

chelsea

New
Resident's
Guide





photo: Myriam Baril-Tessier

CITY HALL
100 chemin Old Chelsea
Chelsea QC J9B 1C1
819-827-1124

**MRC des Collines-
de-l'Outaouais**
216 chemin Old Chelsea
Chelsea QC J9B 1J4
819-827-0516

SAFETY

Emergency 911

Police
819-459-9911

Fire
(general information)
819-827-6200

Public Works
(after-hours emergency)
819-827-9911

HEALTH CARE

Chelsea CLSC
819-459-1112

Info-santé
(health info line) 811

ANIMAL CONTROL

Outaouais SPCA
819-243-2004

Ministère des Forêts,
de la Faune et des Parcs
819-246-1910

PUBLIC TRANSIT

Transcollines public transit
and paratransit service
819-456-1114

ECONOMIC DEVELOPMENT

Centre local d'emploi (CLE)
de Gatineau
819-568-6500

Centre de services pour l'économie et
l'emploi des Collines-de-l'Outaouais
819-457-4480

Service de développement
durable de la MRC des
Collines-de-l'Outaouais
819-827-0516



Caryl Green
Mayor
c.green@chelsea.ca
819-827-6217

Welcome to Chelsea!

It is with great pleasure that the Municipality presents this first edition of the New Resident's Guide. It has a lot of practical information, so we suggest keeping it close at hand.

The New Resident's Guide contains many photographs taken by our residents, reflecting all the natural beauty and importance that we give to the environment and to sustainable development.

On the pages that follow, you will find a variety of useful information regarding municipal services as well as social and community activities. We invite you to visit the various sectors of the Municipality, have fun in our parks, playgrounds, trails and sports fields, discover our library and local businesses! Take a moment to learn about the various volunteer opportunities available in our community organizations... it's a great way to become involved and get to know your neighbours!

We also encourage you to visit our website regularly and subscribe to our newsletter to receive regular updates on new issues, municipal news and upcoming events!

We look forward to meeting you soon!





Chelsea is located in the MRC des Collines-de-l’Outaouais and contains a large part of Gatineau Park. Its proximity to numerous trails, bike paths, and green spaces makes this bilingual municipality of 7,000 residents a desirable destination for nature enthusiasts.

Chelsea’s official slogan, “Environment Friendly Community”, reflects the Municipality’s values and the importance it places on the environment in providing a quality place to live. Chelsea was the first municipality in Outaouais to adopt a Sustainable Development Action Plan and an Active Transportation Plan, to take concrete action on environmental issues.

PROUD OF OUR PROVINCIAL RECOGNITIONS

Certified bike-friendly municipality (Vélosympathique)

Fleurons du Québec (4 stars)

Family- and senior-friendly municipality

Certified Fairtrade municipality



**Environment
Friendly**

Community



Municipal life

Municipal Council Meetings

Council meetings are held on the first Tuesday of every month at 7 p.m. in the MRC des Collines-de-l'Outaouais council chambers at 216 chemin Old Chelsea. The meetings are always open to residents. The agenda is made available on the website a few days before the meeting. The minutes are published once adopted by Council at the next meeting.

Committees

Committees are an important part of democratic life. Committees examine certain issues and make recommendations to Municipal Council. They are made up of elected officials appointed by Council together with municipal employees and town residents.

chelsea.ca/municipality



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819-607-1515



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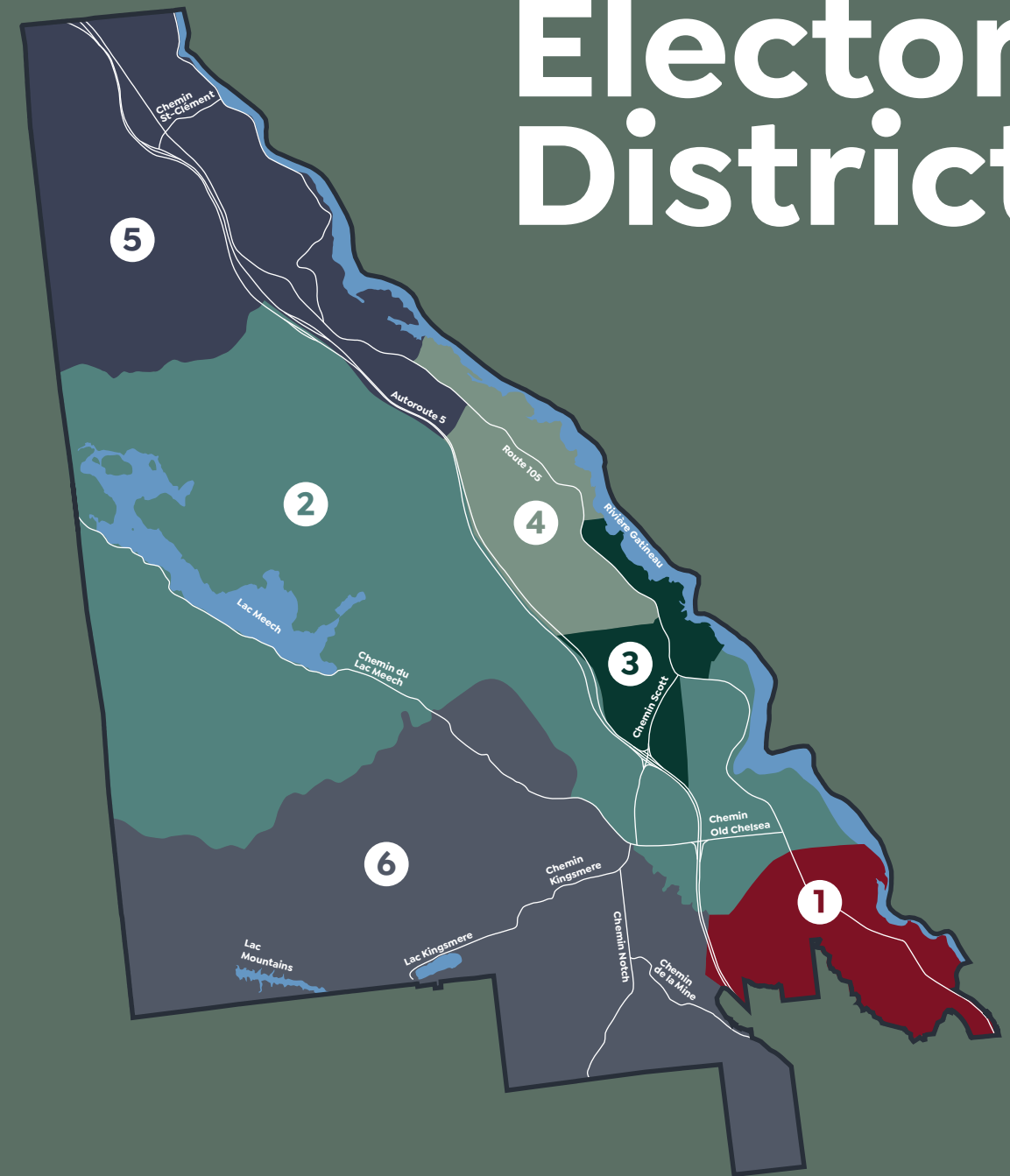
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Vacant
COUNCILLOR DISTRICT 6



Electoral Districts



Communications

Various print and online tools are available to keep residents informed. The Communications Department updates these tools daily in both official languages.

Chelsea Express

The Chelsea Express is a municipal newsletter published four to six times a year and mailed to all residences.

A Redesigned Website

Chelsea.ca was redesigned in 2019 and features a news feed, a full calendar, and all the other information you might need. The website is continually being improved and will be updated over the years to meet the expectations and needs of residents.

Online Services

The Voilà! Platform includes a wide range of online services plus a mobile app. It is truly an all – inclusive platform – use it to apply for certain permits online, view your tax bill, make inquiries, or file complaints.

Newsletter

From municipal news to cultural activities, the newsletter keeps you on top of the latest goings-on in your community. You can subscribe at the bottom of the website homepage.





Recreation

The Recreation, Sports, Culture, and Community Life Department provides accessible recreational, cultural, and community activities and sports—because we’re always working to improve quality of life for residents.

chelsea.ca/recreation



Annual events and programs at a glance

WINTER FUN DAY

CHELSEA'S VOLUNTEERS
ACKNOWLEDGMENT EVENING

CHELSEA DAYS

SUNDAY BIKING

MUSICAL TUESDAYS

CHELSEA'S INITIATION TO COLLECTIVE
ENTREPRENEURSHIP (CICE)

GATINEAU RIVERFEST

FOLK PICNIC IN MEECH CREEK VALLEY

LA GRANDE MARCHE CHELSEA-LA
PÊCHE COMMUNITY WALK, PART OF
GRAND DÉFI PIERRE LAVOIE

A MAGICAL CHRISTMAS IN CHELSEA

Public Recreational Facilities

55 KM OF BIKE PATHS

A 20 KM CONTINUOUS COMMUNITY
TRAIL FOR WALKING, CYCLING, CROSS-
COUNTRY SKIING, OR SNOWSHOEING

1 BASEBALL FIELD AND
4 BASKETBALL COURTS

8 SOCCER FIELDS

4 OUTDOOR SKATING RINKS

8 NEIGHBOURHOOD PARKS AND
3 COMMUNITY PARKS

2 HERITAGE SITES

3 GREEN SPACES AND
INTERPRETATION SITES

Community and Sports Centres

The Municipality includes three community centres. Together they offer over 4000 hours of private rental space and more than 1,000 hours of activities run by community organizations each year.

Hollow Glen Community Centre
12 chemin du Parc

Farm Point Community Centre
311 chemin de la Rivière

chelsea.ca/community-centres

Meredith Centre – sports and cultural centre
23 chemin Cecil

Built in 2012, Meredith Centre is a multipurpose venue for both athletic and cultural activities. It includes:

- A fitness room
- A skating rink
- Various multipurpose rooms for special events
- A yoga and spin classroom
- A music room
- Day camps for children age 4–12

centremeredith.ca

CHELSEA RECREATION ZONE

chelseazoneloisirs.ca

Meredith Centre offers sports and cultural programming with the support of the Municipality. The offering changes twice a year and can be accessed online, where you'll find an exciting array of activities offered by local organizations as well as the Municipality's activities. Search and create your own personalized list based on the type of activity and location you're looking for.



Volunteering Elevates Our Community

Many of Chelsea's 7,000 residents volunteer their time to work directly with municipal departments or community organizations. People of all ages can contribute! Thanks to their dedication, residents have opportunities to learn, be active, and express themselves and our community centres are vibrant places that people love to go to.

If you'd like to get involved, check our website regularly or contact community organizations directly. You can also fill out the volunteer form online.

chelsea.ca/volunteer

Community Organizations

Each year, the Municipality supports over 30 recognized organizations that, through their involvement, enhance and diversify all that Chelsea has to offer. They help organize events, plan activities, and create community spaces.

chelsea.ca/organizations





Library

chelsea.ca/library

The library hosts a wide variety of activities, events, and exhibitions in its role as a cultural outreach centre for all ages.

- Story time
- LEGO club
- Young volunteers
- R.E.A.D. program
- French and English reading clubs
- Meet the Author Week, sponsored by the Leacross Foundation
- Pajama party
- TD summer reading club

The Chelsea Public Library offers a variety of other services too, including museum and Gatineau Park passes, snowshoe rentals, and special theme activity packs!

Chelsea Municipal Library
100 chemin Old Chelsea
819-827-4019

Hollow Glen Branch*
12 chemin du Parc
819-827-4019

**The Hollow Glen branch is open on the first Monday of the month from 6:30 p.m. to 8 p.m.*

5,824

MEMBERS

40 000

DOCUMENTS

3,000

DVDS FOR
ADULTS AND
CHILDREN

500

AUDIO BOOKS

1,900

NEWSPAPERS
AVAILABLE
FOR LOAN

Daycares and Schools

DAYCARES

**Centre de la petite enfance aux
nids des petits**
35 chemin Côte d'un-Mile
819-772-0404

**Centre de la petite enfance Maison
Montessori de Chelsea**
66 chemin Old Chelsea
819-827-0787

FRENCH LANGUAGE SCHOOLS

École Grand-Boisé
Primary school
135 chemin Scott
grandboise.cspo.qc.ca

ENGLISH LANGUAGE SCHOOLS

Chelsea Elementary School
Primary school
75 chemin Old Chelsea
wqsb.qc.ca/chelsea

Environment

Residual Materials

In addition to collecting compostable, recyclable, and waste materials, the Municipality also collects invasive and dangerous plants, Christmas trees, and bulky items. The collection calendar is distributed to all residents and is also available at Town Hall and on our website. There is also a waste transit station and a household hazardous waste (HHW) depot in Val-des-Monts that residents of the MRC des Collines-de-l'Outaouais can use.

Recycling and Compost Bins

Residents are given recycling and compost bins when they arrive. However, they must obtain their own European-grip green, grey or black garbage bin with a maximum capacity of 360 litres. To reduce the amount of waste sent to landfill, a maximum of one bin is accepted per pickup in spring/summer and two bins in fall/winter. There is no limit for recycling or compost.

The Four R's

To reduce the amount of waste that ends up in landfill, the Municipality asks residents to remember the four R's: Reduce, Reuse, Recycle, and Reclaim waste by composting.

Shorelines

Measures are in place to protect the shorelines of lakes, rivers, and wetlands. These measures limit construction in order to conserve and restore the natural vegetation. For more information, contact the Urban Planning and Sustainable Development Department.

Pesticides

The Municipality prohibits the use of cosmetic pesticides. There are several alternative solutions and sustainable practices you can use instead!

Tree Felling

Cutting down trees is prohibited except in special cases. The goal is to make Chelsea a greener, more liveable place.

chelsea.ca/environment



Water: An Essential Resource

Watering

Hand watering is permitted at all times when it is not raining.

Watering with a movable sprinkler or soaker hose is only allowed from 8 p.m. to 11 p.m. on the following days, when it is not raining:

- even-numbered addresses: on even-numbered days
- odd-numbered addresses: on odd-numbered days

Watering with an authorized automatic watering system is only allowed from 3 a.m. to 6 a.m. on the following days:

- even-numbered addresses: on even-numbered days
- odd-numbered addresses: on odd-numbered days

Residents may water freshly seeded, planted, or sodded lawns, but must first obtain a permit from the Municipality.

Water and Sewage Systems

The water and sewage system was built in 2014 and serves most homes and businesses in the centre-village. The planned developments in this sector are served by the three water systems (water, wastewater, and stormwater) and connect to the main network on Chemin Old Chelsea.

The Farm Point sector is partially served by the wastewater network. The main network is located on Chemin Saint-Clément and Chemin de la Rivière.

If you would like more information on options for connecting your home to the network, please contact the Public Works and Infrastructure Department at 819-827-1160.

Drinking Water Quality

An outside firm manages drinking water quality and wastewater treatment for the Municipality. The firm ensures that the water distributed to residents is safe to drink. It inspects the plants and related structures, tests and samples the water, and cleans the tanks, among other things.

Boil Water Advisory

When bacteria is detected that may indicate fecal contamination in the drinking water from the water and sewage systems, the Municipality is required to issue a boil water advisory. If that happens, an advisory is sent by email and posted on our various platforms to quickly notify the affected residents. A notification is also sent to all residents registered on the Voilà! platform. That's why it's important to register and make sure your contact details are up to date so we can warn you quickly if need be.

Septic Systems

Residences that are not connected to the water and sewage system must have a septic system to treat wastewater so it can be returned to the ground without endangering public health or the environment.

The Municipality drains and inspects all residential septic tanks once every two years. An inspection schedule is available so you can properly prepare, and a notice will be left on your door before someone comes to inspect your tank.

chelsea.ca/septic

H₂O Test

H₂O Chelsea is a program the Municipality offers so residents can test their well water at competitive rates. We recommend you test your water once or twice a year. The only way to be certain of your water quality is to have it analyzed by an accredited laboratory.

chelsea.ca/environment



Public Transit



Transcollines is the Municipality's public transit network. As part of its mission to provide sustainable mobility, it offers multiple bus routes to Gatineau and the MRC's other municipalities. It also offers paratransit service. Transcollines plays a vital role in the sustainable development and growth of our local communities.

Through a partnership with STO, Transcollines riders can use a single ticketing system and combined fares on the STO and OC Transpo networks. Riders have access to a variety of services depending on their needs.

Intra

Valid for Transcollines services within the administrative boundaries of MRC des Collines-de-l'Outaouais.

Regular

Valid for the entire Transcollines public transit system.

Combined

Valid for the entire Transcollines public transit system plus the STO and OC Transpo networks.

transcollines.ca

Buy local

Help our community grow by buying local!

We have a wealth of artisans, craftspeople, producers, shopkeepers, and professionals with a variety of talents and expertise in Chelsea. When you support the local market you not only help Chelsea's economy grow but you also get fresh food and unique items you won't find anywhere else!

Helping your community is as easy as it is satisfying:

- Bring a group of friends or family to nearby restaurants and sample local fare
- Stock up on fresh summer produce at the Old Chelsea Market on Thursday evenings
- Use the services of Chelsea's professionals
- Give handcrafted gifts from our local artisans

Discover the many businesses that make our municipality thrive!

chelsea.ca/businesses

Security

Fire Safety

The Fire Department is composed of 2 full-time employees and 45 on-call, part-time firefighters. In addition to ensuring your safety, our firefighters carry out various prevention activities throughout the year, including home inspections, evacuation drills, and visits to schools, daycare centres, and businesses.

According to current bylaws, all residents of the Municipality must:

1. Have a smoke alarm on each floor
2. Have a minimum of one certified carbon monoxide detector in each residence with a combustion appliance or an attached garage
3. Have a 2.2 kg (5 lb.) ABC dry powder portable fire extinguisher
4. Maintain a one-metre clearance around the electrical panel
5. Make sure that the civic number is clearly visible from the road
6. Make sure the chimney is swept at least once a year

Burning

Only open fires less than one metre high are allowed at any time without a permit. However, certain conditions must be met. All other types of burning require a permit from the Municipality.

chelsea.ca/burning

Public Safety

The Public Security Department is part of the MRC des Collines-de-l'Outaouais. Its mission is to maintain peace and order while ensuring everyone's safety. The MRC police are in charge of alarm permit management. You can obtain a permit free of charge by filling out the form available on their website.

sp.mrcdescollinesdeloutaouais.qc.ca

Finance and Taxation

Each year, Municipal Council adopts the Municipality's budget and the three-year capital expenditure plan for the next fiscal year at an extraordinary meeting. The tax and rate chart bylaw that determines the tax rate for the following year is then adopted by Council.

The budget is explained to residents in a message from the Mayor and a budget summary is mailed to each residence along with the annual tax bill in late January.

chelsea.ca/finance-en

The Tax Bill

Bills under \$300 are payable in one lump sum within 30 days of the date of mailing. If the amount owing is equal to or greater than \$300, it can be paid in a single payment or in a maximum of four equal payments on March 1, May 1, July 1, and September 1.

Transfer Tax

The province gives municipalities the authority to set tax rates for each transfer of real property in excess of \$500,000 within their limits.

In Chelsea, the transfer tax rate is as follows:

- 2% for properties from \$500,000 to \$749,999.99
- 2.5% for properties from \$750,000 to \$999,999.99
- 3% for properties \$1,000,000 and over

Properties under \$500,000 are taxed in accordance with provincial standards established by the Quebec Act respecting duties on transfers of immovables.

chelsea.ca/taxation-en

GENERAL INFORMATION

Peace and Public Order

To maintain peace, order, and cleanliness, fines are imposed on anyone who:

- Makes noise that disturbs the neighbourhood
- Creates a commotion by singing or shouting in the street
- Consumes alcoholic beverages on the street or in a park
- Litters on public property

Carports

Temporary carports and plastic garages are permitted between October 15 and April 15. No permit is required.

Animals

- A list of all authorized animal species and limits is available on our website.
- All dogs must have a licence, which can be obtained from the Animal Protection Department. Licences are valid from January 1 to December 31.
- You must keep your dog on a leash at all times when you are not on your property.
- You must also immediately pick up after your pet.

Winter Parking

Parking on public roads is prohibited between midnight and 7 a.m. from November 15 to April 1.

chelsea.ca/bylaws

As a resident of Chelsea, it's your responsibility to know the municipal bylaws in effect to ensure everyone lives together peacefully and respectfully.

You'll find most of the Municipality's bylaws on our website. If you don't see the one you're looking for, you can request a copy at any time by writing to the municipality.

PERMITS AND CERTIFICATES OF AUTHORIZATION

Our website has a list of available permits and the required specifications and conditions. Feel free to contact our agents to make sure you have all the documents you need when applying for a permit. Our team is here to answer your questions and discuss your plans.

The maximum lead time for issuing a permit is 60 days under current laws.

Here are some examples of work that requires a permit:

- Building a house, garage, shed, or carport
- Building extensions
- Installing a fence, pool, whirlpool, or dock
- Connecting water and sewage systems
- Building a well or replacing an existing one

chelsea.ca/permits