

WELCOME GUIDE



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info@parksville.ca

Benefits of the Guide



The objectives of this guide are to:

- ⊛ Welcome new residents to the City of Parksville.
- ⊛ Familiarize residents with the structure of Parksville's municipal/local government.
- ⊛ Encourage all residents to take ongoing pride in their properties and their neighbourhoods and participate with the City in resolving bylaw infractions.
- ⊛ Increase public awareness of resident rights and responsibilities as property owners and tenants, in the hopes of achieving harmonious neighbourhood living.

We encourage you and members of your household to take time to read this guide and better familiarize yourselves with its contents.

This Guide is an Overview

Please note that this is not a comprehensive newcomers' guide to the Parksville area. If you are a recent immigrant to British Columbia, the [BC Newcomers' Guide](#) is an excellent resource for information on Canadian health care, currency, employment, laws and culture. For assistance with transition and settlement issues, learning English and finding work in the Oceanside area, please contact the Central Vancouver Island Multicultural Society at 250 753-6911 or by visiting their website at <http://cvims.org>.

If you are a new Parksville resident and seeking information on local health care, education, recreation and community services, and more, refer to the **Community Profile** on the City's website.

Increasing Public Awareness and Encouraging Participation

This guide is intended to assist Parksville residents in maintaining their properties and neighbourhoods. Through this civic partnership, we can make neighbourhoods and the City of Parksville an even better place to live, work and play.

Knowing the regulations can help you and your neighbours:

- ⊛ Prevent neighbourhood problems from occurring.
- ⊛ Develop a stronger sense of neighbourliness by working out any problems rather than getting the City, police or other department/agency involved.
- ⊛ Avoid costly municipal and provincial enforcement fines.

If a neighbourhood problem does arise, you may choose to make a complaint to one of the following organizations:



City of Parksville

Monday to Friday except statutory holidays
8 am - 4 pm year round 250 248-6144

Engineering and Operations (Public Works)
Monday to Friday except statutory holidays
Drainage, roads, sewer, water, street lighting
8 am to 4 pm year round 250 248-5412

After Hours Emergency (City of Parksville) 250 248-6144
Saturdays, Sundays, holidays and 4 pm to 8 am, Monday to Friday

Police - RCMP Oceanside Detachment 250 248-6111

Fire - Parksville Volunteer Fire Department..... 250 248-3242

Ambulance - BC Ambulance Service 250 248-5632

Emergency - 24 Hour Police, Fire and Ambulance 911

This guide provides many website links. If you do not have a computer, free public internet access is available at the Vancouver Island Regional Library.

Disclaimer: The information presented in this guide is for general information purposes only and does not constitute a legal document. The City of Parksville cannot guarantee the completeness or accuracy of the information contained in this guide, although every attempt has been made to ensure that the information is current and correct at the time of publication.



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ADMINISTRATION

250 954-3060

Chief Administrative Officer

Director of Administrative Services / Corporate Officer

Manager of Human Resources

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BYLAW COMPLIANCE

250 954-4672

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250 954-4697

Director of Community Planning
Chief Building Inspector

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250 248-5412

Director of Engineering

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250 248-5412

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Director of Finance

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RCMP Oceanside Detachment *250 248-6111*

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Welcome to the City of Parksville

As members of Council, it is our pleasure to welcome you to Parksville and invite you to discover the many great things that our City has to offer. Parksville is a community of 12,000, located on the sheltered east coast of Vancouver Island and a wonderful place to live, work and visit. The community is made up of long-time residents and new arrivals with a diversity of backgrounds.



Parksville offers residents and visitors spectacular mountain vistas as well as an abundant supply of recreational opportunities with magnificent sandy beaches and BC's most popular provincial park, Rathtrevor Beach Provincial Park, as well as four other provincial parks within a fifteen minute drive. The City of Parksville is part of the Mount Arrowsmith Biosphere Reserve; a UNESCO recognized area, dedicated in part to providing models of sustainable development.

We are a City that boasts the most moderate, year-round climate in Canada and adventures wait in any season, from walks on the beach to mountain biking, fishing, camping and year-round golf. We offer fine restaurants, a variety of accommodations and world-class spas. And, we are known for our hospitality; visitors return and often make Parksville their home.

The Parksville and District Chamber of Commerce, Parksville Qualicum Beach Tourism Association and the Parksville Downtown Business Association promote and support the growth of existing and new businesses in our region.

The Parksville Civic and Technology Centre is home to the City of Parksville, the Vancouver Island Regional Library, School District #69 (Qualicum) offices, Oceanside Community Policing and the Parksville-Qualicum Campus of Vancouver Island University.

In resident satisfaction surveys conducted since 2008, a high number of residents rated the overall quality of life in Parksville as excellent, very good or good. As well, residents gave the City of Parksville top marks for the value of municipal services provided. In 2012, 98% of citizens surveyed rated the overall quality of life as very good (56%) or good (41%).

We are proud of the confidence that residents show in their City, our active volunteers and the many cultural talents throughout our area. We are committed to improving and expanding our ability to provide citizens with information concerning the services and functions of our municipal government. Thank you for visiting our website and we look forward to serving you. Parksville is a great place to visit, live, work, play and do business. Please contact any member of Council or our staff should you have questions. For those planning a visit to Parksville, we do hope you will enjoy your stay with us.



Council



Mayor Marc Lefebvre
mayor@parksville.ca
250 954-4661
Marc was elected to Council in 2002 and
elected Mayor in 2014.



Councillor Mary Beil
mbeil@shaw.ca
250 927-4097
Elected to Council in 2014



Councillor Al Greir
hockeypuck1@shaw.ca
250 248-1285
Elected to Council in 2008



Councillor Kirk Oates
kirkoates@gmail.com
250 802-2059
Elected to Council in 2014



Councillor Teresa Patterson
tc.patterson@shaw.ca
250 954-9488
Elected to Council in 2014
Councillor 2006-2011



Councillor Sue Powell
kfsue@shaw.ca
250 951-1082
Elected to Council in 2005



Councillor Leanne Salter
leannesalter@shaw.ca
250 248-8097
Elected to Council in 2008



Council

The municipal Council for the City of Parksville consists of an elected Mayor and six elected Councillors, each serving a four year term of office. The current Council's term began on December 1, 2014 and will end December 2018 following a civic election in November 2018. The *Community Charter/Local Government Act* gives Council the authority to set budgets, levy taxes, and establish policies to guide the growth, development and operation of the City for the benefit and protection of its citizens. City staff are tasked with the responsibility of implementing the services and priorities established by Council.



Meetings of Council

The powers of the Mayor and Council are exercised through the adoption of resolutions or the enacting of bylaws at regularly scheduled Council meetings. The Mayor chairs all meetings of Council and Committee. Rules governing the conduct of the meetings are outlined in the Council Procedure Bylaw and *Robert's Rules of Order*.

Council meetings are held in the Forum at the Civic and Technology Centre on the first and third Monday of the month starting at 6 pm. If Monday is a statutory holiday, the regularly scheduled Council meeting is held on the Wednesday of that week. If required, committee meetings are held prior to regularly scheduled Council meetings. Members of the public are welcome and encouraged to attend.

Council agendas and minutes – may be viewed on the City's website. Agendas are posted on the Friday prior to the Monday evening meeting and the minutes are posted following adoption. Council meeting highlights are available on the website within a day or two of the meeting and provide a brief summary of the meeting and decisions made by Council.

Meetings (Council, Committee of the Whole, special meetings of Council and public hearings) of Council are held in the Forum and webcast live from the City's website. We provide residents with live streaming video and the opportunity to view archived webcasts at another time of their choosing. Computers will require an internet connection, proper internet browser and media player to view the webcast. This service is ideal for those unable to attend regular Council meetings and who wish to keep up to date on the proceedings of Council. Archival of meetings started in 2012.



Advisory Bodies

Advisory bodies, commissions and boards, often consisting of representatives from both Council and the community, deal with specific issues related to the municipality. The role of a Council member appointed to any committee or commission is to facilitate cooperation and communication with the City; the elected official is not a voting representative. Current examples of such advisory bodies include the Advisory Design Panel and Advisory Planning Commission.

These bodies provide the citizen input required to ensure Council decisions are responsive to the needs of Parksville residents. Appointments are made by Council and are normally for a term of one year. Citizens appointed to any advisory bodies voluntarily contribute their time and experience without remuneration.

For further information on advisory bodies, please contact the administration department at 250 954-3070.





Elections

In British Columbia local government elections are held every four years on the third Saturday in November. In Parksville these include the election of a Mayor and six Councillors to City Council. The next general local election will be held in November 2018.

You may vote in Parksville's general election as a resident elector if you meet all of the following criteria:

- ☉ You are a Canadian citizen.
- ☉ You are at least 18 years of age or older on voting day.
- ☉ You have lived in BC for at least six months prior to voting day.
- ☉ You have lived in the City of Parksville for at least 30 days prior to voting day.

You may vote in Parksville's general election as a non-resident property elector if you meet all of the following criteria:

- ☉ You must not be entitled to register as a resident elector.
- ☉ You are a Canadian citizen.
- ☉ You are at least 18 years of age or older on voting day.
- ☉ You have lived in BC for at least six months prior to voting day.
- ☉ You must be a registered owner of the property for at least 30 days prior to voting day.

Only persons who are registered owners of real property, either as joint tenants or tenants in common, and are individuals who are not holding the property in trust for a corporation or another trust may be non-resident property electors. A person may only register as a non-resident property elector in relation to one parcel of property in the City; even if you own more than one piece of property in Parksville, you may only vote *once* as a non-resident property elector. Please note, only one non-resident property owner may vote for a piece of property. If you own the property with others, the majority of owners must give written permission for one owner to vote as the non-resident property elector for that piece of property.

Additional information on local government elections for both electors and candidates may be obtained by contacting the Chief Election Officer for the City at 250 954-3068.

Please note there are other criteria that may disqualify you from voting even though you meet all of the above requirements.



Municipal Liability Insurance Claims

Section 288 of the *Local Government Act* states that municipalities are not liable in any action based on nuisance where the damages arise, directly or indirectly, out of the breakdown or malfunction of a sewer system; a water or drainage facility or system; or a dike or a road. Nuisance actions are defined as instances in which a home or business is damaged as a result of a sewer, drainage or water system or road way or dike breaking down and malfunctioning. It could be a basement covered by several inches of water stemming from a drainage system being jammed by someone dumping garbage into a municipal system, or it may be a home or business filled with backed up sewage.

As Section 288 releases a municipality from liability for nuisance actions, homeowners or business owners may not be aware municipalities have immunity against certain nuisance actions and their private insurance coverage policy may not provide this protection. All homeowners and business owners are strongly urged to review their insurance policy with their individual brokers to ensure adequate coverage in the event of any such incidents occurring.



Citizen Engagement

The City of Parksville is committed to improving communications in our community. Your input is important to us and we look forward to hearing from you. The many ways you can communicate and stay connected with the City are listed on the website under “Community Connections”. Call 250 954-3073 should you have questions or suggestions on how we can improve our communications.

Social Media

We encourage residents to follow the City of Parksville on Twitter and “like” the City’s Facebook page. Information of interest is posted regularly to these sites.

Facebook: facebook.com/cityparksville
Twitter: twitter.com/city_parksville
Pinterest: pinterest.com/cityparksville

City News Page

It’s Your City is published in the Parksville Qualicum Beach News on the second Tuesday of each month and also archived on the website.

Parksville ENews

Intended to complement the City news page, this is a monthly e-newsletter available through a sign-up on the City’s website.

Coffee with Council

Parksville Council regularly hosts *Coffee with Council* on Thursday afternoons from 2 to 4 pm at Parksville City Hall. *Coffee with Council* has been a successful program since 2009. No appointment is necessary; residents are encouraged to drop by for an informal chat with members of Council. Sessions provide residents with a comfortable and informal forum in which to meet elected officials and discuss any item of interest. Council is appreciative of this opportunity to engage with residents and hear their concerns, comments and suggestions. Please check the website to confirm these dates.

Web Streaming of Council Meetings

The City provides live web streaming of meetings of Council held in the Forum. Residents have the opportunity to view a live web broadcast of Council meetings from the comfort of their own home. Archived videos of the meetings are posted to the website within two days of the meeting. For convenience, the video is linked to the meeting agenda providing easy access to discussions.

Bylaw Compliance



Neighbourhood Living

Sometimes residents may choose to act in a manner which you might feel is offensive and unneighbourly (e.g. noisy parties, parking on front lawns, accumulation of weeds or garbage in yards). Please keep in mind that there will always be occasional and unavoidable neighbourhood inconveniences. They are a part of city living and generally require a reasonable level of community understanding and tolerance. However, excessive and continual activities that disturb or negatively affect the enjoyment and livability of neighbourhoods need not be tolerated by anyone.

The best way to deal with neighbourhood problems is for residents to discuss their concerns with one another and work together to arrive at an acceptable solution. Complaining to a neighbour or receiving a complaint may be a difficult and awkward situation for some people; however, such action can develop and strengthen neighbour relations. Often neighbours are simply not aware that a situation is bothering other neighbours and are more than happy to resolve the concern once it is brought to their attention.

If communication between neighbours is not successful or possible, you may then wish to contact the City for assistance through the enforcement of municipal bylaws. Please be aware that, while the City strives to provide all neighbourhoods with the highest level of service possible, at this time it cannot provide ongoing bylaw surveillance services. At present we provide our bylaw compliance services by having residents contact the Bylaw Compliance Officer at 250 954-4672 when bylaw infractions occur and cannot be resolved. If you decide to make a written complaint, the City can investigate the problem.





This section aims to answer some "frequently asked questions" about some of the bylaws in Parksville. Please note that this is NOT a comprehensive list of City of Parksville bylaws and should be used as a reference guide ONLY; all current official bylaws are available on the City website using the [Bylaws](#) Quick Link on the City website.

Bylaws are enforced on a complaint-driven basis. If you wish to make a complaint or if you have questions about any of the City bylaws, please contact the senior bylaw compliance officer at 250 954-4672.

Chickens (Zoning and Development Amendment Bylaw, 2013, No. 2000.85)

Parksville allows the keeping a maximum of four household hens on single family dwelling properties that have a minimum parcel area of 1000 m². However, additional requirements must be met to ensure the safety and health of both residents and the animals. Please contact 250 954-4697 for more information.

Deer Feeding Prohibition Bylaw, 2011, No. 1476

Please do not feed the deer, or leave food in a place that is accessible to deer. This includes leaving pet food or bird seed in reachable locations. Deer (and other wildlife including raccoons, seagulls, etc.) are wild animals and should be left alone.

Dog Licence and Pound Bylaw, 1997, No. 1284

This bylaw regulates the licensing and keeping of dogs in the City, and deals with barking, vicious, stray and loose dogs.

All dogs within the City must be properly licensed, vaccinated and leashed at all times (except in the approved off-leash dog park). You are responsible for picking up after your dog; many City parks provide biodegradable doggie waste bags and garbage cans.

During March and April, which is Brant geese season, dogs are not allowed on the beach **even when on leash**. This is due to the fact that Brant geese feed and rest at the tideline and thus are especially vulnerable to disturbance by dogs.

There is an off-leash dog park in Parksville located on Despard Avenue near Springwood Park. This is a great spot to let dogs run or fetch and it's also an excellent spot for socialization... for both dogs and owners. The park contains running water for thirsty dogs, dispensers containing biodegradable doggie waste bags, trash bins for disposal of dog waste and a covered shelter with picnic table for owners. While in the off-leash park, dogs must be off leash for their own safety.

For the safety of all dogs and their humans, please comply with the regulations below when using the off-leash facility.

We ask that dog owners follow this standard etiquette for dog off-leash parks:

- Dogs must be properly licensed and vaccinated in order to use an off-leash area.
- Dogs must be on leash prior to entering and upon leaving the off-leash area.
- Owners are required by law to pick up their dog's feces and dispose of them in the designated trash cans located in the area.
- Owners must be in attendance with their dog at all times.
- Owners must have a visible leash at all times.
- Pets must be under the control of the owner, and the dog must be in sight of the owner at all times.
- Owners must respect other visitors by keeping their dog from running up to and jumping on other people and their dogs.
- Identified aggressive dogs are not to be taken into the off-leash area.
- Owners are personally liable for any damages or injury inflicted by their dog.
- Female dogs in heat are not allowed into the dog off leash area.
- No puppies under four months old are permitted in the off-leash area.
- It is suggested, that for their safety, small children are not brought into the off-leash area enclosure where dogs playing may knock them.

Fireworks Bylaw, 2007, No. 1427

The use of fireworks within the City is regulated for the safety of residents. You may not buy, sell, hold, possess or discharge any type of fireworks in the City at any time, unless you have been issued a fireworks special event permit.

Noise Control Bylaw, 2007, No. 1432

This bylaw helps reduce excessive noise that affects the quality and peace of neighbourhoods. The bylaw states that no person shall make noise that disturbs the quiet, peace, enjoyment, comfort or convenience of a neighbourhood.

There are some common noise complaints that can be dealt with under the bylaw:

- Stereos or other electronics
- Animals that cry, bark or howl (e.g. birds, dogs)
- Vehicles (e.g. idling in a diesel vehicle for more than 15 minutes)
- Construction equipment or tools
- Lawn or yard maintenance equipment

Construction noise is only permitted between the hours of 7 am and 9 pm every day except Sunday.



During City office hours (Monday to Friday, 8 am to 4 pm except statutory holidays), all inquiries and complaints should be directed to the Bylaw Compliance Officer at 250 954-4672. After hours, noise complaints should be directed to the RCMP at 250 248-6111.

Outdoor Burning Bylaw, 2007, No. 1428

For information on outdoor burning, please refer to the Parksville Fire Department section of this document.

Park Regulation Bylaw, 1999, No. 1327

This bylaw provides a set of regulations for all City parks to ensure that all residents and visitors can safely enjoy our parks.

In any City park, no person is allowed to commit any of the following offences:

- Destroy, damage, climb, break, remove or injure any plants
- Deface any wall, fence or other structure
- Erect any unauthorized structures, including tents
- Pollute any fountain, beach, pool, etc.
- Camp or park overnight
- Discharge fireworks
- Use any boat, water-ski, etc. that will endanger or interfere with swimming or wading
- Use any device in such a manner as to disturb the enjoyment of the park by others
- Possess or consume liquor
- Start a fire

Property Maintenance Bylaw, 2003, No. 1383

This bylaw is designed to enhance the general quality of neighbourhoods, to protect the safety, health and well-being of the public and to ensure the continued enjoyment of properties for residents and owners.

There are some common complaints that may be addressed under the City bylaw:

- Rubbish, garbage or litter
- Excessive growth of long grass (as defined by the bylaw)
- The presence of noxious weeds such as thistles and knapweed
- Inoperative vehicles, trailers, machinery and appliances

Traffic Bylaw, 2009, No. 1436

This bylaw is designed to regulate vehicular traffic and parking on City roadways. While many municipal streets have specific parking and stopping regulations posted on signs, there are some regulations that are applied on a City-wide basis and thus need not be posted on every roadway. Always be sure to look for and obey all signs and other traffic control devices, and familiarize yourself with the bylaw.

Tree Management Bylaw, 2012, No. 1484

This bylaw regulates the preservation, removal and replacement of trees within the City of Parksville. A protected tree is deemed to be any tree in Parksville, except poplar and alder, which has a diameter greater than 50 centimetres (20 inches) or any tree within 30 metres of a watercourse. This bylaw applies to hazardous trees as well.

Residents who are planning the removal of any tree which has a diameter of more than 50 centimetres (20 inches) on their property or the removal of any tree near a watercourse now require a permit prior to commencing any work. The diameter of a tree trunk should be measured at breast height (1.4 metres/4.5 feet from ground) and confirmed by an ISA certified arborist.

A tree cutting permit is not required for pruning (selective removal of branches), however, branches which are more than 10 centimetres (3.9 inches) must not be removed without first obtaining a tree cutting permit.

Bylaw 1484 was developed in response to an expressed community desire to better protect trees in our City. The preservation of trees is a matter of great importance to communities across the province and the *Community Charter Act of BC* grants authority to local governments to regulate trees as part of their mandated authority just as they regulate land use and public safety. Bylaw 1484 updated a tree management bylaw adopted in 2006.

Residents should contact the Community Planning and Building Department at 250 954-4697 prior to obtaining a tree removal permit.



Bylaw Compliance

The City may attempt to gain compliance by issuing warnings or fines. Some of the most common bylaw contraventions occur around parking; be sure to look for and obey all signs and other traffic control devices and familiarize yourself with City bylaws.

If you do receive a bylaw offence notice, you may either pay the fine or dispute the alleged contravention.

Paying the Fine

The fine amount for City bylaw offence notices (tickets) is subject to a payment schedule that encourages prompt payment by offering a discount for early payment and penalties for late payment.

EARLY PAYMENT

The penalty will be reduced by 25% if payment is received within 14 days. After 14 days the full fine amount will be due and payable.

LATE CHARGES

If payment is not received within 28 days, a 25% surcharge will be added to the fine amount and sent to a collections agent.

HOW TO PAY

A copy of the bylaw offence notice must accompany payment. You may pay by cash, cheque, money order or debit card. Payment must be received by the City of Parksville within the noted time limits to receive the discounted fine amount.

You may remit payment either in person or by mail.

In person: 100 Jensen Avenue East, Parksville BC

By mail: PO Box 1390, Parksville, BC V9P 2H3

- Do not send cash through the mail.
- Make cheque or money order payable to the City of Parksville.
- Dishonoured cheques invalidate any receipt and will result in an additional charge.
- Postmarks are NOT accepted as date of payment.
- Receipts mailed only upon request.



Disputing a Ticket

HOW TO DISPUTE

To dispute a bylaw offence notice, you must complete a notice of dispute form and submit it to the City of Parksville **within 14 days of receipt of the bylaw offence notice**. Dispute forms can be found on the reverse side of your bylaw offence notice or at the City of Parksville office.

DISPUTE PROCESS

Once you submit a notice of dispute within 14 days of receiving your ticket, you will be contacted by a City of Parksville Screening Officer, who will consider the evidence you provide. The screening officer can either uphold or cancel the ticket within the parameters laid out by provincial legislation.

If your ticket is upheld, you have the option of requesting adjudication. Adjudication is a more efficient and cost-effective alternative to provincial court for both the City and the disputant. A certified and independent adjudicator contracted by the City of Parksville (in partnership with the City of Nanaimo) will hear your dispute and determine whether or not the offence occurred based on evidence submitted by both parties. The adjudicator cannot reduce the fine or cancel the ticket for any discretionary reason; they will simply determine whether or not the offence occurred as alleged on the ticket.

You can appear at adjudication in person, by phone, by submitting written evidence prior to the hearing or by sending a representative.

If an adjudicator upholds your ticket, a \$25 administration fee will be added to the penalty. If the adjudicator cancels your ticket, all associated fines and fees are also cancelled.

For more information on the bylaw dispute process or dispute adjudication, phone 250 954-3060.





Building Permits

City of Parksville Bylaw No. 1387 outlines the owners' responsibilities and the requirements and regulations for the construction of buildings or structures on properties within the municipality.

The construction of any building or structure, except accessory buildings less than 10 square metres in area, requires a building permit. The bylaw regulates demolition of, alteration and repairs to a building, the moving of a building, a change of use or occupancy of part or whole of a building, repairs following fire, flood or earthquake, alteration or addition to heating (including wood stoves), plumbing or sewer systems and the installation of a mobile home. Conversions or alterations in residential buildings may require a building permit and must conform to the current *Zoning and Development Bylaw*, as well as all current BC *Building Code* requirements.

Application forms can be obtained from the community planning department at City Hall or online. Further information-regarding submission requirements and fees are provided online. For further information regarding building permits, contact the chief building inspector at 250 954-4668 or 250 954-4658. [Building Permits](#)

Sign Permits

Any person or business who wishes to erect signage should check with the planning department to determine if a sign permit is required. Sign permits are generally required for most commercial business signage. Sign Regulation Bylaw, 1997, No. 1276 as well as the sign permit application form may be obtained online at www.parksville.ca or from Parksville City Hall.

Business Licences

The City requires that all businesses (including home-based businesses) have a valid business licence to operate in Parksville. Once the application form has been completed and the required application fee has been paid, all applications for a business licence will be subject to the approval of City staff. Approval to obtain a business licence is dependent on:

- ⊕ Ensuring that the location of your intended premise has the appropriate zoning.
- ⊕ That the premise has the correct Occupancy Permit for the desired use.
- ⊕ That the desired business name does not conflict with an existing business.

You are encouraged to contact City Hall prior to a decision being made on leasing or purchasing a particular premise to ensure you can obtain a business licence for that site. For more information, call 250 248-6144. [Business Licences](#)

Planning

The Official Community Plan (OCP) is a statement of the community's vision for the future. It is a framework that guides decisions on planning and land use management within the community to ultimately shape development to achieve future community goals.

The City's current OCP (Plan Parksville: A Vision for Our Future: Official Community Plan Bylaw, 2013, No. 1492) was adopted by Council on July 3, 2013. The *Official Community Plan Bylaw* may be viewed at the planning department at City Hall or online. Land use designations within the OCP provide a guide on the types of future land uses that in general may be considered. Implementation of land uses, not currently recognized in Zoning and Development Bylaw, 1994, No. 2000, would require an amendment proposal that is consistent with the OCP. [Zoning and Land Use](#)

Development Permit Areas are another component of the OCP that shape aspects of current development that have been deemed important by the community. Development permit areas provide guidelines that address form and character, environmental protection and hazard prevention within designated areas of the City. Within these designated areas formal approval is required by the issuance of a development permit prior to land alteration or construction, except where there are exemption provisions. It should be noted that where applicable, a development permit is required prior to the issuance of a building permit. If you are proposing to alter land or construct within the City of Parksville you are advised to phone 250 954-4697 to determine if a development permit may be required.

Rezoning or Subdividing Property

The *Zoning and Development Bylaw* governs the zoning and development of property in the City. It regulates what a property can be used for, and addresses such matters as setbacks, building heights, floor area, lot coverage, density, minimum parcel size, and landscaping provisions.

If you are considering rezoning or subdividing your property, you are advised to phone the planning department at 250 954-4697 to discuss the procedure. The subdivision of land and the rezoning of property are complex procedures and careful consideration of all the requirements is recommended prior to making an application. If an application is received to rezone a property, certain requirements under the *Local Government Act* come into effect.

Should a rezoning application receive consideration by Council for a property within 50 metres (164 feet) of your property, you will be advised in writing of a public hearing date, time and location to allow you to express your comments or concerns prior to final consideration of the application by Council.

Please contact the planning department at 250 954-4697 should you become aware of any changes to properties in or near your neighbourhood. In the instance of a rezoning application, signs are posted in order to notify as many people as possible.

Engineering



The engineering department is responsible for the technical aspects of municipal engineering such as infrastructure and utility management, capital projects, land development, engineering and support services.

Municipal engineering includes road works, pedestrian/cycling facilities, traffic management, water works, sanitary sewerage, storm water management and street lighting. Engineering personnel assess the demands on the City's infrastructure, which may result in capital works projects to either improve or replace the existing services. Staff plan, design and perform the review and assessment of engineering design proposals for capital works projects and new land developments and inspect the construction of these works. The engineering department also provides technical support to the operations department and other City departments as required and is responsible for the management of engineering records.

Engineering staff are committed to deliver services to residents in the most cost effective and efficient manner possible. Engineering also ensures all municipal infrastructures meet the needs and standards of the community.

Engineering maintains the Geographic Information System (GIS), which is the repository of a wide range of geographically referenced information on individual properties, roads and parks throughout the City of Parksville. [Engineering](#)



Operations

The operations department provides a variety of services which enhance the daily lives of Parksville residents and is responsible for municipal roads including ice and snow control, street lighting and traffic signals, maintenance of City parks and nature trails, the City's fleet and municipally owned properties as well as our water distribution system, sewage collection system and drainage facilities. This department also receives requests to repair potholes, traffic signs, water mains, sewers and sidewalks and is responsible for:

- ⊛ Boulevard tree pruning, tree removal
- ⊛ Catch basins, manhole repairs
- ⊛ Irrigation systems
- ⊛ Municipal buildings and fleet maintenance
- ⊛ Parks
- ⊛ Roads, streets, sidewalks and pathways
- ⊛ Sanitary sewer system, storm sewers
- ⊛ Snow and ice control on public streets
- ⊛ Spring and fall chipping program
- ⊛ Street sweeping, street lighting, paving and patching
- ⊛ Traffic signs, line painting



Boulevards

Residents are cautioned not to plant any shrubs, place material or erect buildings or fences on the City's portion of boulevards and road right-of-ways in front of their property. Municipal crews may have to excavate the area in order to reach services such as water or sewer pipes and cannot be responsible for any materials planted or erected on the boulevards or right-of-ways, except for the ground cover, such as grass or gravel.

Dedicated Bench and Tree Program

The City provides residents with two opportunities to mark major life events in a meaningful way that benefit the community. By purchasing either a memorial tree or a memorial park bench, residents can honour the memory of a deceased friend or family member, or perhaps celebrate new beginnings such as a birth or a marriage.

Benches - The style and type of bench to best withstand weather and vandalism and to conform to benches already installed in the Community Park and elsewhere shall be chosen by the City. The \$1,500 acquisition and installation costs are borne by the family or group requesting the bench dedication. The cost includes a plaque approximately 4" x 8" in size. The plaque wording is to be submitted by the applicant for approval by the Director of Operations or his designate.



The bench shall be maintained by the City, or replaced if necessary, for a period of five years. Following the initial five-year period, should the bench be in a safe and useable state, the City will continue to maintain the bench until it is no longer feasible to do so. At the end of the initial five-year period, if it is not practical to repair a bench, an individual may replace the bench and plaque for an additional fee equal to the costs of replacement by the City.

Trees - A dedicated tree shall be purchased from the municipality under the guidelines of the City's tree planting program and the appropriateness of the species and proposed location shall be undertaken in consultation with the Manager of Operations or his designate. The purchase and transport costs of the dedicated tree selected shall be borne by the family or group that requested a tree dedication. An appropriate plaque with wording at the cost of the applicant may be installed at the discretion of the Manager of Operations or his designate. The City shall prepare the site, plant, stake and maintain the dedicated tree.

Requests for the dedication of a tree or park bench are referred to the Director of Operations or designate for consideration. Application forms for the dedicated tree and bench program can be obtained on the City's website or by contacting the operations department at 250 248-5412.

[Dedicated Trees and Benches](#)

Special Events (i.e. parades, Community Park, PCTC events)

The City offers a variety of locations for special events of all sizes. All groups or organizations wishing to utilize City property, including the streets (for a parade or walk event), are required to submit a completed special event form to the operations department. The application will be reviewed and the organizer will be contacted regarding standard terms and conditions and to finalize event details including a damage deposit and insurance. The proposal is then forwarded to Council for approval. In order to ensure sufficient time to complete the process and to avoid disappointment in venue availability, it is suggested the request be submitted a minimum of six weeks prior to the date of the event. For more information on this process, please call the operations department at 250 951-2484. Applications may be obtained by contacting 250 951-2484 or from the City's website.

Quick Links: [Special Events Policy and Application Procedures](#)

Water Conservation

Between May and October, water conservation is necessary to meet current water supply demands for drinking, fire protection and irrigation. The City implements water conservation measures in the form of four stages or levels.

WATER CONSERVATION LEVELS				
Current Level				
Water Conservation Level	Level 1	Level 2	Level 3	Level 4
Effective date	April, September and October (unless otherwise advised)	May, June, July and August (unless otherwise advised)	As advised/required	As advised/required
Frequency	Every other day	Every other day	Every other day	Comprehensive watering ban
Watering times	6-10 am & 6-10 pm	6-10 am & 6-10 pm	6-10 am & 6-10 pm	
Even numbered houses	Even days	Even days	Even days	
Odd numbered houses	Odd days	Odd days	Odd days	
Total allocated watering hours per day	6	4	2	

The operations department determines when Stage 3 and Stage 4 conservation should be initiated. The start and finish of water restrictions are advised on the City's website and in the City news page. Inquiries should be directed to the operations department at 250 248-5412.

[Parksville Water Information](#)

Watering Conservation Level 1

Every Other Day Watering – April, September and October

Sprinkler watering - Odd numbered civic addresses may water on odd numbered days and even numbered civic addresses may water on even numbered days. Watering times are 6 am to 10 am and 6 pm to 10 pm for no more than three hours in duration per period with a maximum of six hours of total allocated watering per day.

For multi-unit stratas the restrictions may be applied based on “unit numbers” or “irrigation zones” to achieve the same level of water use reductions on the permitted days (i.e. half of the watering/irrigation is undertaken on odd numbering days and half on even numbered days). This approach requires the consent of the Director.

- Vegetable gardens, shrubs, trees and flowers are restricted to be hand held container or a hose equipped with a shut-off nozzle if watered outside of the times permitted.
- Vehicles and boats may be washed with water using a hand held container or hose equipped with a shut-off nozzle.
- Persons may use City supplied potable water to wash sidewalks, driveways or parking lots and exterior building surfaces during periods when water restrictions are not in effect/ or during Level 1.
- Swimming pools, wading pools, hot tubs, garden ponds and water features may be filled with water.

Watering Conservation Level 2

Every Other Day Watering – May, June, July and August

Sprinkler watering - Odd numbered civic addresses may water on odd numbered days and even numbered civic addresses may water on even numbered days. Watering times are 6 am to 10 am and 6 pm to 10 pm for no more than two hours in duration per period with a maximum of four hours of total allocated watering per day.

For multi-unit stratas the restrictions may be applied based on “unit numbers” or “irrigation zones” to achieve the same level of water use reductions on the permitted days (i.e. half of the watering/irrigation is undertaken on odd numbering days and half on even numbered days). This approach requires the consent of the City of Parksville.

Watering of landscape and vegetable gardens, vehicle and boat washing, washing of driveways, sidewalks, parking lots and buildings and filling of swimming pools, wading pools, hot tubs and water features is the same as in Level 1.

Water Conservation Level 3

Every Other Day Watering – May, June, July, and August

Sprinkler watering - Odd numbered civic addresses may water on odd numbered days and even numbered civic addresses may water on even numbered days. Watering times are 6 am to 10 am and 6 pm to 10 pm and for no more than one hour in duration per period with a maximum of two hours of total allocated watering per day.

For multi-unit stratas, watering applications may be applied based on “unit numbers” or “irrigation zones” to achieve the net same level of watering on permitted days (i.e. half of the watering/irrigation is undertaken on odd numbered days and half on even numbered days). This approach requires the prior written consent of the Director.

- Vegetable gardens, shrubs, trees and flowers are restricted to a hand held container or a hose equipped with a shut-off nozzle if watered outside of the times permitted.
- Vehicles, RVs, and boats may be washed with water using a hand held container or hose equipped with a shut-off nozzle.
- No person shall use City supplied potable water to wash sidewalks, driveways or parking lots and exterior building surfaces, except as necessary for applying a product such as paint, sealers, preservative and stucco, or preparing a surface prior to paving or brickwork
- Filling of swimming pools is not permitted. Wading pools, hot tubs, garden ponds and water features may be filled with water.

Water Conservation Level 4 - Comprehensive Water Ban

Sprinkler watering - All outdoor watering is prohibited including newly seeded, sodded lawns.

- Vegetable gardens, shrubs, trees and flowers are restricted to a hand held container or a hose equipped with a shut-off nozzle and micro-irrigation or drip-irrigation system between the hours of 6 am to 10 am and 6 pm to 10 pm.
- All washing of vehicles, RVs, and boats is banned.
- All washing of driveways, sidewalks, parking lots and exterior building surfaces is banned.
- Filling of swimming pools, wading pools, hot tubs and garden pond water features is banned.

Special Watering Permits

- A person who has installed a new lawn, either newly seeded or new sod, may apply to the City of Parksville for a permit which will allow the new lawn to be sprinkled outside of permitted days. The permit shall be conspicuously displayed at the premises for which it is issued.
- New sod or newly seeded lawn may be sprinkled for 14 days after installation, provided a permit pursuant to Section (e)(i) has been issued for the premises at which the new lawn has been installed.

- After expiration of a permit issued under Section (e)(i), a person may apply for and may obtain subsequent permits under Section (e)(i).
- Permits will not be issued or be valid during the Water Conservation Level 3 and Level 4 restrictions.

Wood Chipping Program

The City offers a free wood chipping program to residents of Parksville during the spring of each year. This service is intended to assist property owners to dispose of three prunings and debris resulting from the winter.

Chipping piles should be left on the boulevard. Piles are limited to 5 feet wide by 3 feet high in size and the branches must be less than 6 inches in diameter. One pile per residence will be removed by the chipping crew. Do not combine piles from multiple households as it is more difficult and time consuming for crews to take apart large piles for chipping than to handle many smaller piles. When placing your chipping pile, it is important not to hinder your property's City water connection box should access be needed for maintenance.

Rocks, stumps and construction waste which may cause injury to the chipper operators must not be included in the piles. Please note that due to safety issues, materials such as pampas grass and clematis and wisteria vines cannot be chipped and will not be removed by chipping crews. Pampas grass, vines and other compostable vegetation, garden debris, leaves and grass clippings should be taken to the Church Road Transfer Station.

The dates for crews to be in your neighbourhood will be posted on the City's website and in the City news page. Questions should be directed to 250 248-5412.



Online Services - MyCity and Web Inquiry

MyCity is a secure, all-in-one, online service that allows homeowners and businesses to access information about their City of Parksville accounts at any time.

Once you create a profile and register your accounts, you can access information about your property tax, utilities, and dog and business licence accounts, including current and past billing history, payment history and utility consumption history. You can also claim your Northern and Rural Homeowner Grant within your MyCity account.

1. Create a profile: an email address and password is required to create a profile. Select "register now". Once a confirmation has been sent to your email address, you can login into MyCity.
2. Register your accounts. You will need to register each account that you would like to access: property taxes, utilities, dog licenses and business licenses. Use the account number and access code which are located on your invoice in order to register each account.

Web Inquiry is a secure, online service that provides property information reports on properties in City of Parksville.

Web Inquiry provides information, such as:

- ⊗ Tax assessment
- ⊗ Tax levies
- ⊗ Legal descriptions
- ⊗ Utility billing periods
- ⊗ Meter readings
- ⊗ Water consumption

Property Taxes

Property taxes cover the calendar year in which the notices are prepared. Tax notices are mailed near the end of May and are due on the first business day after June 30 in each year. A 5% penalty is applied to outstanding taxes on the first day after the due date and another 5% on the last business day of September.

The value of your property, as assessed by the BC Assessment Authority, is multiplied by the tax rates as set out by each of the taxing jurisdictions to determine your property taxes. Questions relating to your property assessment should be referred to the Assessment Authority office in Nanaimo at 1 800 977-2775. Current municipal tax rates are available on the City website, or by contacting the finance department at 250 954-4653.

The City accepts tax and utility prepayments by cheque, cash or debit card. These payments may be made at the finance department, located at City Hall. Payments are not accepted online; however payments may also be made through most financial institutions in Canada.

Property Tax Deferment Program

The Property Tax Deferment Program is a provincial government program that allows you to defer payment of annual property taxes on your home if you are 55 years of age or older, or meet certain other conditions. Application forms are available from the finance department.

Rural and Northern Homeowner Grant

The Rural and Northern Homeowner Grant (formerly the Provincial Home Owner Grant) is a program offered by the Province of British Columbia. The grant reduces property tax for eligible applicants. **You must apply for this grant each year** after receiving your property tax notice, but prior to the tax due date.

Tax Certificates

The City of Parksville now issues tax certificates through BC Online. Please go to the BC Online website to order your tax certificate. The City's fee for a tax certificate is \$20 and is paid directly through your BC Online account. (Please contact BC Online to set up your account).

Tax certificates that are issued with zero assessments or zero tax/utility calculations may be considered new construction and will require a Parent Property Tax Certificate. Please contact the finance department for tax and utility information on new construction.

Customers who are on the City's tax/utility installment plan will need to cancel this service prior to the closing date. You can download the cancellation form or contact the finance department to receive one. Installment withdrawals are on the 15th of each month; therefore account balances may change prior to final adjustments. Refunds are not issued for prepaid taxes or utilities; please adjust on any credit balance.

Taxes and utilities are separate accounts. Please do not deduct any credit balances from outstanding amounts owing; adjust each account separately and remit payment for balances owing only.

PAWS (Pre-Authorized Withdrawal Service)

What is PAWS?

PAWS is a preauthorized payment plan that allows taxpayers to contribute a fixed monthly payment towards their property taxes and/or utilities based on an estimate of future invoice amounts.

Why use PAWS?

It may be difficult to make a single large tax or utility payment. It is often easier to budget for monthly pre-payment amounts. PAWS is used to prepay future tax and/or utility charges.

PAWS accounts receive interest calculated from the date of payment until the tax/utility notice is produced, based on the daily prepaid balance at an interest rate 2.50 percentage points less than the prime lending rate at the City's bank.

How does PAWS work?

One authorization is all that is required; after which monthly payments will be withdrawn automatically. Payments are processed on the 15th of each month with the exception being that no payments are processed in the month of June.

The annual tax notices and semiannual utility notices will state the current levy, less the total prepayments to date including interest earned. It is your responsibility to **pay any outstanding balance** on your tax account and, if you are eligible, **apply for the Provincial Home Owner Grant**. Due dates, tax penalties and interest charges as stated on the tax notice will still apply.

Utility accounts recalculate and incorporate outstanding amounts, therefore amounts owing need not be paid.

PAWS can be stopped by providing **two weeks written notice** to the City Finance Department.

You can use PAWS if:

Your taxes are not being paid through your bank or mortgage company and you do not have an outstanding balance.

How to apply for PAWS:

Complete and sign the application form available at City Hall or from the website and submit it to City Hall with a sample VOID cheque. We will then advise the installment amounts for your tax and/or utility accounts.

For further information about the PAWS program, or any other property tax/utility related matters, contact the finance department at 250 248-6144.

Utilities

Utility notices for water, sewer and garbage are issued at the end of March and September and are due at the end of April and October respectively. A 10% discount is applied to payments received for current utilities on or before the due date.



Fire Department



Parkville Volunteer Fire Department

It is the mission of the Parkville Fire Department to provide the most effective and efficient fire protection and fire rescue service for the citizens of and visitors to Parkville. The Parkville Fire Department is a combination of career and volunteer service consisting of three career members, one support staff and up to 40 volunteer firefighters.

The PVFD serves 17,000 residents (20,000 peak summertime) in the Parkville Fire Protection Area which includes the City of Parkville and contract areas within the RDN - San Pareil, Morningstar, Columbia Beach, French Creek, Fourneau Road and the Forever Green Estates.

The Parkville Fire Department responds to a variety of fire and emergency related calls for service. The major types of calls include alarms, motor vehicle incidents, medical calls (first response and ambulance assistance) and burning complaints. Most calls received by the department are through the North Island 911 emergency dispatch system.



The fire hall is located at 160 Jensen Avenue West. For non-emergency calls, contact the Parkville Fire Department at 250 248-3242 and emergency only calls to 911.

For information about being a volunteer firefighter, please refer to the website www.pvfd.ca under recruitment.

Outdoor Burning Bylaw

All open burning and outdoor fires are prohibited at all times within the boundaries of the City of Parksville. The burning of garbage, animal waste, construction or demolition waste, garden refuse and noxious materials is not permitted at any time.

Exemptions to this general prohibition include:

- ⊛ Charcoal, wood, propane or natural gas fires contained within a barbecue, hibachi or fire pits having a surface area not greater than one half (.5) square metre and covered by a gate for the purpose of cooking food.
- ⊛ Charcoal, wood, propane or natural gas fires contained within an outdoor fireplace having a maximum depth of one metre and a maximum height, including chimney of 1.8 metres.
- ⊛ Beach fires are not permitted in the Parksville Community Park and are only permitted along the shoreline below the high tide line.
- ⊛ Campfires are permitted only in private or provincially owned campsites and must be contained within an approved fire pit/ring.
- ⊛ Fires started and maintained by the Parksville Fire Department for training or education purposes.
- ⊛ Fires used or recommended by authorities having jurisdiction to manage ecosystems for the purposes of silviculture, forest fuel management, fire hazard reduction, wildlife enhancement and the use of fire as a means of fire control.

No person shall start or maintain a fire permitted under the bylaw unless someone eighteen years of age or older is present, at all times, to monitor and extinguish the fire. Every person who starts, maintains, permits or supervises a fire under these conditions is responsible for ensuring that the fire is completely extinguished and that any residue from the fire is broken up and disposed of in a manner that eliminates any fire hazard.

Please note: The fire chief may at any time implement a complete ban on beach fires, campfires, and any other type of burning that is normally allowed under this bylaw, if weather conditions or a high risk of fire hazard warrants it.

For additional information, contact the Parksville Fire Department at 250 248-3242.

www.parksville.ca

Emergency Preparedness

The City of Parksville is the local authority responsible for responding to disasters within the municipality. In the event of a disaster such as flooding, earthquake, chemical spill or major fire, the City will coordinate the response.

Residents are encouraged to be prepared to deal with the aftermath of a disaster. After a disaster, residents should be prepared to look after themselves for a minimum of 72 hours and preferably for seven days until services or supplies are restored. Being prepared should a disaster strike is everyone's responsibility. Emergencies and disasters can occur at any time without warning. We cannot stop a disaster or emergency, but we can take responsibility for ourselves.

Oceanside Emergency Support Services (OESS)

The City has been instrumental in setting up Oceanside Emergency Support Services for this region. OESS provides services for residents living in the Oceanside community defined as the geographical region of School District #69 which includes Parksville, Qualicum Beach, Nanoose Bay, French Creek, Deep Bay, Bowser, Whiskey Creek, Coombs and Errington.



The provincial emergency support services program provides short term disaster relief across British Columbia in the event of fires, floods, earthquakes or other emergencies. OESS depends on community volunteers to plan and provide for the essential needs of individuals, families, and response workers. This may include food, lodging, clothing, emotional support and finding loved ones. The task of planning for disasters requires energy and creativity and depends on the commitment and dedication of many volunteers.

Oceanside Emergency Communications Team (OECT)

The City plays a leading role in organizing the local governments within the geographical region of School District #69 for the development of the Oceanside Emergency Communications Team to support emergency response. This group of licensed radio operators can provide the link between the site of an emergency to the emergency operation centre and the provincial emergency operation centre when all other forms of communication have failed. This group of volunteer residents from within the district meets and practices regularly to prepare for when they are needed.

Contact the emergency program coordinator at 250 954-4672 for further information.

Oceanside RCMP

Oceanside Detachment

Parksville is policed by the Royal Canadian Mounted Police (RCMP), a national and federal police force. The detachment is officially called the Oceanside RCMP Detachment and employs a total of 37 police officers and 10 support administrative staff. The patrol area consists of the rural areas within the Regional District which includes Nanoose, Deep Bay, Errington and Coombs, Lasqueti Island as well as the urban centres of Qualicum Beach and Parksville. The detachment building is located at 727 Island Highway West. The detachment is also home to the RCMP Central Vancouver Island Traffic Services. This unit consists of 10 police officers and one support administrative staff. The unit is responsible for the enforcement of traffic safety laws on the provincial highways in the area. The following volunteer programs assist the RCMP in the commitment of making Parksville a safe community. Phone 250 248-6111 or www.oceanside.bc.rcmp.ca.



© HER MAJESTY THE QUEEN IN RIGHT OF CANADA as represented by the Royal Canadian Mounted Police [RCMP]. Reprinted with permission of the RCMP. Photo Credit: Bob Belfoy.

Arrowsmith Community Justice Program

The Arrowsmith Community Justice Society (ACJS) is a community organization whose purpose is to administer a community-based restorative justice program and a community dispute resolution program. The program promotes conferencing as a resolution and peacemaking mechanism for crime or conflict in the community involves interested community citizens and resources to accomplish the above services. Community volunteers are trained as facilitators in victim-offender conferences or community disputes. ACJS works within the communities of Parksville, Qualicum Beach, Regional District of Nanaimo Areas E, F, G and H and is supported by the Oceanside RCMP. To become involved in this program, contact the Arrowsmith Community Justice office at 250 954-2968 or visit the website at www.acjs.ca.

Auxiliary Program

This is a police based program funded by the Ministry of Attorney General. The auxiliary program is comprised of volunteers who take extensive training to become an auxiliary constable as defined by the BC Police Act. Once trained, the auxiliary members provide service to the community by assisting regular RCMP members in various policing capacities under the direct supervision of a regular RCMP member. Their purpose is to participate in community policing service activities relating to public safety and crime prevention. Auxiliary members are a valued resource to the Oceanside detachment and the community of Parkville.

City Watch

City Watch is a program developed as a partnership between the employees of the City of Parksville, members of CUPE Local 401 and the RCMP. It is designed to prevent and reduce crime in the City by encouraging municipal workers to be alert to activities they might witness in the course of their daily jobs. Being on the alert, keeping their eyes and ears open and reporting to the RCMP activities that appear to be criminal or even suspicious, can all be done from City vehicles through our own dispatch centre. Municipal workers might well help to reduce the small crime rate or even prevent accidents in our community.

Community Policing Office

The Parksville Community Policing Office is located in the Parksville Civic and Technology Centre at 100 Jensen Avenue East. Community Policing is a partnership between the RCMP and the community, through which volunteers donate their time and talents to assist with providing and maintaining community policing initiatives. The mandate of the Community Policing Office (CPO) is to promote the "safe homes, safe communities" concept. The CPO offers a number of programs to the community, and works in cooperation with other volunteer and social service organizations in the district. The Community Policing Office is always looking for volunteers that would like to give back to their community. oceansidecpo@shawcable.com

Crimestoppers

Parksville/Qualicum and surrounding areas are part of the Nanaimo and District Crime Stoppers organization. Crime Stoppers is a community based program with a Board of Directors. The program gives the opportunity to someone to report a crime and remain anonymous. Anyone with information about a crime should call 1 800 222-8477, which is a dedicated line, utilized strictly for the Crime Stoppers Program. Information is given confidence and the caller may qualify for a cash award of up to \$2,000 for helping solve a crime.

District 69 Citizens on Patrol (COPS)

COPS is a citizen-based non-profit society carrying out regular patrols of Parksville and other adjacent communities to assist members of the RCMP as a deterrent to the commission of crime and other unlawful acts. To volunteer, for information or to provide other assistance, contact the RCMP Oceanside Detachment at 250 248-6111. <http://www.district69cops.org/>



Oceanside RCMP Victim Services

The Oceanside RCMP Victim Services program, based out of the Oceanside RCMP detachment, works closely with police to provide support to victims and witnesses of crime and other significant trauma. The program staff and volunteers are on-call and available 24 hours a day, 7 days a week. Upon police request, victim services attend the scene of the incident, the detachment, the hospital, or the victim's home.

Victim services workers are trained and experienced to provide crisis support following traumatic events. Examples of these events would be domestic assaults, sexual assaults, robberies, suicides, fires, motor vehicle accidents and assist the police officers with notification of next of kin where there has been the death of a loved one. Victim services offer business hours follow-up support in the form of practical assistance, emotional support, referrals to community resources and court support and accompaniment when possible. Workers will also provide information on the Victims of Crime Act, where legislation defines a victim's rights, and Crime Victim Assistance Program, when an individual may be eligible for benefits such as counselling. Victim services can be reached at 250 248-6111.



Regional District of Nanaimo

Recreation and Parks

The Regional District of Nanaimo (RDN) operates many of the public recreational facilities including the Oceanside Place ice arena adjacent to Wembley Mall in Parksville and the Ravensong Aquatic Centre in Qualicum Beach. The RDN also provides recreation programming for all ages; a comprehensive list of programs offered can be found in the RDN Active Living Guide. As well, the RDN handles the booking of sports fields within Parksville.



For further information on recreation facility hours and rates, to obtain an Active Living Guide, or to make a booking, please contact the RDN Recreation office located at 830 Island Highway West (Oceanside Place arena) by calling 250 248-3252 or by visiting www.rdn.bc.ca.

Bus Service - Regional Transit

The Regional District of Nanaimo provides public transit between Parksville, Qualicum Beach and Nanaimo daily with the exception of Sundays. The Rider's Guide, including routes and schedules, is available at <http://rdn.bc.ca/cms.asp?wpID=686> or can be obtained from the information line at 250 954-1001.

The HandyDart Bus provides custom public transit for persons who are mobility challenged and cannot access regular buses. They serve the area from Cedar in the south of the Regional District to Qualicum Beach in the north. Phone 250 248-4557

Church Road Transfer Station

The Church Road transfer station receives residential and commercial waste collected in Parksville and the surrounding area. It is located at 860 Church Road, Parksville and is open seven days a week (except statutory holidays) from 8 am to 5 pm. Contact the transfer station at 250 248-5254 or visit www.rdn.bc.ca for rates.

Garbage Collection and Recycling

Domestic garbage collection and recycling are administered by the Regional District of Nanaimo. The RDN also provides curbside food waste collection. This "Green Bin" program diverts organic kitchen and food waste away from local landfills into processing for compost and potentially renewable fuels. The green bin is scheduled for weekly collection, while garbage and recycling are scheduled for collection once every two weeks. For more information refer to <http://www.beyondcomposting.ca>

Basic household garbage service allows for the collection of one container of garbage which should not exceed a weight of 23 kilograms (50 pounds). Tags for extra containers of garbage may be purchased from the finance department at City Hall.

Replacement RDN approved blue boxes and yellow Zero Waste recycling bags are available by contacting BFI Canada at 250 248-8109, 1151 Herring Gull Way in the Industrial Park. To replace lost or broken green bins, contact the RDN Solid Waste Services at 1 866 607-4111. There may be a charge for these items.

More information about fees, pickup schedules and regulations can be obtained on the RDN website, or by contacting the company that collects the garbage, BFI Canada, at 250 248-8109.

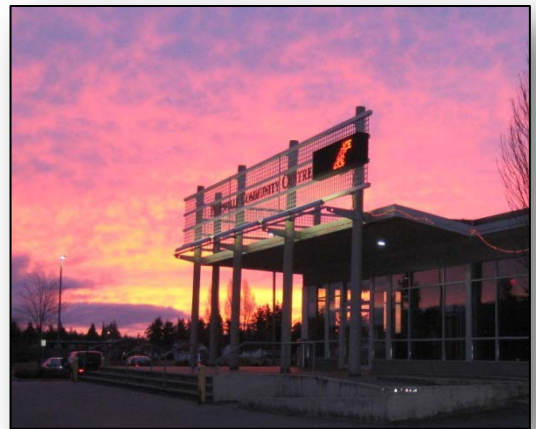
If you have a complaint or concern about your own garbage pickup and cannot resolve the problem with the collection company, phone the RDN at 1 877-607-4111 for assistance.



Municipal Rental Facilities

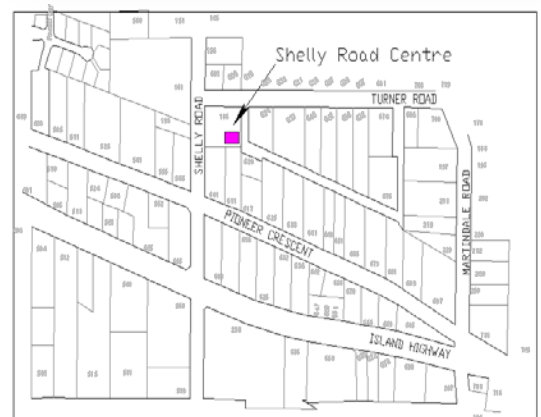
Parksville Community and Conference Centre 132 Jensen Avenue East

The Parksville Community and Conference Centre is located adjacent to the Parksville Civic and Technology Centre. This is a 21,000 square foot facility providing not only a spacious auditorium and stage, but also private meeting rooms that can be customized to suit your needs. Call 250 248-6234 for information on rental rates. www.parksvillecentre.com.



Shelly Road Centre – 186 Shelly Road

The Shelly Road Centre was renovated to its current condition in 1999 with the purpose of providing additional meeting space for neighbourhood groups, small community organizations and private individuals. There are meeting rooms on both floors of the facility with the kitchen area on the ground level. The centre is operated by and booked through the Bard to Broadway Theatre Society at 250 927-0641.



Gazebos and Picnic Shelters

There are several gazebos and a large picnic shelter that can be rented for special events. For more information, please refer to the special events procedures on the City's website.



QUICK REFERENCE TELEPHONE NUMBERS

****PLEASE NOTE: Emergency numbers are located on the first page of the Telus directory****

BC Assessment Authority	1 800 977-2775
Better Business Bureau - Vancouver Island	1 877 826-4222
Bus Depot	250 248-5332
Canada Post Office	250 248-3932
Career Centre (The)	250 248-3205
Community Policing Office	250 954-2223
Citizens on Patrol	250 248-8768
Electrical/Gas Inspection - BC Safety Authority	250 716-5200
Emergency Social Services (ESS)	250 954-3411
Emergency Services, Provincial	1 800-663-3456
Enquiry BC – Government Agent	1 800-663-7867
FortisBC	250 248-4880
Garbage Pick Up – BFI Canada Inc.	250 248-8109
Garbage Transfer Stations (RDN)	250 248-5254
Highway conditions (charges may apply)	1 900-565-4997
Homemakers Home Support Program	250 248-2085
Meals on Wheels	250 248-2093
Medical Services Plan of BC	250-386-7171
Member of Parliament Dr. James Lunney	250-390-7550
Mental Health Services	1 800-661-2121
Main Road Mid-Island Contracting Ltd.	250 248-6212
MLA Michelle Stilwell	250 953-4800
Nanaimo Regional General Hospital	250 248-2332
Oceanside Health Centre	250 951-9550
Oceanside Place Arena	250 248-3252
Old Age Security and Canada Pension Plan	1 800-277-9914
Parksville Fire Department – Non-Emergency	250 248-3242
Parksville and District Chamber of Commerce	250 248-3613
Parksville Downtown Business Association	250 248-8079
Parksville City Hall (Parksville Civic and Technology Centre)	250 248-6144
Parksville Community and Conference Centre	250 248-6234
Parksville Qualicum Beach Tourism Association	250 248-6300
Provincial Government Information	1 800-663-7867

RCMP Oceanside Detachment (non-emergency)	250 248-6111
Rath Trevor Beach Provincial Park	250 248-9460
Regional District of Nanaimo - Recreation Commission	250 248-3252
Regional District of Nanaimo (RDN)	250 248-5511
Renting – Tenant/Landlord Information	1 800-665-8779
School Board District No. 69	250 248-4241
Seniors' Drop-In Centre	250 248-3200
Society of Organized Services (SOS)	250 248-2093
Society for Prevention of Cruelty to Animals (SPCA)	250 248-3811
Transit (Bus – RDN)	250 954-1001
Vancouver Island Regional Library	250 248-3841
Vancouver Island University	250 248-2096
Vancouver Island Health Authority (VIHA)	1 877 370-8699
Victim Assistance Program	250 248-6111
Visitor Info Centre (Tourism)	250 248-3613
Vital Statistics (Province of BC)	1 800 663-7867
Welcome Wagon	250 248-4720

