



# Good Neighbour Handbook

*A Citizens Guide to  
North Bay's Municipal By-laws*

## City of North Bay



*Peter Chirico  
Mayor, City of North Bay*

Each year brings hope and promise for the future. Whether you are a lifelong citizen, a prospective new resident, or are choosing North Bay as your home away from home, this guide will include some useful information for you.

The City of North Bay is a kind and generous community that rallies around those that need our help the most. North Bay prides itself on safe and appealing neighbourhoods for everyone in our community to live in. We endeavour to ensure that everyone is welcomed in our community. Strong communities are the future of North Bay and I encourage everyone to be leaders and make your neighbourhood a peaceful and respectful area for all the residents living there to enjoy, young and old alike.

This guide has been created to give you the information you need to be a good neighbour. Included you will find basic information on public safety, laws and City by-laws, property standards and other responsibilities.

On behalf of the City of North Bay and City Council, I wish you every success in the future!

This guide is a summary of some important City by-laws and is for general information purposes only. It is meant to promote awareness of your rights and responsibilities as a neighbourhood resident. This handbook is not a legal document; nor does it provide complete coverage of all municipal by-laws. This handbook gives a general overview of some of the by-laws that may affect you. More information on by-laws and other City information can be viewed online at [www.northbay.ca](http://www.northbay.ca) or by contacting City Hall at:

200 McIntyre St. E.  
North Bay, Ontario  
P1B 8V6

Email: [info@northbay.ca](mailto:info@northbay.ca)  
Web: [www.northbay.ca](http://www.northbay.ca)  
Telephone: (705) 474-0400  
Toll Free: 1-800-465-1882

## Table of Contents

Working for a Stronger Community .....	2
The Aim of this Handbook.....	2
Public Safety, Health & Security .....	3
Noise .....	3
Making a Noise Complaint.....	4
Fire Safety Checklist .....	4
Open Air Burning.....	5
Property Maintenance & Responsibility .....	6
Property Standards and Clean Yards By-laws .....	6
Waste Collection, Disposal & Recycling .....	6
Transportation .....	7
Introduction.....	7
Recreational Trails .....	8
Traffic and Parking.....	8
Transit.....	10
Recreational Areas.....	10
Conduct .....	11
Smoke-Free and Vape-Free Spaces .....	11
Dogs & Cats .....	12
Stoop and Scoop .....	12
Liquor License Act .....	12
Renting a property .....	13
Landlord Guidelines .....	13
Tenant Insurance .....	14
Licensing.....	14
Contact Numbers .....	15
Emergency Preparedness .....	17

## Working for a Stronger Community

The City of North Bay has made great strides to enhance community neighbourhoods and the relationships between the various neighbourhood residents. This handbook is one way of improving the interaction between neighbours within neighbourhoods.

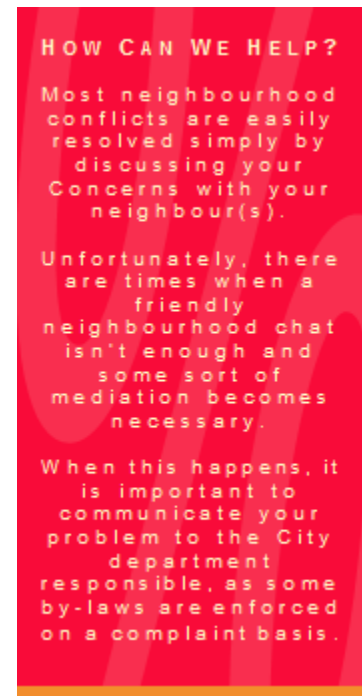
### The Aim of this Handbook

This handbook is intended to be an information package to assist you in maintaining and improving your property, your neighbourhood, and your overall quality of life. The objectives are to:

- Increase your awareness of the City's by-laws related to neighbourhood living
- Inform you of your rights and responsibilities as property owners and tenants; and
- Encourage neighbourhood participation in the identification and resolution of by-law infractions.

Neighbourhood living in North Bay should be a positive experience. The relationship you have with your neighbours needs to be cultivated and maintained to prevent small misunderstandings and frustrations from ballooning into bad feelings. Tolerance, communication, and consideration are important qualities to possess when living near other people.

Being aware of both your own, and your neighbour's rights and responsibilities can smooth the way to a more pleasant neighbourhood, and to any number of unique and rewarding relationships with the people around you.



## Public Safety, Health & Security

These by-laws were enacted to maintain order, public safety, and to promote pleasant neighbourhood living.

### Noise

The Noise By-law ([By-law No. 2014-53](#)) states that no person may make a noise likely to cause a public nuisance. People have a right to and should be ensured, an environment free from unusual, unnecessary, or excessive noise or vibration which may degrade the quality and tranquility of their life or cause nuisance. The following are examples of some common complaints:

- Squealing of tires, combustion engines without an effective exhaust muffling device
- Operating loud electronic equipment, including stereos and loudspeakers
- Persistent yelling, shouting, hooting, whistling, or singing; and
- Persistent barking or other similar noise made by any domestic pets

### What does this mean to you?

If you happen to be out late in the evening, most people in your neighbourhood will be sleeping when you return home. To keep peace in the area, avoid yelling, loud laughter and foul language on the streets while walking home. When playing music, keep windows closed and do so at a reasonable level. It may also be beneficial to ask your neighbours and/or roommates when a good time to play music would be.



If hosting a party, inform your neighbours and co-residents about it ahead of time. Provide them with a name and phone number to call if they have any concerns. Also, be sensitive to the noise your party is creating. Under the noise by-law, you can be fined day or night. If the party starts to head outside, be sure to bring them back inside and ask them to limit the noise. If a party gets out of hand and people you don't know start to show up, do not hesitate to end the party or call the police to help you end it. You are responsible for damages and noise complaints.

This doesn't just apply to evening parties or late-night noise. It is also important to be aware of the noise you are creating during the daytime hours and how this may be affecting surrounding residents. It is likely that someone in the immediate area will be working on a shift work schedule or be engaged in an activity where quieter surrounding is preferable. Keeping this in mind while outdoors and keeping your noise at a reasonable level will go a long way in neighbourhood bonding.

## Making a Noise Complaint

If your ability to sleep, study, do work, or participate in leisure activities is hampered by excessive noise and you are unable to solve the problem on your own, involve the police. If you are directly affected by an incident, you may call the police and make a complaint. If the incident is reoccurring, contact Environmental Services at Public Works to make a formal noise complaint.

For more information on the Noise By-law or to make a formal complaint, please contact Environmental Services at 705-474-0400 ext. 2384.

## Fire Safety Checklist

- All exits are operable and clear of obstructions including snow and ice.
- Extension cords, power bars and 'cheater blocks' are not used to power 'high energy' appliances such as fridges, freezers, air conditioners, microwaves, and heaters.
- Electrical cords are in good condition and do not run beneath carpets.
- Clothes dryers are vented using noncombustible rigid or flexible metal material and cleaned annually.
- Fuel burning appliances such as a gas furnace and gas fireplace are serviced annually by a certified heating contractor.
- Storage and materials are kept at least 1 meter away from heaters and fuel burning appliances.
- Smokers smoke outside and dispose of materials in sturdy metal 'noncombustible' containers.
- Stovetop and oven is kept clear of clutter and free of grease and spills.
- Plan to escape by knowing 2 ways out of your home in case of fire and have a designated meeting place.
- A working smoke alarm is required on every storey of the home and outside all sleeping areas. Smoke alarm batteries must be replaced annually or when the low battery signal is sounding and both hardwired and battery-operated alarms replaced every 10 years or according to the manufacturer's instructions. Test smoke alarms monthly.
- A working carbon monoxide alarm is required outside sleeping areas if the home contains a fuel burning appliance or an attached garage. CO alarm batteries must be replaced annually

or when the low battery signal is sounding, and alarms replaced every 7 years or according to the manufacturer's instructions. Test CO alarms monthly.

- Landlords are required to provide the manufacturer's maintenance instructions for smoke and CO alarms to their tenants. This information can be downloaded from the manufacturer's website.

*Failure to install and/or maintain working smoke alarms and carbon monoxide alarms as required is a violation under the Ontario Fire Code and could result in a \$360 ticket or a fine of up to \$50,000 for individuals or \$100,000 for corporations.*

*Tampering with a smoke or carbon monoxide alarm such as removing the battery is a violation under the Ontario Fire Code and could result in a \$360 ticket or a fine of up to \$50,000 for individuals or \$100,000 for corporations.*

## Open Air Burning

Open air burning is permitted inside our urban and rural areas but only if specific criteria are met including property size, device specifications, adherence to fire safety rules and with a valid burning permit. Recreational open air burn permits can be purchased at City Hall, Customer Service.

### Recreational Open Air Burn Permit Requirements:

- Commercially manufactured device with maximum footprint 24" x 24" and maximum volume of 9 square feet.
- Burn area must be at least 20' from each property line and at least 6.5' from any combustible structure or object including buildings, fences, trees etc.
- Burn shall be on a non-combustible surface or if on a combustible surface such as a wooden or composite deck it must sit on a course of brick and a metal sheet that extends 2" from the base.
- Not on a balcony or rooftop and not on a deck situated above the first storey.
- Burning only between the hours of 7:30 pm and 1:00 am
- Have a method on hand to extinguish the fire (water etc.)
- Burning by a competent adult only and always attended
- Report out of control fires immediately
- Be respectful of neighbours
- Burn only clean, dry seasoned wood or charcoal
- Do not burn when wind conditions may cause smoke to be a nuisance to your neighbours (wind less than 15 km/hr)

### Enforcement:

Refusal to comply with these conditions or where an Enforcement Officer has a safety concern, the Enforcement Officer may immediately suspend or revoke the Permit. Where North Bay Fire and



Emergency Services responds to or inspects an open-air fire that is not in compliance, a set fine may be imposed as well as a fee for each fire truck that responds.

***Working to make North Bay a fire safe community!***

For more information, please contact North Bay Fire & Emergency Services at 705-474-0626 ext. 4834 or visit [fire.cityofnorthbay.ca](http://fire.cityofnorthbay.ca)

## **Property Maintenance & Responsibility**

### **Property Standards and Clean Yards By-laws**

Under the Property Standards and Clean Yards By-laws (By-law Numbers [2022-27](#) and [2022-28](#) respectively) homeowners are required to do some basic landscaping of their property. Every private yard, including vacant lots, shall be kept clean and free from:

- Heavy undergrowth and excessive growth of grass and weeds
- Noxious plants, such as ragweed, poison oak, etc.
- Dead, decaying or damaged trees or other natural growth and unsafe branches and limbs which create an unsafe condition
- Garbage, rubble, waste, construction material or other debris constituting an unsafe condition
- Holes, pits, excavations, or trenches constituting an unsafe condition
- Wrecked, dismantled, inoperative or unused vehicles, trailers, boats, snowmobiles or other machinery or any part thereof and junk and refuse of any kind
- Dilapidated, collapsed, or partially constructed structures; and
- Injurious insects, termites, rodents, vermin, or other pests.

#### **What does this mean to you?**

Don't throw your garbage on the streets. The people of North Bay take great pride in keeping the city clean and beautiful, and they expect the same from everyone else. Try to keep your items properly stored and out of sight (i.e., trash, old furniture, empty bottles etc.). Garbage should only be put out on collection days. Clean up after your pets.

For more information on property standards and vital services, please visit [northbay.ca/propertystandards](http://northbay.ca/propertystandards)

## **Waste Collection, Disposal & Recycling**

Place solid waste at the curbside for collection after 6:00 pm on the day preceding the day of collection and before 7:00 am on the day of collection. This applies to waste and blue box materials. The weekly household garbage pickup limit is 2 bags or receptacles. Each bag or receptacle must

weigh 15kg (35 pounds) or less. Cardboard boxes are prohibited. Liquid or hazardous waste should not be placed in your regular garbage. The city operates a household hazardous waste depot year-round.

Please ensure that all garbage and blue box materials are securely contained. Special attention is required on windy days. Recycling blue boxes are available at City Hall and at the Household Hazardous Waste Depot for the bi-weekly collection. Please see [By-law No. 2010-108](#) for more.

### What does this mean to you?

It is important to know the garbage/recycling schedule for your neighbourhood. To review the garbage and recycling schedule and what recycling items are accepted in North Bay check out the City's website at website address listed below.



North Bay also has a Household Hazardous Waste Depot that is open year-round. A list of products that should be taken to the HHW Depot can be found on the City's website. If more information is needed, please call the Waste Line at 705-474-0400 ext. 2333.

For more information on garbage collection, recycling and the hazardous waste depot, please visit [northbay.ca/waste](http://northbay.ca/waste)

## Transportation

### Introduction

Most streets and roadways have specific regulations regarding their use; however, there are certain regulations that are applicable on a city-wide basis. For example:

- Sidewalks are to be used for pedestrian purposes only;
- Pedestrians must not obstruct sidewalks or street corners to prevent the passage of other pedestrians;
- Cyclists must ride in a single file only, as close as possible to the right-hand curb and use visible extended arm signals where appropriate; and
- Cyclists must not ride on a sidewalk or boulevard but may ride over an approach or sidewalk crossing.

For more information on cycling in the City, please visit [northbay.ca/activetransportation](http://northbay.ca/activetransportation)



## Recreational Trails

Recreational trails are provided for the use of non-motorized traffic such as roller blades, skateboards, scooters, bicycles, wheelchairs, carriages and pedestrians.

For more information, please visit [northbay.ca/recreationaltrails](http://northbay.ca/recreationaltrails)

## Traffic and Parking

### No Idling By- Law

Under By-Law 2009-134, leaving a vehicle running while stopped (idling) within 100 metres of any school or municipal building in North Bay is prohibited, if signs are posted. The goal is to reduce harmful emissions and protect public health, especially for children.

- Applies to anyone operating a vehicle near schools or municipal buildings where "No Idling" signs are displayed.
- Prohibits idling on school property or within 100 metres of a school and on municipal property or within 100 metres of a municipal building (e.g., City Hall, arenas, transit terminals, public works buildings).
- Exceptions include emergency vehicles during an emergency; vehicles stuck in traffic or broken down; vehicles running heating or air conditioning when temperatures are below 5°C or above 27°C; transit vehicles picking up or dropping off passengers (for up to three minutes); vehicles with medical exemptions requiring specific temperature conditions; vehicles needing to run for work purposes (e.g., garbage trucks, snowplows, refrigeration trucks).

What does this mean for you

To avoid fines, be mindful of where you stop. If you're waiting for someone, park further away or turn off your engine. Exceptions exist for emergencies, traffic delays, and certain work-related or medical needs, but most drivers should follow the by-law to support a cleaner environment.

### On-Street Parking & Traffic

If you have a vehicle, the following is important information for you to consider when driving and parking in North Bay. No person is to, at any time, park a vehicle in any of the following places:

- On a boulevard, unless approved by an authorized sign
- Within 3 metres of a fire hydrant
- Within 90 metres of the scene of a fire in progress
- In such a position as to prevent the removal of any other vehicle previously parked
- On any sidewalk

- On any bridge or within 15 metres of the entrance or exit thereof
- Within 6 metres of any corner
- In front of a public entrance to a public lane
- In any place where authorized signs prohibiting parking are displayed
- On any street for more than 24 hours
- For overnight parking on any street between the hours of 3:00 am and 6:30 am in the Downtown Improvement Area (DIA), to 8:30 am in cul-de-sac and dead-end streets, and to 7:30 am on all other streets during the period from November 1 to April 15.
- On any street for advertising a vehicle for sale
- On any street for the purpose of washing, greasing, or repairing a vehicle except for immediate repair due to an emergency
- On the roadway side of any vehicle already stopped or parked at the edge of a street
- Within 12 hours of posting snow removing signs on any street; and
- In a disabled parking space, unless accompanied with the appropriate permit. Unauthorized vehicles can be fined a minimum of \$300.

Please see the On-Street Parking By-law ([By-law No. 2014-37](#)) for more.

Parking meter zones are enforced between 8:00 am to 4:30 pm every day except Saturdays, Sundays and holidays for the Downtown Improvement Area and Municipal Parking Lots, and 8:00 am to 4:30 pm for all other parking meter zones.

Unless otherwise posted, the speed limit within the city is 50km per hour. See the Traffic By-law ([By-law No. 2014-38](#)) for more.

## Free Parking

You can obtain one free parking session per vehicle per day in the downtown. Available options are:

- 1 hour on street (within the Downtown North Bay & Waterfront – DIA boundaries)
- 2 hour free in Municipal Lot 2 (Oak Street)
- 2 hour free in Municipal Lot 4 (Parking Garage on McIntyre Street)

For more information on parking in the Downtown, please visit depot, please visit [northbay.ca/parkingdt](http://northbay.ca/parkingdt)

## Transit

North Bay has an excellent transit system comprised of 8 routes providing service to 96% of the urban area. Route design; schedules; additional transfer locations; route overlapping; service to all major points of interest (medical, educational, recreational, and retail) has made for a more efficient and user-friendly transit system. Transit schedules are available online at [northbay.ca/transit](http://northbay.ca/transit) and the Transit Terminal; real-time bus information is also available at [northbay.ca/myride](http://northbay.ca/myride).



Public Transit means you are sharing a ride and space on the bus with other passengers. Please be respectful to those you are riding with, Transit Operators and staff.

Kindly observe the following rules and regulations when riding on transit coaches:

- Have correct fare, monthly pass, Ten Tripper, Single Trip Ticket and/or day pass ready when boarding buses. Monthly passes must be accompanied by the appropriate ID card.
- When possible, please cautiously alight from the rear doors.
- Shirts and shoes must be worn to ride the bus.
- Smoking, Vaping and/or the consumption of alcoholic beverages are strictly prohibited on buses, at the Terminal and in all Transit shelters. Designated smoking areas are available at the Terminal.
- Pets must be in a recognizable pet carrier while on the bus. Service animals are welcomed.
- Carry-on bags, parcels, strollers, walkers, and bicycles (space permitting) must be kept out the aisle.
- Use of foul or abusive language, disrespect and/or aggressive behaviour will not be tolerated and may result in the expulsion from the bus.
- Exercise courtesy toward Operators and passengers alike.

Observing these simple rules can make everyone's trip more pleasant.

For more information on Transit, please visit [northbay.ca/transit](http://northbay.ca/transit).

## Recreational Areas

Use of any park area, picnic shelter or band shell is available to any residents wishing to do so. Organized usage requires that a permit be obtained from Arts, Culture, Recreation & Leisure Services office. Permits do receive priority. A fee is charged for organized use of park areas based upon the usage and what support services are required.

## Conduct

In any park, no person can:

- Light or build an open fire without authorization by permit
- Sell, offer, or display for sale food, drinks, refreshments, goods, wares, merchandise, souvenirs or novelties, art service or work without authorization by permit
- Allow any dog, cat, or domesticated animal to run at large, enter any municipal beach/waterfront area, swimming area, pond, garden, landscaped area, or other area posted to prohibit access, excluding a guide dog
- Have an animal unless it is on a leash or chain not exceeding six feet in length
- Fail to obey the instruction of any municipal lifeguard or other authorized person
- Utilize any municipal beach without adequate swimwear or adequate clothing, unless authorized by permit
- Use any municipal beach between midnight and 6:00 am; and
- Fail to abide by rules and regulations posted at a municipal beach.

Also, please do not feed the ducks or seagulls.

For more information on Recreation, please visit [northbay.ca/recreation](http://northbay.ca/recreation)



## Smoke-Free and Vape-Free Spaces

The Smoke-Free Ontario Act, 2017 prohibits the smoking of tobacco and cannabis (medical and recreational) and the use of electronic cigarettes (e-cigarettes) to vape any substance in enclosed workplaces, enclosed public places and other designated places in Ontario. Other designated places include but are not limited to:

- Within 20 metres of schools
- Within 20 metres of playgrounds, sporting areas and spectator areas
- Within 20 metres of community recreational facilities
- Within 9 metres of a bar or restaurant patios; and
- On hospital properties

### What does this mean to you?

If you smoke in public, do not leave lit cigarettes unattended and dispose your cigarette butts in the

public outdoor ashtrays that have been provided by the city. Keep in mind that in addition to the Smoke-Free Ontario Act 2017, municipal by-laws may also exist.

Exemptions in public places and workplaces include:

- Certain types of licensed long-term care facilities
- Hotel and motel rooms which are specifically designated as smoking rooms; and
- Workplaces that are in a private residence with no outside employees.

For more information about smoke-free and vape-free spaces, contact the North Bay Parry Sound District Health Unit at (705) 474-1400 or toll free at 1-800-563-2808 or visit [myhealthunit.ca](http://myhealthunit.ca)

## Dogs & Cats

All dogs and cats must be licensed and display the license on their collar. If required, licenses may be obtained from the Customer Service Centre at City Hall or the North Bay Humane Society.



## Stoop and Scoop

The Stoop and Scoop By-law ([By-law No. 1988-074](#)) requires any person who owns or harbours a dog to remove excrement left by the dog anywhere in the municipality. This by-law does not apply to the owners of seeing-eye dogs registered with the Canadian National Institute for the Blind.

**Responsibilities:** Owners are responsible for keeping their animals under control, keeping them from creating a disturbance with continual barking or howling, and for always cleaning up after their pet.

**Seizing and Impounding:** Any pet or domestic animal found running at large may be impounded by the North Bay Humane Society.

See [By-law No. 1993-151](#) for dogs, and [By-law No. 1988-094](#) for cats.

## Liquor License Act

The Liquor License Act provides alcohol laws, which are put in place, partly to control access to youth among other things. In Ontario, it is illegal to consume alcohol before the age of 19. It is also illegal for anyone to supply alcohol to minors. Drinking underage or providing alcohol to an under aged is subject to being charged with a provincial offense.

Under the Liquor License Act, anyone convicted of supplying alcohol to a minor faces a fine of up to



\$200,000 and up to one year in jail. Anyone who holds parties for minors where alcohol is served may also be subject to criminal charges and civil liability.

Other rules and regulations regarding liquor are:

- It is legal, for persons 19 years and over, to carry sealed, unopened alcohol in their vehicle. If the alcohol has been opened, or put into a different container, it must be out of reach of everyone in the vehicle.
- Alcohol is not permitted to be removed from a licensed premise. If you take your drink outside, the police can charge you with a provincial offense.
- Anyone who is intoxicated in public and is causing a disturbance or indecent exposure can be charged with a provincial offense.

## Renting a property

### Landlord Guidelines

It is important to note that the City does not inspect the premises of advertised rental properties to verify compliance unless they fall under the Residential Rental Housing (RRHL) or Short-Term Rental (STR) By-laws. It remains the responsibility of the tenant to examine properties and carefully review tenancy agreements to satisfy themselves. If you have issues with your landlord regarding your rental accommodations, please contact the Landlord and Tenant Board of Ontario.



### Tenant Insurance

It is always best to be prepared for the worst. If a fire or theft occurred and you didn't have the proper insurance, you may be held completely responsible for the damage. Discussing insurance and damage policy with your landlord is a must.

Steps for getting the proper insurance:

- If you are a student, ask your parents if you are covered under their insurance plan. If so, what does it include?
- Try and get at least three quotes while seeking out a plan before choosing one.
- Fill out an application - the insurance company will assess how much your insurance will be.
- Settle a payment schedule.



- Do not under-insure your belongings. Estimate the value of your possessions and update your inventory at least once a year. Don't forget to make sure your laptop or computer system is covered.
- Keep your insurance papers in a safe place where you can access them quickly if there is a fire or water damage.

It may be helpful to review the overnight parking provisions on Page 9 of this guide related to the parking of your vehicle at your place of residence.

For more information on your rights and responsibilities of being a Tenant or Landlord, click [here](#) or call 1-888-332-3234.

## Licensing

To apply for any of the licenses listed below please contact the Customer Service Centre, North Bay City Hall, 200 McIntyre St. E, North Bay, ON P1B 8V6

Email: [customerservice@northbay.ca](mailto:customerservice@northbay.ca) Phone: 705-474-0400

- **Burn Permits**

A by-law to Regulate the Setting of Fires and to Set Out Precautions to be Taken with Open Air Fires, Barbecues and Gas Fired Outdoor Appliances (and to Repeal By-law No. 2011-130).

- **Business Licensing**

Many businesses in North Bay must be licensed under Business Licensing By-Law 2012-225 which is a by-law for licensing, regulating and governing business in the City of North Bay.

- **Residential Rental Housing Licensing**

The Residential Rental Housing By-Law 2012-55 came into effect on March 5, 2012. The by-law requires all properties with 3 to 5 rental bedrooms to obtain a license from the City. The by-law limits the number of rental bedrooms to 5. The exception is owner occupied dwellings with 2 or less renters.

- **Lottery Licensing**

The Alcohol and Gaming Commission of Ontario (AGCO) authorizes the City of North Bay to provide local charities, non-profit organizations and other eligible organizations with lottery and gaming licenses. Learn more at [www.agco.ca](http://www.agco.ca)

## Contact Numbers

---

In case of Emergency	911
City of North Bay	705-474-0400
Crime Stoppers	1-800-222-8477
Fire Prevention Office	705-474-0626 ext. 4834
Health Unit	705-474-1400
Humane Society	705-474-1251
Police (nonemergency)	705-497-5555
Tenant Board of Ontario	1-888-332-3234
Transit	705-474-0419
Waste Line	705-474-0400 ext. 2333

---

**Office Hours for City Hall Offices at 200 McIntyre Street East are from 8:30 am to 4:30 pm, Monday to Friday**

### Property Standards/ Building Department

Kim Kelly-Cyr            building@northbay.ca  
 Tel:                        705-474-0400 ext. 2415

### Noise Complaints

Joanne Beaulieu        joanne.beaulieu@northbay.ca  
 Tel:                        705-474-0400 ext. 2384

### Fire (Non-Emergency)

Email:                    fire.info@northbay.ca  
 Tel:                        705-474-0626 ext. 4834

### Garbage/Recycling

Tel:                        705-474-0400 ext. 2333

### Parking & By-law Enforcement

Ron Melnyk              ron.melnyk@northbay.ca  
 Tel:                        705-474-0400 ext. 2512

### Licensing

Email:                    customerservice.licensing@northbay.ca  
 Tel:                        705-474-0400

### Police

Non-emergency (requiring police response):    705-472-1234  
 Victim Services: 705-497-5555 ext. 227  
 Administration: 705-497-5555  
 E-mail:                  nbps@northbaypolice.on.ca  
 Fax #:                    705-497-5591

### Pool & Recreation Centres

YMCA/Aquatic Centre    705-497-9622  
 Lee Park                    705-472-3932  
 Memorial Gardens        705-474-3770  
 Pete Palangio Arena      705-476-2000  
 West Ferris Arena  
 & Community Centre    705-474-3930

### Provincial Offenses (POA)

Tel:                        705-474-0626 ext. 2146 or 2147

---

**Transit**

Drew Poeta [drew.poeta@northbay.ca](mailto:drew.poeta@northbay.ca)  
Tel: 705-474-0400 ext. 2165

---

**The Business Centre-Nipissing Parry Sound**

Tel: 705-474-0400 ext. 2302  
E-mail: [info@tbcnps.ca](mailto:info@tbcnps.ca)

---

**Websites**

City Home Page [www.northbay.ca](http://www.northbay.ca)  
Public Library [www.library.northbay.ca](http://www.library.northbay.ca)  
Police Services [www.northbaypolice.ca](http://www.northbaypolice.ca)  
Fire Department [www.fire.northbay.ca](http://www.fire.northbay.ca)  
Landlord Tenant Board <https://tribunalsontario.ca/ltb>  
The Business Centre [www.tbcnps.ca](http://www.tbcnps.ca)

---

**Medical Contact Numbers**

**Blue Sky Walk-In Clinic**

685 Bloem Street 2<sup>nd</sup> Floor Tel: 705-476-1413

**Near North Medical Clinic**

66 Josephine Street, Suite 201 Tel: 705-495-2685

**Good Doctors Medical Clinic (Daytime Operation Only)**

1221 Algonquin Ave., Suite 105 Tel: 705-980-0121

**North Bay Regional Health Centre**

<http://www.nbrhc.on.ca> Tel: 705-474-8600

**North Bay Parry Sound District Health Unit**

<http://www.myhealthunit.ca> Tel: 705-474-1400

**Northeastern Mental Health Centre**

<http://www.nbrhc.on.ca> Tel: 705-474-8600

---

**Transportation**

Ontario Northland Bus Services  
[www.webusit.com](http://www.webusit.com) Tel: 705-472-4500

---

**Shopping**

Downtown North Bay & Waterfront  
[www.downtownnorthbay.com](http://www.downtownnorthbay.com) Tel: 705-474-7824  
Northgate Shopping Centre  
[www.northgateshopping.com](http://www.northgateshopping.com) Tel: 705-472-8110  
North Bay Mall Tel: 705-472-2123

## Emergency Preparedness

### Is Your Family Prepared?

If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours.

Learn how quick and easy it is to become better prepared to face a range of emergencies – anytime, anywhere. Use this guide to create your own emergency plan. Use the checklists to build a 72-hour emergency kit. These basic steps will help you take care of yourself and your loved ones during an emergency.

### Step 1. Know the risks

Although the consequences of various disasters can be similar, knowing the risks in your region can help you better prepare. In addition to natural disasters, there are other types of risks, such as power outages and industrial or transportation accidents.

### Step 2. Make a plan

Every household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another and discuss what you would do in different situations.

#### a) Neighbourhood Safety Plan

- Work with your neighbours to identify people who may need extra help during an emergency. To help make sure everyone is taken care of, assign “block buddies.” Write yourself a reminder to update your emergency plan one year from now. On this date next year, review your contact information, practice your emergency evacuation plans, change the batteries in your smoke alarm and carbon monoxide detector, and restock your kit(s). Change the batteries, food and water in your emergency kits once a year.

#### b) Household Plan

##### i. Emergency Exits

- Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevators. If you are unable to use the stairs, notify emergency personnel ahead of time. Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).

**ii. Meeting Places**

- Identify safe places where everyone should meet if you cannot go home or you need to evacuate.

**iii. Make Copies of Important Documents**

- Make copies of birth and marriage certificates, passports, licences, wills, land deeds and insurance. Take photos of family members in case a lost person's record is created. Keep them in a safe place, both inside and outside your home. You might want to put them in a safety deposit box or give them to friends and family who live out of town.

**iv. Workplace**

- Learn about the emergency evacuation plans in place and what you will need to do. You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while.
- Check with your employer about workplace emergency plans, including fire alarms, emergency exits, meeting points, and designated safety personnel or floor wardens.

**v. Children**

- Ask your children's school or daycare about their emergency policies. Find out how they will contact families during an emergency. Find out what type of authorization the school or daycare requires to release your children to a designated person if you can't pick them up. Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

**vi. Plan for Pets**

- In case of an evacuation, remember that pets are not allowed in some public shelters or hotels. In case of an evacuation, prepare to take your pets with you to the home of a relative or friend, or take steps to identify pet-friendly hotels or pet boarding facilities in your area and further away from home.

**vii. Special Health Needs**

- Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.
- Write down details about:
  - Accommodation needs
  - Insurance information
  - Allergies
  - Medical conditions
  - Emergency contacts

- Medication
  - Family medical history
  - Recent vaccinations
  - Health screenings
  - Surgeries
- Keep a copy of this information in your emergency kit and give a copy to your personal support network.
  - Talk to your doctor about preparing a grab-and-go bag, if possible, with a two-week supply of medication and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.



For comments/suggestions/forms/by-laws, visit [www.northbay.ca](http://www.northbay.ca)



This handbook has been prepared by the City of North Bay.

**City of North Bay**  
200 McIntyre Street East  
North Bay, ON P1B 8V6  
Phone: (705) 474-0400  
Email: [customerservice@northbay.ca](mailto:customerservice@northbay.ca)