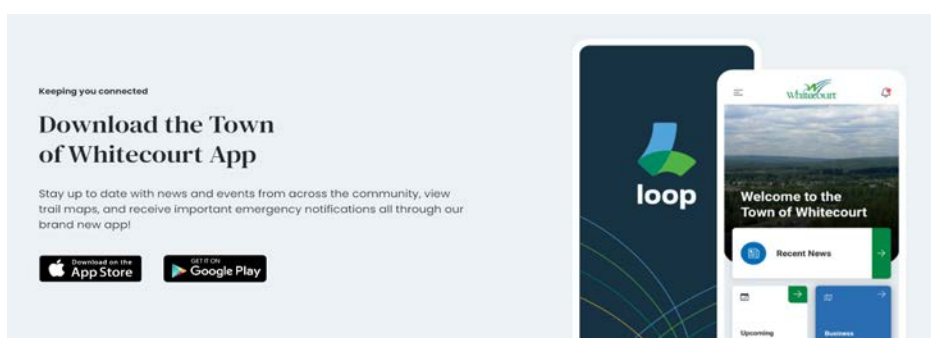
Located on the corner of 51 Street and 51 Avenue, and can be reached at 780-778-2224.

Life Medical Clinic

The Life Medical Clinic is located at 4740 50 Avenue and can be reached at 780-706-7080.

McLeod River Primary Care Network (MRPCN)

Located at 5113 50 Avenue and can be reached by calling 780-779-0079. PCNs are created through an agreement between physicians and Alberta Health Services to develop solutions to meet the needs of the local community and their health issues through specialized programs & services.



Search "Loop for Municipalities 2" in the App Store or Google Play Store



welcome

Emergency Services

The Royal Canadian Mounted Police (RCMP)

The Royal Canadian Mounted Police (RCMP) Whitecourt Detachment is located at 4244 Kepler Street. Administration can be contacted at 780-779-5900 during regular office hours; for 24-hour service call 780-778-5454. For all emergencies, dial 911.

Associated Ambulance Service

Associated Ambulance Service provides emergency medical services for Whitecourt and surrounding area. Administration can be reached at 780-778-4257. For emergencies dial 911.

The Whitecourt Fire Department

The Whitecourt Fire Department consists of a full time Fire Chief and two Deputy Fire Chiefs, and up to 42 fire fighters. The Fire Station is located at 5205 51 Street and can be contacted at 780-778-2342. For all emergencies, dial 911.

Eagle Tower Victim Services

Eagle Tower Victim Services assists victims of crime or trauma in Whitecourt, Fox Creek, and surrounding communities, offering support, information and referrals. All services are at no cost to the victim, confidential, and available 24/7 through RCMP referrals. Whitecourt 780-779-5924 or www.etvictimservices.com.

Wellspring Family Resource & Crisis Centre

Provides shelter, outreach support, and preventative education. 24 hour community crisis line 780-778-6209 or 1-800-467-4049.

Volunteer Opportunities

Volunteering is a great way to contribute and make a positive impact on our community. There are plenty of opportunities to get involved, and a listing of opportunities for a variety of local organizations is available on our website at www.whitecourt.ca (search Volunteer). To post your volunteer opportunity to our volunteer bank, visit the website and submit the Volunteer Request Form.

Citizens on Patrol

Are you passionate about keeping your community safe? Citizens on Patrol act as eyes and ears for the Whitecourt RCMP. Their volunteer work is extremely beneficial to the community and greatly appreciated. If you are interested in becoming a COP volunteer, please contact the Whitecourt RCMP at 780-779-5900.

Whitecourt Firefighter

Are you a team player that can handle stressful situations? A firefighter commits their time to making a difference in this community. Do you have what it takes? Visit our website to find out when the Department will be recruiting new members.



Communication

Whitecourt's telephone area code is 780 unless otherwise stated.

The Canada Post Offices are located at 4747 51 Avenue and in Rexall.

Whitecourt Economy and Business

Whitecourt has a large economic base. The main contributing industries in the area are forestry, oil & gas, and tourism. Three major forest companies that contribute to the economic base of the community are: Canfor Whitecourt, Alberta Newsprint Company, and Blue Ridge Lumber.

For information on the above industries and other local businesses, contact the Whitecourt Chamber of Commerce at 780-778-5363. To access a list of businesses within the community, visit the Town's business directory online at www.whitecourt.ca.

Transportation

Maintenance of Highway 43 in Whitecourt is the responsibility of Alberta Infrastructure and Transportation. If you have concerns regarding maintenance, traffic signals or safety on Highway 43, please contact Ledcor at 780-778-0008.

The Whitecourt Airport, owned and operated by Woodlands County, is located 5 kilometres west of Whitecourt on Highway 32. For more information on the Whitecourt Airport, or a list of services, visit the Woodlands County website at www.woodlands.ab.ca. Commercial and airfreight services are available at the Edmonton International Airport, 177 kilometres southeast of Whitecourt.

Whitecourt Public Transit and Dial-A-Bus services provide affordable transportation options within town. Search 'Transit' on our website for more information.



The TransLoc app puts you in control with real-time tracking so you'll never miss your bus again! Track your bus anywhere, anytime from your phone or computer.

To view the Whitecourt Public Transit buses moving in real-time online, visit their website at whitecourt.transloc.com or download the TransLoc app onto your mobile device.

- Track your bus live (don't be left out in the cold or miss your bus again!);
- Plan your route;
- Find bus schedule information;
- Receive special messages and service notifications specifically for Public Transit users;
- Provide feedback on our Public Transit service;
- Participate in Public Transit surveys.



Property Taxes & Assessment

	Assessed Property Value	Mill Rate	Total Mill Rate Fee
General Municipal Mill Rate	\$333,300 X	6.6857/1000	\$2,228.34
Education Requisition Mill Rate	\$333,300 X	2.5631/1000	\$854.28
Seniors/Affordable Housing Requisition Mill Rate	\$333,300 X	0.2487/1000	\$82.89
Total Property Tax		9.4975	\$3,165.51

There are three parts to the Property Tax: the General Municipal Mill Rate, the Education Mill Rate, and the Seniors/Affordable Housing Mill Rate.

2024 Tax Rates are as follows (total of General Municipal, Education and Seniors/Affordable Housing rates):

Residential: 6.6857

Non-Residential: 11.3502

Property taxes are calculated using the following formula:

$$\text{Assessed Property Value} \times \text{Mill Rate} \div 1000 = \text{Property Taxes}$$

For example, the table above shows tax calculations for a residential property assessed at a value of \$333,300 (the average assessment for a single family home in Whitecourt).



Tax Payment Procedures

Taxes are due on or before the last banking day in June. In accordance with the Municipal Government Act, payments will be considered paid on time if received at the Town Administration Office by 4:30pm, postmarked by Canada Post, or processed by a financial institution on or before the due date. If a Canada Post postmark is absent or illegible, the date the Town of Whitecourt receives the payment will be considered the payment date. Commercial postage meter imprints will not be honoured.

Payments can be made to the Receptionist on the main floor of the Town Administration Office during business hours. Cash, cheque, Interac, Visa or MasterCard are accepted. Online payments with Visa and MasterCard are accepted through www.whitecourt.ca.

Payments made by cheque can be deposited in the drop box at the front entrance to the Town Administration Office. Cheques can be made payable to the Town of Whitecourt; please make sure the remittance portion of your notice accompanies your payment. The Town of Whitecourt accepts post-dated cheques; however, the cheques must be dated for the due date or earlier.

Payments can also be made at most financial institutions in Whitecourt, as well as through your mortgage company. If your mortgage company is paying your taxes, the company will receive a report for your taxes and you will receive the original tax notice for your records. It is recommended that property owners contact their mortgage company to ensure payment of taxes is being addressed. If the mortgage company name does not appear on the notice and you believe it should, contact your mortgage company immediately.

A returned payment is charged an additional \$25.00 and is subject to penalty if past the due date, unless it is on the Pre-Authorized Payment Plan; and then the charge is \$25.00.

If your taxes are not paid in full by the last banking day in June, there will be a penalty of 8% on the balance. On September 1, another 8% penalty is charged to the tax levy of any account in arrears. If the account is still in arrears by January 1, a 16% penalty will be charged to the balance of the account.

Tax Installment Payment Plan

The Town has a Tax Installment Payment Plan. The Tax Installment Payment Plan allows you to pay your taxes in twelve monthly installments instead of a single, large payment. If you wish to start paying your taxes under the Tax Installment Payment Plan, make an application to the Tax Clerk before December 15 of the current year. To speed up the application process, visit the website at www.whitecourt.ca, complete the application form and bring it to the Town Administration Office.

If you belong to the Tax Installment Payment Plan, returned payments are charged \$25.00.



Utilities

Water and Sewer

Before you move into a home where you have to pay for utilities, visit or phone the Town Administration Office. To set up an account, the Utilities Department will need your name, phone number (work and home), possession date, and whether you own or rent. A Town employee will then read your water meter on the day of possession and billing will begin.

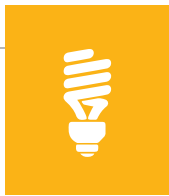
The Town of Whitecourt Utility Bill covers a monthly service charge as well as water, sewer, refuse pickup, curbside recycling, and landfill cost recovery charges. 2024 utility rates are:

Service Charge	\$18.46/month
Water Charge	\$1.56/cubic metre
Sewer Charge	\$1.58/cubic metre
Refuse Charge; Curbside Recycling Charge; Landfill Cost Recovery Charge	\$33.81/month

Utility Bill Payment Procedures

Every residence has its own water meter, and as such are individually billed. Monthly water charges are based on consumption. Residents are encouraged to sign up for Utility E-Billing on our website at www.whitecourt.ca to receive utility bills by email. It's free, convenient, and easy to sign up for. Those who do not sign up for E-Billing will receive their utility bills in the mail.

The Town Administration Office accepts cash, cheque, Interac, Visa, and MasterCard. Administration also accepts and encourages bank payments and tele-bank payments. Online payments with Visa and MasterCard are accepted through www.whitecourt.ca.



Utility Bill Payment Procedures Cont'd

The Town has a Pre-Authorized Payment Plan for Utility Bills. To sign up for the plan, visit the Town Administration Office with a void cheque and fill out the Application Form. Each month you will receive a bill, but it will indicate that the payment is going to be debited directly from your bank account on the 7th of each month, or the first banking day after the 7th.

Payments are required for utilities monthly. If the total bill is not paid, a 3.5% penalty is applied 30 days after the due date.

Late payments will result in an arrears letter to remind you that your account is overdue. After 90 days, outstanding utility balances will be added to the property tax account for collection.

Returned payments are charged an additional \$25.00 at the Town Administration Office, including returned payments on the Pre-Authorized Payment Plan for Utilities.

Moving Out

Please inform the Utilities Department in advance when you are moving out of your residence so that staff can be scheduled to take a final water meter reading on your last day in your home. A forwarding address is required for Administration to send your final bill.



Purchasing Bulk Water

The Town of Whitecourt has a “cardlock” water system at the pumphouse at the Water Treatment Plant.

A \$300.00 deposit is required for those wishing to set up a residential account for bulk water. Bulk water is charged at \$9.31/cubic metre.

Invoices are produced monthly, based on the amount of water used. Pre-paid accounts can be arranged through the Utility Clerk at the Town Administration Office.

Go Paperless With Your Monthly Utility Bill

Sign up to receive utility bills by email! It’s free, convenient, and easy to sign up for!

To sign up, scan the QR code to download the online application form, or visit our website at www.whitecourt.ca and search ‘Water Bill’. If you would rather sign up in person, visit the Town Office during office hours.



Have questions on utility e-billing? contact the Town Office at 780-778-2273 or email utilities@whitecourt.ca.



Whitecourt Transfer Station

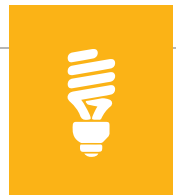
Excess household garbage can be dropped off at the Whitecourt Transfer Station, located 1/2 kilometre east of 35 Street on 41 Avenue. Contact the Transfer Station at 780-778-5157. The Transfer Station is open 7-days a week from 10:00 am to 6:00 pm, and is closed on statutory holidays.

Grass, leaves, and garden wastes are accepted at the Whitecourt Transfer Station for composting. When decomposition is complete, the material is available free of charge to the public. For multi-family dwellings, mobile home parks, and County residents NOT on the residential recycling program, blue bags filled with accepted recycling can be dropped off in the designated bins at the Transfer Station.

Not sure what to do with hazardous waste products you have in your kitchen, garage or shed? Help keep hazardous waste out of the sewer systems and landfill by taking your household hazardous waste, antifreeze and paint products to the Whitecourt Transfer Station for safe disposal. The Whitecourt Transfer Station has a special area for free disposal year round! The list to the left suggests some of the items accepted at the Whitecourt Transfer Station.

Hazardous Waste Items Accepted at the Whitecourt Transfer Station

- acetone
- aerosol paint/sprays
- air fresheners (aerosol)
- all-purpose cleaners
- ammonia wood finish/preservatives
- antifreeze
- barbeque starters
- brake fluid & lining
- butane refills
- car (lead-acid) batteries
- car waxes/polishes
- contact cement
- degreasers
- disinfectants
- drain cleaners
- fluorescent light bulbs
- fungicides
- furniture polishes/waxes
- glass cleaners
- glues
- hairsprays
- insecticides
- kerosene
- laundry detergents, starch
- lacquers
- lighter fluid
- liquid cleansers
- lye
- mercury thermometers
- mercury oxidizers
- muriatic acid
- nail polish remover
- oven cleaners
- paints (oil and water based)
- paint thinners and strippers
- photographic chemicals
- rug & upholstery cleaners
- rust remover
- silver and brass polish
- smoke detectors
- solvents
- spa & pool chemicals
- spot removers
- toilet cleaners
- transmission fluid
- turpentine
- varnish
- wallpaper cement
- waxes
- wax strippers
- wood putty



Electronics Recycling

The Whitecourt Transfer Station accepts electronic materials for recycling! The following electronic materials are accepted:

- Televisions, printers, laptops, desktop computers, cables, speakers, keyboards
- CD players, telephones, cell phones, pagers, fax/copiers
- Rechargeable batteries, microwaves, VCR's

The Whitecourt Transfer Station also accepts used cell phones and their batteries for recycling.

Drop off your used fluorescent bulbs: tubes up to 12 feet long, U-shaped, CFL's, Circline and Metal Halide, at the Whitecourt Transfer Station. The E-Lampinator is an eco-friendly compressing machine which pulverizes fluorescent bulbs into tiny pieces that are collected into a drum, while safely capturing the harmful mercury vapour. The crushed bulbs are picked up by DBS Environmental in Lethbridge; while the captured mercury is sent to Swan Hills for thermal destruction.

Household batteries can be recycled at the following commercial locations:

- Staples - 4223 52 Avenue

Appliances are accepted at the Whitecourt Regional Landfill only.

If you have questions about what types of materials and products the Transfer Station accepts, please contact the Solid Waste Facility Manager at 780-648-2273. For more information on Electronics Recycling, visit www.albertarecycling.ca.

Waste Facility Access Tags

Everyone who uses the Whitecourt Landfill and Whitecourt Transfer Station is required to show proof of residency. Requiring proof of residency will ensure that residents from surrounding municipalities are appropriately charged for using the Whitecourt waste disposal facilities, and will also increase the longevity of our facilities. All Whitecourt utility account holders that pay the landfill charge on their bill receive one access tag when they open an account. Using this tag, and having it clearly visible in your vehicle, will ensure quick and easy access to the landfill/transfer station. If you forget to bring your access tag with you to the facility, you will be asked for proof of residency (either by showing a Whitecourt utility bill; driver's license; or vehicle registration).

Whitecourt Regional Landfill

Large items for disposal, or big loads of garbage, can be taken directly to the Whitecourt Regional Landfill, located 17 kilometres East on Highway 43. Watch for the highway signs.

Summer Hours (April 1 - September 30)

Monday to Thursday: 9:00am - 5:30pm

Friday and Saturday: 9:00am - 4:30pm

Closed on Sundays and all statutory holidays

Winter Hours (October 1 - March 31)

Monday through Saturday: 9:00am - 4:30pm

Closed on Sundays and all statutory holidays



Refuse Services

Garbage Collection

The Town of Whitecourt contracts Green For Life to collect residential solid waste. For billing information or inquiries, contact the Utilities Department at the Town Administration Office at 780-778-2273.

Residential Curbside Blue Bag Recycling

Recycling is encouraged! To help you in your recycling efforts, the Town of Whitecourt offers residential curbside recycling pickup. Blue bags are available at most retail stores that supply garbage bags. Pickup is every Friday, and is for residential customers currently being charged for garbage collection on their Town of Whitecourt Utility Bill. The recycling program accepts the following items:

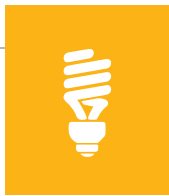
- Mixed paper/paperboard: magazines, flyers, newspaper, catalogues, office paper, envelopes, craft paper, books with front and back cover removed (please bundle shredded paper individually in a separate bag for ease of sorting)
- Cardboard (must be flattened and placed under your blue bag for collection)
- Wrapping paper and greeting cards (no foil, decorations removed)
- Aluminum and tin cans, pie plates and containers
- Hard plastic containers, tubs and bottles symbol 1 through 7 (no lids or caps) - detergent, condiment, shampoo bottles; margarine and yogurt containers, ice cream pails, clamshells
- Deposit items: mix containers, pop & beer cans and bottles, tetra paks

All items must be clean and free of foods, liquids and dirt.

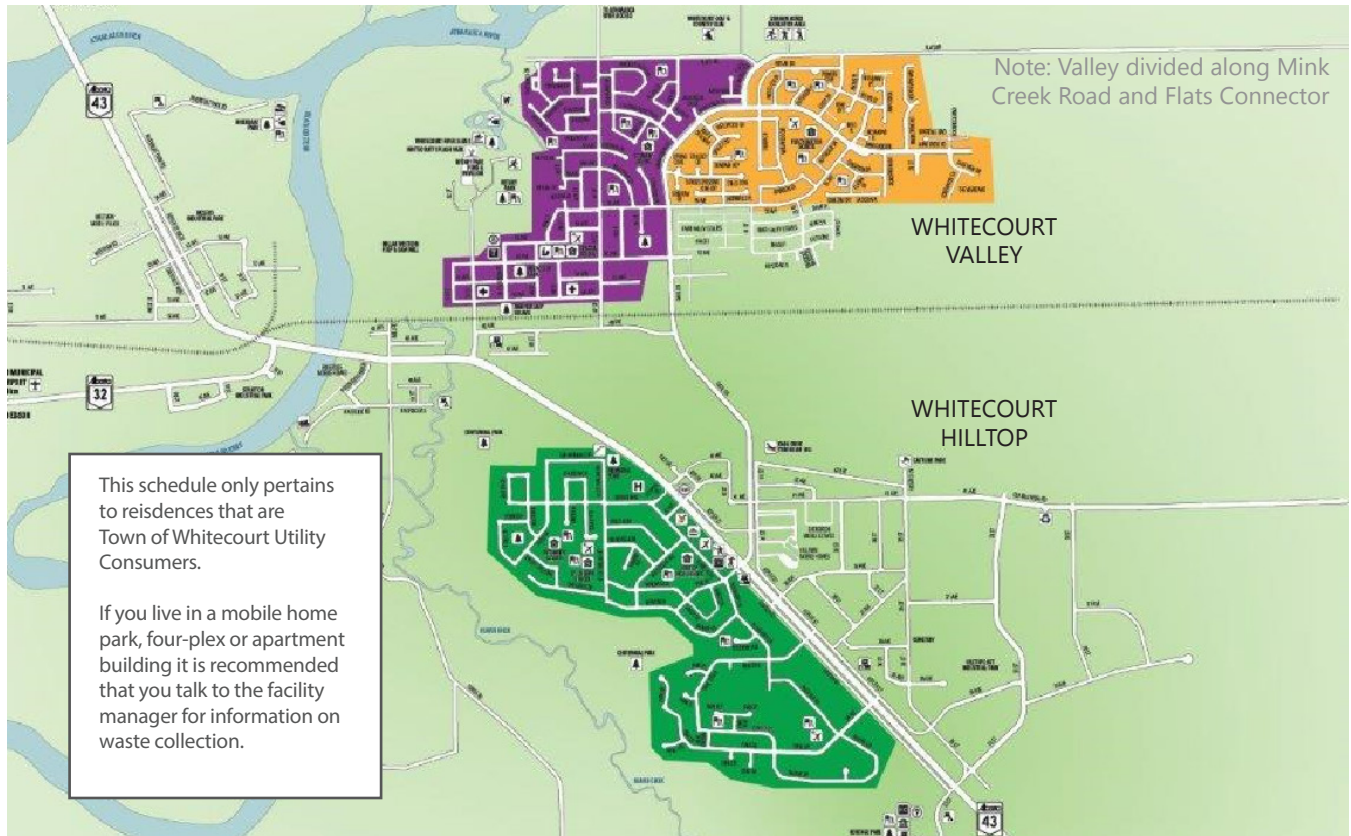
Residential Automated Waste Collection Service

The Town of Whitecourt recently introduced automated waste collection. Each home has been provided with a special cart that will enable this enhanced, cleaner, and more efficient service to begin. All residential utility customers will be required to use the new cart system, and all waste will be collected from front curbsides.

For further details on proper cart placement, and information on the program, please refer to the map and diagram on page 15.

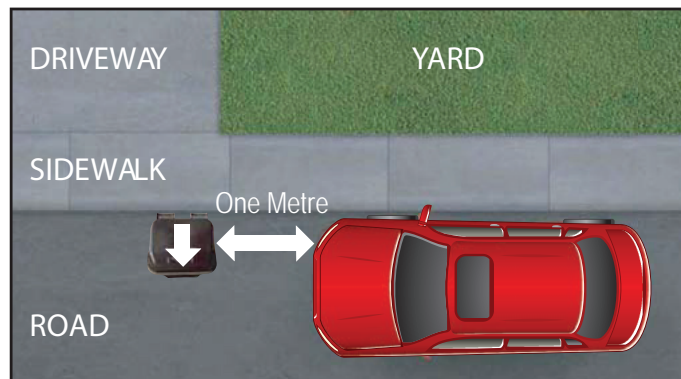


Residential Garbage and Recycling Collection Map & Schedule



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		Hilltop Area Waste	West Valley Area Waste	East Valley Area Waste	All Whitecourt Recycling	

Cart Placement
















- Place waste carts out by 7:00am on your designated collection day.
- Ensure the cart faces forward with wheels just off the curb in the gutter.
- Be sure there is one metre of clearance on all sides of the waste cart, and over head, this includes parked cars, fences, trees beside or above.
- The lid on your rolling waste cart must be closed completely for collection. Excess household waste can be dropped off at the Whitecourt Transfer Station or the Whitecourt Regional Landfill during hours of operation.

TO HWY 32 NORTH JCT. TO CARSON-PEGASUS PROVINCIAL PARK & EAGLE RIVER STAGING AREA
TO GRANDE PRAIRIE





LEGEND

-  VISITOR INFORMATION CENTRE
-  RCMP
-  HOSPITAL
-  CLINIC
-  SCHOOL
-  TOWN OFFICE
-  SENIORS CIRCLE
-  FOREST INTERPRETIVE CENTRE
-  CARLAN SERVICES COMMUNITY RESOURCE CENTRE
-  LIBRARY
-  ALLAN & JEAN MILLAR CENTRE (FIELDHOUSE, POOL & FITNESS CENTRE)
-  CURLING RINK
-  SCOTT SAFETY CENTRE (ATHABASCA & MCLEOD RINKS)
-  TENNIS COURT
-  SKATEBOARD PARK
-  GOLF COURSE
-  BALL DIAMOND
-  SOCCER PITCH
-  FOOTBALL FIELD
-  OUTDOOR RINK
-  WHITECOURT RIVER SLIDES
-  WHITECOURT SPLASH PARK
-  TOBOGGAN HILL
-  EASTLINK PARK
-  PLAYGROUND
-  FISHING
-  OFF-LEASH DOG PARK
-  BOAT LAUNCH
-  MCLEOD RIVER TUBING PICK-UP
-  SNOWMOBILE STAGING AREA
-  MOUNTAIN BIKE SKILLS PARK
-  PARK
-  CAMPGROUND
-  DISPOSAL STATION
-  TRANSFER STATION
-  MUSEUM
-  AIRPORT

TRAIL LEGEND

-  PAVED
-  OHV/SNOWMOBILE
-  UNPAVED
-  MOUNTAIN BIKE

* OHV/Snowmobile trail usage December 1-March 31 only



Education

Public Schools

Northern Gateway Regional Division No. 10 operates all public schools in Whitecourt. Contact Northern Gateway at 780-778-2800 or visit www.ngps.ca.

Central School	Kindergarten to 5	780-778-2136
Pat Hardy	Preschool to Grade 5	780-778-6266
Percy Baxter School	Grade 6, 7, 8	780-778-3898
Hilltop High School	Grade 9 to 12	780-778-2446
Gateway Academy - Whitecourt Campus	An outreach school that provides alternative education for students from Grade 10 to 12	780-778-5865

Separate Schools

The Living Waters Catholic Regional Division No. 42 operates separate schools in Whitecourt. Contact Living Waters at 780-778-5666 or visit www.livingwaters.ab.ca.

École St. Anne School	Kindergarten to Grade 3	780-396-5678
École St. Mary School	Grade 4 to 6 *French Immersion Program	780-778-2050
École St. Joseph School	Grade 7 to Grade 12 *French Immersion Program	780-778-2345
Across the Waters Outreach School	Grade 7 to 12	780-778-5666

Private Schools

Whitecourt District Pre-school Society

For 3 and 4 year olds
780-778-2251

NorQuest College- Community Adult Learning Program in Whitecourt

The Community Adult Learning Program at NorQuest College can connect you to a part-time learning options that make sense for your life and learning goals. Visit www.norquestadultlearning.ca for more information.

Child Care Services

Boys & Girls Club of Whitecourt & District

780-778-6696

Mayerthorpe Family Day Homes

780-786-2654

Whitecourt Early Learning & Child Care Centre

780-706-3295 or 780-778-0151

Precious Sprouts Whitecourt

780-706-3680



A diverse range of recreation and cultural programs

The Community Services Department offers a diverse range of recreation and cultural programs, special events and services.

The Town of Whitecourt offers a variety of children, youth, and adult general interest recreational/cultural programs. All programs are advertised in the Community Spectrum brochure, which is published quarterly. For a current Community Spectrum Brochure, visit the Allan & Jean Millar Centre or Town Office, or view it online at www.whitecourt.ca.

If you would like to advertise in the Community Spectrum brochure, call the Community Services Department at 780-778-6300 or email spectrum@whitecourt.ca

To register for programs, visit the Guest Services desk at the Allan & Jean Millar Centre, or call 780-778-3637 to register with a credit card, or online at www.rec.whitecourt.ca

Communities in Bloom!

Whitecourt is a Communities In Bloom Provincial Title Winner! Whitecourt won the Provincial title in 2009 and 2014, and received 5 blooms (the highest ranking) in the 2010, 2017 and 2021 National competitions. Communities In Bloom is a Canadian program that is committed to fostering civic pride, environmental responsibility, and beautification through community participation and the challenge of provincial and national competitions. For more information on the program, visit www.communitiesinbloom.ca. The Whitecourt Communities In Bloom Committee organizes and develops activities and initiatives for Whitecourt's participation in the program. If you would like more information on Whitecourt's participation in Communities In Bloom, or information on how you can join Whitecourt's Communities In Bloom Committee, please visit the Town's website at www.whitecourt.ca or find them on Facebook at [whitecourtcib](https://www.facebook.com/whitecourtcib).

Community Organizations

Almost every possible sports program or facility need is available in Whitecourt. Please visit the Town's website, or search the Community Directory, for a complete list of community organizations.



Facilities

Whitecourt has a variety of recreational facilities, parks, and services to cover all of your leisure needs.

Graham Acres

This is a major sport field and ball diamond complex consisting of slow-pitch, fastball, baseball, and minor ball diamonds. There are also several soccer/football fields for both youth and adult sports. For rental inquiries or information regarding use and leagues, contact the Community Services Department at 780-778-6300.

Allan & Jean Millar Centre

Located at 58 Sunset Boulevard, the facility features:

Fieldhouse: A multi-sport area that can be configured for a variety of sport and indoor recreation needs (i.e. soccer, basketball, volleyball, pickleball, badminton, and other indoor activities and events) with main and 2nd floor viewing areas with seating for over 300 people.

Pembinda Gas Infrastructure Aquatic Centre: Features a 25m main pool, Infratech Water Play Park with zero depth entry, "lazy river" water feature, GFI Solutions aqua rock wall, water slide, hot tub, steam room, and 2nd floor pool viewing area with seating for approximately 175 people.

Pembina Fitness Centre: Features state-of-the-art cardio equipment, free and plated weights and cable machines and fitness studio

Other amenities: Rotary Running Track, McDonald's Whitecourt Go Active Zone, Table Tennis, Life Med Pharmacy Kid's Corner, Alberta Newsprint Company Court, Alberta Newsprint Company FITStudio, Childmind services and Whitecourt Communications Free WiFi.

Party Options: Crown & Anchor Pub Meeting Room and Classroom for rent. Party with us! Bring your family and friends to the Allan & Jean Millar Centre to celebrate your next get-together.

For information on scheduling, hours of operation, and membership fees, contact Guest Services at 780-778-3637. The Allan & Jean Millar Centre also houses the Whitecourt Community Services Department, and the Whitecourt & Area Family Support Program.

Skate Park

Located at the corner of Highway 43 and Pine Road, Skate Park is an outdoor area for skateboard and bike enthusiasts.



Carlan Services Community Resource Centre

Home of the Whitecourt Early Learning Child Care Centre; Whitecourt Food Bank; Whitecourt Gymnastics Club; and the Town of Whitecourt Family Support Program. Multipurpose activity room and meeting space available for rent. For booking inquiries please call 780-778-3637 ext. 402.

Forest Interpretive Centre

Located at 3002 33rd Street, off of Highway 43 near the Whitecourt Lions Campground. A 7,300 square foot facility, featuring meeting spaces, Whitecourt's Visitor Information Centre, and a multi-media gallery. The gallery explores the role of the forest in Whitecourt's growth and development. All public areas of the facility are wheelchair accessible. For rental inquiries or tourist information contact the Forest Interpretive Centre at 780-778-3433.

Outdoor Ice Rinks

Three outdoor rinks are maintained by the Town of Whitecourt between mid-November and March. The rinks are located at Central School, Percy Baxter School and in the east hilltop area near Pat Hardy Primary School. In addition, there are a number of smaller neighbourhood rinks throughout the community. Festival Park has a pond that is cleared for winter recreational use. Keep an eye out for special events scheduled during the winter at the pond in Festival Park.

Toboggan Hill

Located along Dahl Drive, Whitecourt's Toboggan Hill is a popular site in the winter months for children and the young at heart.

Whitecourt Golf & Country Club

Located on Flats Road, this is an 18-hole golf course with clubhouse facilities and pro-shop. Contact the Whitecourt Golf & Country Club at 780-778-3531.

Eastlink Park

Located at 100 Roszko Lane, off of 43 Avenue and 35 Street in the Hilltop Industrial Area. Eastlink Park offers the perfect beginner hill where parents can take their children to (affordably) learn how to ski and snowboard. The park also features a terrain park for the more advanced and tubing runs.

Park amenities: 43 acres of skiable area, 92 feet of vertical drop, Terrain Park with rails, boxes and jumps, Parent & Tot learn to ski run, tubing runs, a rental shop, and snowmaking capability.

For more information visit www.eastlinkpark.com or follow the facility's Facebook page at www.facebook.com/EastlinkPark

Whitecourt & District Public Library

The Whitecourt & District Public Library is located at 5201- 49 Street. For more information contact the library at 780-778-2900 or visit www.whitecourtlibrary.ab.ca.

Hours of Operation:

Monday - Friday: 10:00am to 8:00pm
Closed on all weekends and Statutory Holidays

Membership at the Library is free for residents of Whitecourt.

JDA Place (Arenas)

The facility houses two ice rinks and a restaurant. The McLeod and Athabasca Rink opens in August for summer ice time and stays open until the end of March. For booking inquiries contact the Community Services Department at 780-778-3637 ext. 402. Arena Office: 780-778-8888.



Parks

The Town of Whitecourt features a number of small parks and playgrounds designed to serve the local neighbourhood, as well as three large park areas that serve the entire community.

Festival Park

Located at the end of 50 Street (north of the Whitecourt Fire Hall) in downtown Whitecourt. Features picnic areas, sport fields, a playground, asphalt trails, beach volleyball courts, and a pond that is stocked for family fishing in the summer and cleared for winter skating.

Fishing: Fishing is limited to people under the age of 16 years, or those accompanied by one or more people under the age of 16 years. Fishing at Festival Park is permitted from May to October. All guidelines in the current Alberta Guide to Sport Fishing apply while fishing at Festival Park. You can pick up a copy of the guide at all establishments that sell fishing licences. For more detailed information, contact the Community Services Department at 780-778-6300.

Festival Park Playground: features a mega tower with tall towers and tube slides that provide 30 feet of sliding thrills; a typhoon spiral slide; as well as a monkey bar climber. A rocks and ropes adventure course; Little Tikes play structure; and electronic ICON component are also part of the playground.

Whitecourt River Slides: The water feature includes two man-made creeks with a series of pools and drops for tubing and play, with a shallow basin and beach at the end of the creeks. An air pump is located on the south side of the concession building for filling tubes and flotation toys.

Hours of Operation for the River Slides:

May long weekend to June 14 Open Daily:

10:00 am - 9:00 pm (weather permitting)

June 14 to Labour Day Open Daily:

10:00 am - 9:00 pm (regardless of weather)

Labour Day to September 30 Weekends Only:

10:00 am - 7:00 pm (weather permitting)

(Slide may be closed Wednesday mornings from 10:00 am to 12:00 noon for routine maintenance. For weather permitting hours, the slides will open when the outside air temperature is 16 degrees Celsius (16°C) or above.)

Whitecourt Splash Park: The Whitecourt Splash Park has various interactive play areas for children of all ages and is open throughout the spring/summer months.

Please note: Dogs are welcome at Festival Park, as long as they are leashed and stay on the trail system. Dogs are not permitted on playfields or on the grounds of the Whitecourt River Slides.

50th Anniversary Square

The Square commemorates Whitecourt's 50th Anniversary and features a clock tower. Whitecourt's 2009 Time Capsule, which won't be opened until 2059, is buried in the park.

Riverboat Park

Located on the west edge of Town, this park features a picnic area, shelter and boat launch to access the McLeod and Athabasca Rivers. A popular fishing spot!

John & Audrey Dahl Heritage Park

Located on the grounds surrounding the Forest Interpretive Centre, this park features three visitor accessible buildings, and a number of assorted antique vehicles and farm machinery. Explore the 800-metre Interpretive Trail that winds through the forest. For more information on Heritage Park, contact the Forest Interpretive Centre at 780-778-3433.

Memorial Point

Located north of the Millar Road - Sakwatamau Drive intersection (near the top of the stairs that lead to Highway 43), recognizes and honours residents who have lost their lives while serving in the Canadian Armed Forces, police force, fire and ambulance services. The park area features a stainless steel tree adorned with copper leaves, each representing an individual who died while serving our community and/or country.

Centennial Park

Located on the south boundary of Town, this is a large green space with numerous walking trails.

Friendship Park

Located in the downtown core, Friendship Park commemorates the bonds of friendship that exist between Whitecourt's Twin

Off Leash Dog Park

An Off Leash Park has been developed on the north-east boundary of Rotary Park. Your four-legged friend can take part in special off leash privileges while you relax and enjoy the outdoors. The fenced park is an area where well-mannered dogs can enjoy a good run, or socialize with other dogs, while under the supervision of their owner.



Whitecourt Trail System

There are over 50 kilometres of walking trails throughout Whitecourt that will take you from the hilltop area to the valley. Trail maps are available online at www.whitecourt.ca.

Whitecourt and the surrounding area have hundreds of kilometers of designated trails for off-highway vehicle (OHV) use. The Town of Whitecourt has an OHV Bylaw that regulates the use of off-highway vehicles (including snowmobiles and quads) within Town boundaries and only allows for seasonal use from December 1 to March 31. For further information on the OHV Bylaw, or a map of the OHV Designated Trail System, visit the Town's website at www.whitecourt.ca.



Support services for individuals, families, and organizations

Family and Community Support Services (FCSS) offer support services and programs for individuals, families, and organizations that are designed to provide preventative social assistance. The goals of FCSS are to: prevent family and social breakdown, support voluntarism, and meet the social needs of the community. For more information regarding FCSS, visit our website at www.whitecourt.ca or call the Community Services Department at 780-778-6300.



Whitecourt & Area Family Support Program Universal Programs/Parent Education

Located within the Allan & Jean Millar Centre and other facilities around the community, the Whitecourt & Area Family Support Program provides programming and resources for families. The Program was designed to ensure that parents have the supports needed to help their children aged 0-18 develop and fulfill their potential. The program provides diversion services, universal programming, and parent education. Parents can access information about community services, obtain referrals, and meet other parents, children, and families, while taking part in quality learning activities. For more information on programming, visit: www.facebook.com/WhitecourtAreaFamilySupportProgram

Whitecourt Food Bank

The Whitecourt Food Bank has been serving the community for over 20 years. The Food Bank also provides families with referrals to other community resources, as well as parishable food boxes. This service would not be available without the generous donations and volunteer support from the community. Thank-you Whitecourt! The Food Bank is located at the Carlan Services Community Resource Centre at 76 Sunset Boulevard and the hours of operation are Mondays, Wednesdays, and Fridays from 11:00 am to 2:00 pm (with the last intake at 1:45 pm); and the second Thursday of each month from 5:00 pm to 8:00 pm (with the last in take at 7:45 pm). Contact the Whitecourt Food Bank at 780-778-2341.

Seniors Housing Facilities

Spruceview Seniors Lodge

12 Sunset Boulevard

Phone: 780-778-5530

Operated and managed by the Lac Ste. Anne Foundation, Spruceview Seniors Lodge is a 50 room facility. Housekeeping and lunch is included in all rental rates. Tenants in the suites have the option of purchasing additional meal service. Home-care services are available for those who need assistance.

The Manor

#5001 47 Avenue

Phone: 587-442-4090

Operated and managed by Christenson Communities, The Manor features 19 independent living units and 50 supportive living seniors' units, 2 of which are hospice units funded by Alberta Health Services.

Woodland Villa

#100, 4503 52 Avenue

Phone: 780-778-5530

Operated and managed by the Lac Ste. Anne Foundation, Woodland Villa offers sixteen self-contained apartments for seniors.



family + community support services

Transit Services

Whitecourt Public Transit

Whitecourt Public Transit offers a cost-effective, environmentally friendly, and convenient alternative for getting around town. The route provides service throughout the valley and hilltop areas of Whitecourt.

Hours of Operation:

Monday - Thursday: 6:30am to 8:44pm

Friday: 6:30am to 7:44pm

Saturday: 9:00am to 3:44pm

No bus service on Sundays and statutory holidays

For the most up-to-date Whitecourt Transit route, stops and rates, download the TransLoc App. Paper copies of the Whitecourt Transit Map are available at the Town Office, Allan & Jean Millar Centre, IGA, or visit www.whitecourt.ca.



Dial A Bus Program

The Town of Whitecourt operates a handi-bus service which is available 5 days per week (Monday to Friday) for use by seniors, and persons with disabilities. Doctor approval is required. Call 780-706-5755 to pre-book your ride.

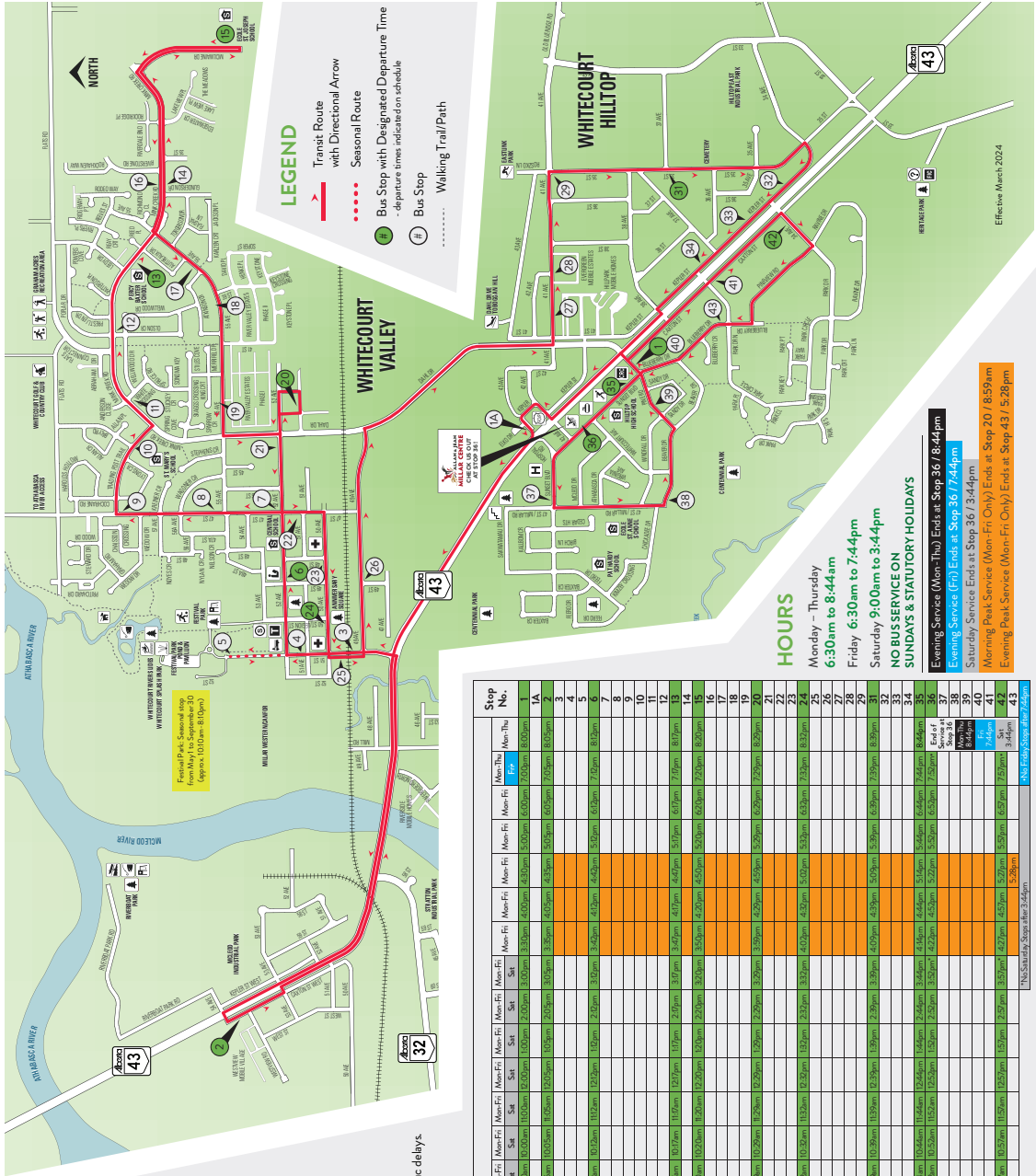
For more information on the program, call 780-778-6300.



DOWNLOAD THE TRANSLOC APP



family + community support services



HOURS
 Monday – Thursday
 6:30am to 8:44am
 Friday 6:30am to 7:44pm
 Saturday 9:00am to 3:44pm
NO BUS SERVICE ON SUNDAYS & STATUTORY HOLIDAYS
 Evening Service (Mon-Thu) Ends at Stop 36 / 8:44pm
 Evening Service Ends at Stop 36 / 7:44pm
 Morning Peak Service (Mon-Fri Only) Ends at Stop 20 / 8:59am
 Evening Peak Service (Mon-Fri Only) Ends at Stop 43 / 5:28pm
 Effective March 2024



- FACILITY LEGEND**
- Visitor Information Centre
 - RCMP
 - Hospital
 - Clinic
 - Fire Hall
 - School
 - Town Office
 - Seniors Circle
 - Forest Interpretive Centre
 - Library
 - Carlson Services Community Resource Centre
 - Allan & Jean Millar Centre
 - Carbonex Contractors Centre
 - Curling Rink
 - JDA Place
 - Eastlink Park

BUS STOPS
 Bus stop times are approximate and may vary due to road conditions and traffic delays.
NEVER MISS YOUR BUS! Download the TransLoc App on the App Store and Google Play or visit www.transloc.com.

Stop No.	Bus Stop Location	Departure Times						
		Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri
1A	Drive Rd / Carleton St / Starbucks	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am
2	Kepler St / 43 Ave / Tim Hortons	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am
3	Whitstone / Millar Village	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am
4	51 St / Home Hardware Building Centre	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am
5	Fraser Park - seasonal stop	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am	6:30am
6	Midtown Mall	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
7	47 St / 152 Ave	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
8	47 St / 155 Ave	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
9	47 St / 157 Ave	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
10	Trading Post / B&K Rd	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
11	Mink Creek Rd / White Crossing	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
12	Mink Creek Rd / Olson Cr.	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
13	88 St / School	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
14	Mink Creek Rd / Genderson Dr	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
15	Escale St / Joseph School	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
16	Mink Creek Rd / Riverstone Dr	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
17	55 Ave / Atkinson Cr.	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
18	55 Ave / 80 St	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
19	55 Ave / 82 St / Valley Estates	6:42am	7:02am	7:42am	8:02am	8:42am	9:02am	9:42am
20	Whitstone / Millar Shopping Centre	6:58am	7:28am	7:58am	8:28am	8:58am	9:28am	9:58am
21	Inf-Fills / 152 Ave	6:58am	7:28am	7:58am	8:28am	8:58am	9:28am	9:58am
22	47 St / 151 Ave	6:58am	7:28am	7:58am	8:28am	8:58am	9:28am	9:58am
23	50 Ave / 80 St / Legends St	7:02am	7:26am	7:50am	8:14am	8:38am	9:02am	9:26am
25	51 St / 77 Elwyn	7:02am	7:26am	7:50am	8:14am	8:38am	9:02am	9:26am
26	49 Ave / 150 St	7:02am	7:26am	7:50am	8:14am	8:38am	9:02am	9:26am
27	41 Ave / 141 St	7:02am	7:26am	7:50am	8:14am	8:38am	9:02am	9:26am
29	41 Ave / 135 St	7:02am	7:26am	7:50am	8:14am	8:38am	9:02am	9:26am
31	35 St / 37 Ave	7:09am	7:29am	7:49am	8:09am	8:29am	8:49am	9:09am
32	Kepler St / 34 Ave	7:09am	7:29am	7:49am	8:09am	8:29am	8:49am	9:09am
33	Kepler St / 37 Ave	7:09am	7:29am	7:49am	8:09am	8:29am	8:49am	9:09am
34	JDA / 37 Ave	7:09am	7:29am	7:49am	8:09am	8:29am	8:49am	9:09am
35	JDA / 37 Ave	7:09am	7:29am	7:49am	8:09am	8:29am	8:49am	9:09am
36	Allan & Jean Millar Centre	7:16am	7:46am	8:06am	8:26am	8:46am	9:06am	9:26am
37	Spurcreek Lodge	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am
38	47 St / 157 Ave / Millar Rd	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am
39	Blair St / 80 St	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am
40	Pine Rd / Canton St / Starbuds	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am
41	Canton St / Park Dr North	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am
42	33 Ave / Cantons St	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am
43	Blairway Dr / Park Dr North	7:22am	7:52am	8:12am	8:32am	8:52am	9:12am	9:32am



Planning & Development

The Planning and Development Department has a number of brochures that detail information on various development issues and topics. You can download brochures from the Town's website at www.whitecourt.ca, or pick up copies at the Town Administration Office.

Business Licences & Home Occupations

The Town of Whitecourt does not require, or issue, Business Licences as long as the business is permitted within that Land Use District. However, if you are planning to operate a business from your home, you will need to apply for a Home Occupation Permit. For more information, reference the Town's brochure titled - Home Occupations.

Site Coverage

The maximum coverage area on most residential property sites for the dwelling, driveway, and accessory building(s) (such as a shed and garage), is 40%. Site coverage is restricted because of the storm sewer design and for aesthetic purposes. To find out site coverage allowances for specific commercial, industrial or residential addresses, contact the Planning and Development Department at 780-778-2273 or email the department at planning@whitecourt.ca. For more information on site coverage, reference the Town's brochure titled - Site Coverage.

Property / Environmental File Review

The knowledgeable staff at the Planning and Development Department can provide property owners with a review of their property file to determine if the development on site meets with the Land Use Bylaw and all required permits are in place. Requests for file reviews must be in writing and submitted by mail, email, or dropped off to our office. The request needs to state what information you may be looking for.

In some instances, an Environmental Assessment may be required. In that event, the firm you retain to do the Environmental Assessment can also obtain information from the Town of Whitecourt by completing and submitting an Environmental File Search Request Form and the required fee.

Policy Manual

The Policy Manual serves as an operational guide to Council, staff, and the public, and provides guidelines for the Town to serve the community efficiently and effectively.



Development & Building Permits

Development permit applications along with a plot plan and proposed development is a first step to start the process. Stamped plans and a plan review that has been approved by an accredited Safety Codes Officer must be given to the Town prior to the issuing of a Building Permit by the Planning and Development Department. Contact the Planning and Development Department for a list of accredited Safety Codes Officers, or visit the Town website. Development and building permits can usually be issued within 10-15 business days following receipt of all required information.

For a development Fee Schedule or permit application brochure, visit the Town Administration Office or the website at www.whitecourt.ca. If you have already built an addition or attachment on your property and did not obtain permits, you will be required to pay Post Development Fees in order to obtain the permits.

Call, email, or visit the Planning and Development Department on the 2nd floor of the Town Administration Office located at 5004 52 Avenue or phone 780-778-2273 or email planning@whitecourt.ca.

Contact the Planning and Development Department when you are constructing, renovating, installing, or have questions regarding any items on the following chart.

Decks	If the deck area exceeds 15 square metres or the height is more than 0.6 metres above grade or if it is covered.
Driveways	If the driveway will be wider than 6.0 metres or if additional onsite parking options are being considered.
Fence or Hedge	If the fence or hedge will be: more than 1.0 metre high in a front yard, or higher than 1.8 metres in a back yard, or outside a property line, or on a corner lot.
Shed or Greenhouse	When you are building or adding one to your property.
Garage	If you are building, adding on to, or renovating.
If you are placing a sign on your property	When the sign exceeds 0.6 square metres in area, or when a sign already exists on the property.
House	If you are building, adding on to, or renovating.
Landscaping	When the grades on the property do not meet the designed grades, or you are not sure if grades have been met on your property.
Site	When adding any structure to your property,
Sunroom or Atrium	When you are structurally altering an existing one, or are adding or building one on to your property.
Towers, Flag Poles or Poles	If you are adding one to your property.
Zoning	When you do not know what zone your property is in or what is permitted in that area.



Bylaws & Policies

Animal Control

The Town of Whitecourt Bylaw 1147 requires all dogs within Town limits to be licenced. The Bylaw also restricts the number of dogs to two per household.

Dog licences are valid from January 1 to December 31 of the current year. New licences are available for purchase on December 1.

Dog Licence Fees are as follows:

Dog	\$30.00
Dog - spayed or neutered	\$15.00
Replacement Tags	\$2.00

Those found harbouring an unlicensed dog will be fined and required to purchase a dog licence, which must be purchased within 48 hours of receiving a fine. Discounts do not apply, as this is an involuntary purchase.

If you allow your dog to howl or otherwise disturb your neighbours, you may be liable for a fine of \$50.00.

Waste collection bags are available in park areas for your convenience. When you are out walking your pet, it is considered littering if you do not pick up any waste they may leave behind. Fines for not cleaning up after your pet are as follows (within a 24 month period):

First Offence	\$100.00
Second Offence	\$175.00
Third Offence	\$250.00

Cats do not require licences, however cats found running at large can be trapped or baited and sent to the pound. The Town of Whitecourt also restricts the number of cats per household to two. For further information on this, please contact the Town Administration Office at 780-778-2273.

All pets must be kept on your property or under your control when off your property. You are responsible for your pet if it is found running at large. Dogs are to be leashed and are not allowed on playgrounds or park areas.

The Animal Control Personnel will not enter your yard to take your pet to the pound, but will retrieve the animal if it is outside of your property. Animals will be kept at the pound for only three full working days. The pound is located at the Whitecourt Veterinary Clinic, #2-4439A 52 Avenue and can be reached at 780-778-5767. Visit the Whitecourt Veterinary Clinic's website, www.whitecourtvet.com, for pound and animal adoption information.



Community Standards Bylaw

Community Standards Bylaw 1475 outlines responsibilities and expectations for the ongoing maintenance of local properties. Ultimately this bylaw governs how we live together; we like to think of it as a "good neighbour" bylaw, and as such we want to hear from you. For a copy of the Community Standards Bylaw visit www.whitecourt.ca.

The Town of Whitecourt knows that you have invested time, money and effort into the appearance and appeal of your home and property. The Community Standards Bylaw is meant to help protect your investment and ensure that Whitecourt continues to be a great place to live, work and play. Below are some Community Standards Bylaw Highlights that all property owners should be aware of.

Noise (residential and construction/industrial noise)

- Prohibits noise from a property that disturbs or annoys any other person. This includes yelling, loud music, noisy machinery, etc.
- Prohibits the operation of power equipment (i.e. power mowers, chainsaws, etc.) in residential areas between:
 - 10:00pm and 7:00am - Monday to Saturday (9:00pm and 7:00am from April to June)
 - 10:00pm and 9:00am - Sundays or statutory holidays
- Prohibits construction/industrial noise in residential districts between:
 - 10:00pm and 7:00am - Monday to Friday
 - 10:00pm and 9:00am - Weekends and statutory holidays

Nuisances and Unsightly Premises

- Prohibits the accumulation of material that creates an unpleasant odor or attracts pests and animals.
- Outlines owner obligations for structure, accessory building and fence maintenance.
- Requires regular maintenance of grass, shrubs, trees and other landscaping features.
- Prohibits the parking of vehicles on the front yard.
- Prohibits the storage and accumulation of furniture, appliances, garbage, disassembled machinery, equipment and motor vehicle parts.

Litter

- Prohibits the disposal of refuse on public lands/highway.

Cannabis in Whitecourt

- Community Standards Bylaw 1475 includes prohibitions and provisions for the consumption of cannabis. The Bylaw expands upon provincial regulations regarding consumption in public places, and prohibits recreational use in all public places, limiting consumption to residences and private property.

Here are some tips to ensure that you are in compliance with Bylaw 1475:

- Keep weeds under control and ensure they don't spread from your property. Weeds create safety and fire hazards, and can spoil the appearance of not only your property, but also your neighbours'.
- Keep hedges, trees and shrubs on your property trimmed so that they don't interfere with sidewalks, or street and alley traffic.
- Walk around your property and ensure fences and other yard enclosures are in good repair.
- Pick up papers, flyers or loose debris that may have accumulated in your property over the winter months.



Fire Pit Permits

Sitting around a fire is a great way to enjoy the season and the outdoors. If you are planning on building a fire pit in your backyard it is important to know that fire pits are regulated within the Town of Whitecourt and require a permit. For more information or to apply for a Fire Pit Permit, stop by the Town Administrative Office or visit www.whitecourt.ca.

Civic Addressing Bylaw

Mandatory addressing is of great assistance to emergency services, utility companies, and others who need to quickly locate a property. Civic Addressing Bylaw 1423 requires all residences and businesses to clearly display their civic address on the front of the building, in letters that are clearly visible, and no less than four inches tall. Residences with back alley access are also required to clearly display the civic address on a garage, shed or fence within 15 metres of the laneway.

Land Use Bylaw

The Town's Land Use Bylaw guides and regulates the uses and development of all land and buildings within Town limits. The Land Use Bylaw impacts everyone in the community - whether you are building a deck, or starting a new business. For more information on the Land Use Bylaw please contact the Planning & Development Department at 780-778-2273 or at planning@whitecourt.ca.

Recreational Vehicle Parking

An important guideline included in the Land Use Bylaw is that of recreational vehicles (RV) parking in residential areas. The Land Use Bylaw prohibits the parking of RVs in front yards during the months of November through March. If you have room to store your RV in your back yard or in your side yard, at least 6.1 metres (20 feet) from the front property line, your RV can remain on your lot during the winter season. During the summer season (April 1 to October 31) your RV can be kept on your property as long as no portion of the RV projects onto or over the sidewalk, or curb where there is no sidewalk. If you have questions regarding this guideline, please contact the Town Office at 780-778-2273, or email planning@whitecourt.ca.

Snow & Ice Policy

The Town of Whitecourt utilizes a variety of snow and ice control procedures. After a snowfall, the initial action is to spread sand at intersections and slippery locations, followed by clearing (plowing), and in limited areas, removal. These activities take place seven days a week, at all hours that staff and equipment are available.

The Town of Whitecourt requests your assistance with regards to Whitecourt's Snow and Ice Control Policy to keep streets and sidewalks safe for everyone.



Snow & Ice Policy Cont'd

- Property owners are responsible for clearing all snow and ice (down to bare concrete) from public sidewalks adjacent to their property. Once the snowfall gets to a point that plowing is required, Town crews will plow snow onto sidewalks, alternating sides each year. If snow is plowed on to your side of the street, clearing your sidewalk will not be required. If you live in a cul-de-sac or an area where a sidewalk is only on one side of the street, you may be required to remove snow each year. Please check with the Infrastructure Services department at the Town Administration Office to see if you are required to remove snow and ice from the sidewalk adjacent to your property this winter season.



- Commercial, residential and institutional areas' sidewalks are to be cleared within 24 hours of the end of a snowfall. If the Town places snow on a sidewalk as part of road clearing, the property owner does not have to clear the sidewalk until after the Town has removed all the material placed.
- Please do not dump snow onto adjacent Town streets and land, or public property, as this can cause traffic obstruction and increase maintenance (in accordance with the Snow Removal Bylaw).
- After a heavy snowfall, please remove parked vehicles from the street immediately in order for operations to continue uninterrupted.
- Obey all advance 'Snow Removal' warning signs and existing 'No Parking' signs that are posted in your neighbourhood. Failure to do so may result in a ticket or your vehicle being towed at your expense.
- Use caution when travelling near snow removal equipment as visibility can be reduced significantly, and there is a possibility for flying rock, sand and debris.

The Town of Whitecourt provides a mix of salt/sand for local residents and businesses to use on area sidewalks (this product is not available to contractors). A green bin is located at the Whitecourt Legion parking lot (in downtown Whitecourt along 52 Avenue) and in the JDA Place/Carbonex Contractors Centre parking lot (near the Highway 43 pathway) with the salt/sand for free pickup- please bring your own bucket. (Maximum 20 kilograms or 45 pounds per week per household or business).

Please report to the Town Administration Office, at 780-778-2273, any areas with hazardous ice or snow conditions and crews will respond as soon as operations permit. If you have questions or concerns regarding road conditions, call the After Hours Town Emergency number at 1 888 477-1221. Crews are on standby 24 hours a day, 7 days a week during the winter season.

For a copy of the Snow and Ice Control Brochure or the policy in its entirety, visit the Town website at www.whitecourt.ca.



Off Highway Vehicles

Whitecourt is a winter haven for outdoor recreation! Ice fishing, cross-country skiing, skating, tobogganing, and of course, snowmobiling. From December 1st to March 31st the Town of Whitecourt allows for seasonal use of off-highway vehicles (OHV) within Town limits.

- The term off-highway vehicle, or OHV, refers to snowmobiles, quads, and any other recreational vehicle. Bylaw 1573 allows for seasonal use of off highway vehicles within Town limits. Between December 1 and March 31, OHVs are permitted to operate. Any use outside of this time is prohibited.
- OHV use between 10:00 pm and 7:00 am is not permitted.
- Operators are permitted to use various streets, alleys, and designated trails, provided they are the most direct route from where the vehicle is normally stored to the nearest location where OHVs are permitted to operate. All operators should be familiar with prohibited areas and respect these sites.
- The maximum speed of operation of an OHV within Town limits is 20 kilometres per hour. It is important to note that Centennial Park is within Town limits.
- OHV operators are required to carry a certificate of registration and a certificate of insurance. Anyone under the age of 14 years old is prohibited from operating an OHV unless accompanied by, or is in close proximity to, an adult who is giving instruction.
- Highway 43, Highway 32, Dahl Drive, all parks, Golf Course, and Festival Park are prohibited areas. Unmarked areas are generally private property and can only be used with the owner's permission. Use only designated OHV trails. For a map, visit the Community Services Department.

Penalties for contravening Bylaw 1573 range from various fines to seizure of off-highway vehicles. Please refer to a complete copy of Bylaw 1573 for more details.



General Traffic Policies

Below are important points to make note of regarding general traffic policies:

- As enforced by Bylaw 1573, parking on streets within the Town of Whitecourt is restricted to 72 hours.
- As enforced by Bylaw 1573, commercial trucks over one tonne are prohibited from parking in residential areas.
- As enforced by Bylaw 1573, parking of unauthorized vehicles in handicap parking spaces is prohibited.
- As enforced by Bylaw 1573, parking unattached trailers on streets is prohibited. (i.e fifth wheels, trailers carrying boats, snowmobiles or recreational vehicles).

Bylaw Complaints

If you have a bylaw complaint, contact a Peace Officer at 780-778-2273 or 780-778-2238, or by email at: peaceofficer@whitecourt.ca.

In order for a complaint to be investigated, you must be willing to give your name, address, and phone number. This information is kept confidential.

Bylaw tickets can be paid at the Town Administration Office during regular business hours. If you have any questions or concerns regarding a ticket, please contact Municipal Enforcement at 780-778-2273 or peaceofficer@whitecourt.ca.



Visit us Online

www.whitecourt.ca

Download the Loop for Municipalities 2 app on the
Apple Store or Google Play Store for free today!

