

MUNICIPAL UPDATE

www.kirklandlake.ca

COUNCIL & ADMINISTRATION

NOVEMBER 2025 SCHEDULE OF MEETINGS

COUNCIL MEETINGS

November 4 4:50 pm Regular Meeting November 18 4:50 pm Regular Meeting

COMMITTEE MEETINGS

November 24 4:40 pm TPR Committee Of Management

(NEW location - Council Chambers)

For real time updates to meetings watch our Council and Committee calendars on our website www.kirklandlake.ca

Acting Mayor (October): Councillor Pat Kiely

COUNCIL DECISIONS

The following links lead to a summary of actions and decisions from Council at its Public and Regular Meetings of Council.

Recordings of these meetings can be viewed on the Town's YouTube channel.

If you have any questions or would like further explanation, please contact the Municipal Clerk at 705-567-9361 Ext. 238 or email clerk@tkl.ca.

NOTE: All Reports are available for viewing within the corresponding meeting Agendas.

October 2025 Council Decisions

OCTOBER PRESS / MEDIA RELEASES & PROCLAMATIONS

Please click on the following links to view the Press/Media Releases and Proclamations from the month of October.

- MEDIA RELEASE Local Government Week
- PROCLAMATION Local Government Week
- MEDIA RELEASE Senior of Year Award (Updated)
- New Collection Schedule for Kirkland Lake Residents and Commercial Businesses:



MUNICIPAL SPOTLIGHT

Position Title: Firefighter

Department: Fire Services

Firefighters play a vital role in keeping the community safe by responding to emergencies such as fires, vehicle accidents, medical calls, and hazardous material incidents. They work to protect lives and property through the suppression, control, and prevention of fires, as well as responding to a wide range of emergency situations. Firefighters operate specialized vehicles and equipment. They make sure everything is properly inspected, maintained, cleaned, and kept in service-ready condition after each call.

When not responding to emergencies, firefighters perform routine maintenance of the fire station and equipment, including pumpers, rescues, and aerial trucks. By following safety laws and department guidelines, they ensure safe operations both on and off the fireground. They are also involved in fire prevention and public education efforts, conducting inspections, preplans, and community outreach.

Firefighters are expected to maintain physical and mental fitness. They participate in regular training sessions to strengthen skills and learn new firefighting and rescue techniques. They often work alongside other emergency services and community organizations to ensure public safety. Overall, being a firefighter requires teamwork, dedication, and a strong commitment to helping others effectively under high-risk, high-pressure conditions.



'∰ What's Going On Here '∰

The Public Works Department is actively working to improve the storm sewer system along Murdock Creek, with a focus on increasing water flow and reducing the risk of flooding.

Current efforts are concentrated in the Dixon & Pollock area, where crews are replacing old storm pipes that have become significantly filled with gravel over the years. This restoration is a key step in enhancing the system's capacity and reliability during heavy rainfall.

We appreciate your patience and caution around the construction zone as this important infrastructure upgrade progresses.

For more information, please contact the Public Works Department at 705-567-9365.





Every time your street is plowed, your garbage picked up, you visit a park, or borrow a book from the library; you are witnessing your tax dollars at work.

Municipal budget decisions fund the programs and services to maintain the quality of life for residents within the Town of Kirkland Lake.

Please take a moment to complete the Online Survey at <u>kirklandlake.ca</u> to assist Council and staff to better assess potential priorities in our service delivery and programming.

The Survey will be available on our website <u>kirklandlake.ca</u> until November 28, 2025.

CAREER OPPORTUNITIES

WARD CLERK

Permanent Full-Time / Non-Union

Compensation: \$52,416.00 to \$61,297.60 per annum

Closing: November 12 @ 12:00 pm

WATERWORKS LABOURER

Full Time / Unionized CUPE 26

Compensation: \$26.97 per hour as per Collective Agreement.

Closing: November 14 @ 12:00 pm

Visit our website <u>www.kirklandlake.ca/careers</u> for more information on these job posting, and to apply.

RFP's / TENDERS / RFQ's

The Town of Kirkland Lake has posted a public tender for surplus items. Closing date is November 18th, 2025. More information and a copy of the tender form can be found on the Town's website under Tenders, RFPs & RFQs or by contacting the Town's Procurement Department.

PUBLIC WORKS

Garbage Collection & Landfill REMEMBRANCE DAY

The Kirkland Lake Landfill will be OPEN regular hours on **Tuesday**, **November 11**, **2025**.

Garbage Collection will occur as regularly scheduled.

For more information contact the Public Works Department at 705-567-9365

BLUE BOX RECYCLING
Next curbside collection:
November 16 - 20
Nov. 30 - Dec 4

LOCAL GOVERNMENT WEEK (October 19-25, 2025)

Every year, Ontario celebrates Local Government Week during the third week of October to increase public awareness of local governments' important roles in our communities. The following are a recap of the awareness infographics that the Town of Kirkland Lake put out on our social media during Local Government Week. For more information visit our website at www.kirklandlake.ca/local_government_week

YOU & DEMOCRACY



What is Local Government Week?

Every year, Ontario celebrates Local Government Week during the third week of October to increase public awareness of local governments' important roles in our communities.

Did you know that the Town offers services to Kirkland Lake and Swastika, with multiple departments serving each? They are:

- Administration
- Corporate Services
- Community Services
- Development & Enterprise Services
- Fire & Emergency Services
- Public Works
- Long Term Care

Each Department will be showcased this week - watch for our "Did You Know" series on the services offered by your local government.

#LocalGovWeek



Because its Local Government Week, we're taking you behind the scenes to learn how the Town of Kirkland Lake works for you!

From clean water and safe roads to recreation programs and emergency response, your municipal government is the level closest to you — delivering services that shape everyday life. Learn more about your Town Departments at www.kirklandlake.ca

Check out this quick video to learn about the service delivery responsibilities of the Federal, Provincial and Municipal levels of government: www.youtube.com/watch?v=7C8uDuhLqvq

Review "Our Services" drop down menu on the Town's Website Homepage <u>kirklandlake.ca</u> for additional details on the services offered by our municipality.

#LocalGovWeek



Why get involved with Local Government?

It's a chance to collaborate with passionate individuals who share your vision for your community and strive for a better tomorrow.

Get involved, serve your community, and build a brighter future for all to enjoy!

#LocalGovWeek

Get involved with local government today to have a direct impact on your community!



road maintenance | fire services | library services | clerks office cemeteries | airports | parks and recreation | garbage collection and recycling water and sewage | bylaw enforcement | long-term care and senior housing municipal treasurers | police services | animal control | economic development planning | building code | arts and culture | municipal managers chief administrative officers | property assessment

Your Town Council – Your Democratic Representatives

Did You Know? Kirkland Lake's first Town Council was formed in 1972!

Before that, Kirkland Lake grew as several smaller Townships around the gold-mining boom of the early 1900s.



The 1972 Amalgamation brought them together under one municipal government.

Photo: 2022-2026 Town Council:

Left to Right: Councillor Casey Owens, Councillor Janice Ranger, Councillor Lad Shaba, Mayor Stacy Wight, Councillor Dolly Dikens, Councillor Patrick Kiely, Councillor Rick Owen, Chief Administrative Officer Alan Smith

#LocalGovWeek

How Council Governs Themselves

Did You Know? that all Council members took an Oath of Office at the beginning of their Term to formally commit to public service, pledging to uphold the law, constitution, and the public trust. This oath is a public declaration of their allegiance and a promise to serve their community with integrity and diligence. It also signifies their willingness to be held to a higher standard of conduct.

In order to hold itself to that standard, Council creates formal rules governing their decisions made at meetings through a document called the Council Procedure By-Law.

This documents sets out, in very specific details, how Council manage their business, how motions are made, rules of debate at meetings, and how votes are taken — ensuring transparency and fairness in every decision. Council Meeting agendas, decisions, policies, plans, and by-laws are published to ensure that the public remains informed and have the most recent information surrounding their local government.

How Council Governs For Others

In Kirkland Lake, Council are elected to represent the community at large. In order to do so, it must follow Provincial/ Federal legislation and regulations. It also has the powers to create laws, also known as by-laws. Sometimes, those laws come recommended by local senior leaders through reports and plan, to regulate matters in the municipality, shape community well-being, and address local needs. Some of those by-laws address parking, noise, building standards, animal control, etc. They are used to enforce policies and create rules that affect the public from start to finish.

The Town hosts a digital databank available for public viewing:

By-Laws:

https://kirklandlake.civicweb.net/filepro/documents/4038

Policies:

https://www.kirklandlake.ca/town hall/policies

Plans:

https://www.kirklandlake.ca/town_hall/reports_ _plans

Reports (within Agendas):

https://kirklandlake.civicweb.net/filepro/documents/1009

and much more!

#LocalGovWeek

How do I find Town By-Laws & Policies?



How Council Officially Hears You

Any member of the community wishing to speak with a member of Council directly to discuss general local government services or issues, may do by contacting them directly. Either through correspondence with the Municipal Clerk, or digitally through a contact portal on the Town's website:

https://www.kirklandlake.ca/council/mayor___c ouncil



Operational questions, concerns, comments and commendations are welcomed to be redirected to municipal employees at the various facilities during regular business hours. Council decisions/directions need to be voted on by a majority in order for something to happen or change, this can only happen at formal meetings.

If a member of the public is looking to have Council make a policy change, or have a local law created or modified, this process needs to go through a formal process. This process includes welcoming those persons to circulate a Civic Petition, and/or delegate/present at a scheduled Council Meeting.



Stay tuned for a future post on how to make the most of the Town's Service Request Portal and to receive a status update on those requests.

Please take a moment to view an informative video on Municipal Government in Canada. https://www.youtube.com/watch?v=bKIGBcAtVf Q&t=155s

#LocalGovWeek

Have Your Cause Municipally Recognized

The Mayor is happy to coordinate a Certificate of Congratulations to residents and businesses in the Town upon request. Examples of those issued are:

- conventions, trade shows, festivals
- Town-wide sporting tournaments
- tourism events
- cultural celebrations
- charity fundraising galas/events
- significant awards programs
- business, institution and organizational anniversaries
- Contact the Mayor or Clerk's Office to formalize your request.
- Please allow for 5 business days (1 week) between that date of the request and the date you require the Certificate in hand.



Proclamations are official announcement and ceremonial documents issued and signed by the Mayor to recognize the value and importance of a person, event, campaign, or organization for a certain day, week, or month. Acknowledgement is normally given to reward the efforts and commitment of individuals or organizations that enhance the community, and are significant to Kirkland Lake residents.



The Town offers Flag Raising ceremonies upon request on a first come first serve basis at Town Hall and at the Miners' Memorial to recognize a special day or event subject to the Town's Proclamations, Flag Raising Requests & Notices of Half Masting Guidelines. Once approved, the Town will fly the flags of:

- Other sovereign nations
- Non-profit societies
- Other local organizations



The Town accepts requests for commemorative lighting throughout the year from organizations or individuals. The Gateway signs at both ends of Town and the Miners' Memorial site are showcased in the specified color recognizing important events and cultural celebrations in our community.



- Contact the Mayor or Clerk's Office to formalize your request.
- Please allow for 10 business days (2 weeks) between that date of the request and the date you wish to have the commemorative lighting display showcased.

Mayor, Councillors and the CAO 's Presence at Conferences

Did You Know?

Annually, certain members of Council and the CAO attend Conferences hosted by various organizations to help our Town grow?

These conferences, such as the Rural Ontario Municipal Association (ROMA), Ontario Good Roads Association (OGRA), Federation of Northern Ontario Municipalities (FONOM), and the Association of Municipalities of Ontario (AMO) provide very specific opportunities for local political leaders to:

- Advocate for funding and infrastructure support directly with Ministers;
- Learn new ideas, best practices, and obtain real-time Provincial updates; and
- Connect with other politicians, municipal leaders and stakeholders for networking and collaboration.

Attending conferences helps ensure Kirkland Lake's voice is heard, that the community gets the opportunity to lobby face-to-face for funding, and for your elected officials to gain additional exposure of local issues in an attempt to thrive and tackle our infrastructure challenges.

#LocalGovWeek



OGRA 2024 Mayor Stacy Wight and Premier Doug Ford

Development and Enterprise Services Department

These employees are helping shape Kirkland Lake's future and present. This Department and its Divisions focus on:

- Reviewing and educating on development and building proposals
- Reviewing, managing and educating on land-use planning
- Supporting local businesses and entrepreneurs
- Strengthening the Town's economic

- development footprint
- Encouraging tourism and investment in our community
- Managing the enforcement of Town By-Laws, regulations and standards
- Collaborating with Kirkland Lake Animal Control (Contracted Service)



In the photo: (Left to Right) Administrative Assistant Louise Trottier, Chief Building Official Courtney MacKenzie, Property Standards Officer Ryan Barrette, Director Dan Laverdure, Planning Administrator Jenna McNaughton, and By-Law Enforcement Officer Katrina Laflair.

Every project helps build a stronger and more sustainable Kirkland Lake -The Team is happy to serve your needs!

#LocalGovWeek

The Town's Official Plan

Did You Know?

The Town has a plan that guides how our community grows and develops?

It's called the Official Plan and it is the foundation for smart, sustainable growth — making sure today's decisions still work for future generations.

The Official Plan is a long-term blueprint ▶ for land use and development in Kirkland Lake. It sets out where ♣ homes, businesses, ♠ parks, and ▶ roads can be built, and how we protect ■ natural spaces, heritage, and community character.

It's a legally required Plan that sets the vision for the next 20-30 years with periods of review every 10 years or sooner to include changes to provincial plans or to address local priorities.



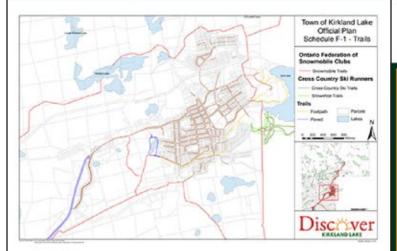
How Does the Official Plan Affect You?

An Official Plan is prepared with input from you to ensure it reflects the diverse needs of the community.

Every building permit, zoning change, and development proposal in Kirkland Lake must follow the Official Plan and the policies driven by the Plan.



Planning Division



Have Your Say Now Through the Review!

The Town is currently reviewing its Official Plan as the 10-year mark approaches since it was passed in 2016.

In 2024, a number of legislative updates were made that directly impact the Plan. The Province also updated the Provincial Policy Statement to the now renamed Provincial Planning Statement, which is the guiding policy framework for all municipalities in Ontario.

Consultants will be presenting the review process to Council at its Special Meeting on Tuesday, October 28th at 4:50 PM.

View the Mayor's Video Message on the 2025 Official Plan Review:

www.youtube.com/watch?v=lwFNFIIoWCs

View the Meeting Notice and the many ways you can participate:

kirklandlake.civicweb.net/document/28447/

The Town has created a "one-stop" content page on its Website designated for the Official Plan Review:

www.kirklandlake.ca/opreview

#LocalGovWeek



Mayor's Message - 2025 Official Plan Review

To help the Town kick-off its public engagement campaign, Mayor Stacy Wight explains the importance of the Town's Official Plan and invites the community to engage and participate in the 2025 Official Plan (OP) Review.

Reminder: The public is encouraged to participate at the upcoming Special Council Meeting on Tuesday, October 28th at 4:50 PM

View the Meeting Notice and the many ways you can participate:

kirklandlake.civicweb.net/document/28447/

View the Video:

www.youtube.com/watch?v=lwFNFlloWCs

#LocalGovWeek



Services Offered at 1 Dunfield Road

Thinking About Buying Surplus **Municipal Lands?**

Did You Know? The Town publishes a public Surplus Land Listing:

www.kirklandlake.ca/our services/planning ser vices/land sale vacant lots

View the Sale and Other Disposition of Land Policy:

www.kirklandlake.ca/common/pages/GetFile.as hx?key=PT45AfvA

View the Town's Application:

www.kirklandlake.ca/UserFiles/Servers/Server 15565915/File/Our%20Services/Planning%20 Services/Request%20to%20Purchase%20Appl ication.pdf

Thinking About Building a Garage or Shed?

Did You Know? You may need to make application for a Minor Variance if your new garage or shed doesn't meet the required distance from your property line.

Thinking About Building an Addition to Your Home?

Did You Know? You may need to make an application for a Minor Variance if that addition is over the maximum building height or your lot coverage.

Thinking About Creating New Lots?

Did You Know? You will require a Consent if you're dividing a piece of land into 2 or more new lots - this is known as a land severance.

Contact the Planning Division to help you navigate through the various land management services and processes coordinated:

planning@tkl.ca

2 705-568-9365 x. 343

You can also view more info on Planning Services on the Town's Website:

www.kirklandlake.ca/our services/planning ser

#LocalGovWeek

Community Improvement Plan Town of Kirkland Lake













Community Improvement

What is a Community Improvement Plan (CIP)?

A CIP is a municipal tool that helps revitalize and improve specific areas in the community by creating a framework for investment and providing financial incentives like grants and loans for private sector development and property enhancements.

The Town's current CIP Grant Program is designed to focus on improvement projects that go above and beyond regular maintenance and repair of a commercial property in designated zones (geographic area).

Did You Know ? The Town is currently reviewing its 2016 Plan with consultants. Stay Tuned as the Town investigates increasing the geographic area(s) and expanding on the offerings in the business community!

View the Plan, Application and more info on the Program: www.discoverkl.ca/business/CIP

Contact the Economic Development Division to help you navigate through the Plan and to discuss your application:

Islanning@tkl.ca

705-568-9365 x. 343

#LocalGovWeek

Property & Community Standards

The Town's priority is the safety and well-being of its residents and visitors – creating a vibrant and enjoyable community where everyone feels included!

What is Property Standards?

Did You Know?

These standards establish minimum requirements for the interior and exteriors of properties including standards on maintenance, repair, health, and safety in Kirkland Lake.

All properties in Town are subject to property standards to help ensure that they are kept in good condition by covering aspects like building plumbing, structures, heating, services, and yard maintenance, such as grass height, pest control, and waste removal.

- understand your property-related rights and responsibilities (you too students!)
- View the Town's Property Standards By-Law: https://kirklandlake.civicweb.net/filepro/docume nts/13701
- •• View more info on the Town's Website: www.kirklandlake.ca/our services/building ser vices/property standards information



What is Community Standards?

Did You Know?

The intent of these standards is for the community to work together to create a healthy, safe and vibrant community for all residents and visitors by guiding appropriate conduct and use of public places.

The Town has these standards in place to help deter certain nuisance behaviors in the community. This is a tool for By-Law Enforcement Officers to address a variety of nuisance behaviors that interfere with the public's right to use and enjoy public places, or, that negatively impact the safety, comfort, or well-being of the community.

Some of these standards are:

- Odors
- Graffiti
- Building Materials
- Construction Dust
- Idling
- · Feeding Wildlife
- Safe Use of Public Places
- Damage to Town Proper



• View the Town's Community Standards By-Law (and its amendment):

https://kirklandlake.civicweb.net/filepro/documents/13701

To report a Community Standards infraction:

Submit a Service/Activity Request:
www.kirklandlake.ca/our_services/service_requests

- 705-568-9365 x. 328
- <u>bylaw@tkl.ca</u>

Contact the Building Division to help you navigate through these two regulations governing your community:

- 2 705-568-9365 x. 344 or 332
- building@tkl.ca

#LocalGovWeek

Be a Good Neighbour - Leash & Scoop!

Whether you're walking around Kinross Pond or along Government Road, your dog must be leashed in public, and you're required to pick up after your pet.

- Why It Matters:
- Keeps trails, sidewalks, and playgrounds clean and safe
- Prevents pets from chasing wildlife or entering traffic
- Reduces complaints between neighbours
- Clean habits reflect community pride and respect

This initiative is also a part of the Town's Community Standards.

#LocalGovWeek



Public Works Department

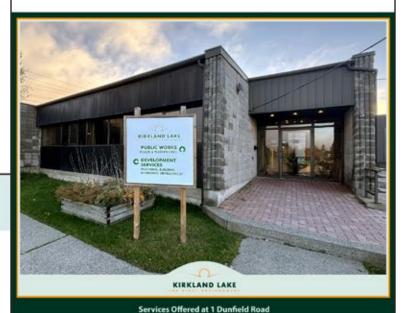
This Team maintains the vital infrastructure that supports your daily life. This Department and its Divisions focus on:

- Managing Water Treatment and Wastewater Systems
- 🙀 Maintaining Roads and Sidewalks
- Upkeeping Municipal Fleet
 ■
 Output
 Description
 Output
 Description
 Description
- Managing Waste

- Managing a Municipal Airport for Emergency Services & Private Charters
- Recycling Stewardship

They're the behind-the-scenes heroes who keep the essentials running smoothly.

Every project helps build a stronger and more sustainable Kirkland Lake -This Team shows up everyday to get the work done! #LocalGovWeek



The Connecting Link – Highway 66

Highway 66, which runs through the heart of Kirkland Lake, is part of Ontario's Connecting Link Program—a designation for stretches of provincial highway that pass-through municipalities and serve as vital corridors for local traffic, commerce, and emergency services.

Maintaining this roadway is about more than just pavement—it's about ensuring safety, accessibility, and compliance with provincial standards. That's why government funding is essential. Through the Connecting Link Program, municipalities like Kirkland Lake receive financial support to repair, upgrade, and manage this critical infrastructure.

The Town has been successful 3 years in a row in securing this funding, and we plan to continue applying every year that funding is available.

These investments help keep our roads safe, our economy moving, and our community connected!

Contact the Public Works Department to have your questions answered on the Connecting Link Program.

- Stephane.Fortin@tkl.ca
- 705-568-9365 x. 331



Kirkland Lake Winter Maintenance Plan

Winter in Kirkland Lake brings beauty—and its set of challenges **

That's why the Town's Winter Maintenance Plan is a cornerstone of the Public Works Department's strategy. It ensures that roads are cleared efficiently, safely, and in compliance with provincial standards, keeping our community moving even in the harshest conditions.

This year, Council were presented with a business case and approved the Town to undertake a Winter Operations Review. Proposals are being received until November 20, 2025.

Stay Tuned! A Report will be presented to Council in early December to seek approval to award the RFP to conduct the Winter Operations Review, and to present and approve a 2025-2026 Winter Maintenance Plan.

- ⚠ The Town is actively assessing Winter Maintenance Operations around schools, with the goal of enhancing safety for students, families, and staff in the 2025-2026 Winter Maintenance Plan.
- These efforts reflect the Town's commitment to continuous improvement and public safety—because in Kirkland Lake, winter readiness is a community priority.
- View the Town's 2024-2025 Winter Maintenance Plan:

www.kirklandlake.ca/common/pages/GetFile.as hx?key=cuA4AbUe

View the Request for Proposal:
www.kirklandlake.ca/common/pages/GetFile.as
hx?key=c%2bpAAcwU

✓ View the Report to Council (Business Case): https://kirklandlake.civicweb.net/document/282 72

Contact the Public Works Department for more information on the Plan:

- Stephane.Fortin@tkl.ca
- 705-568-9365 x. 331

#LocalGovWeek



10-YEAR ROAD
RECONSTRUCTION PLAN
(2025-2034)
WATER MAIN SEWER ROAD SURFACE
KIRKLAND LAKE

Town's 10-Year Road Reconstruction Plan (2025-2034)

The Town is committed to building a safer, stronger, and more resilient community through its 10-Year Road Reconstruction Plan (2025–2034). This comprehensive plan outlines major upgrades to watermains, sewers, and road surfaces across key areas of town—ensuring the community's infrastructure meets residents' needs today and for years to come.

⚠ Update: The relining project originally scheduled for 2025 was put on hold until 2026. All other major elements of the Plan remain unchanged.

Highlights of the Plan:

- Each year, targeted projects will address aging watermains, improve road surfaces, and support new residential development.
- The Plan is designed to maximize available funding, including provincial and federal grants, to reduce the financial burden on local taxpayers.
- For 2026, projects will include relining watermains on Woods St, Duncan Ave S, and Taylor Ave., as well as upgrades to support new development in the Premier Area.
- The Plan adapts to funding scenarios, ensuring progress continues regardless of success in obtaining outside funding.
- Over the next decade, residents will see improvements on streets like Queen St., Tower St., Kirkland St. E. & W., Main St., Harding Ave., and more.

By investing in our roads and underground infrastructure, Kirkland Lake is paving the way for a safer, more vibrant community.

- The Town is planning for the future—one street at a time!
- ✓ View the 10 Year Road Reconstruction Plan: www.kirklandlake.ca/common/pages/GetFile.as hx?key=ep46Ab9q

Contact the Public Works Department for more information on the Plan:

- Stephane.Fortin@tkl.ca
- 705-568-9365 x. 331

Service/Activity Requests, Complaints & Commendations

Service/Activity Requests

A Service/Activity Request can be made to alert the Town of specific problems surrounding services, facilities and its programs. Requests are for non-emergencies such as:

- Reporting a pothole
- Missed garbage/recycling collection
- Potential by-law infractions
- · Reporting litter, debris or similar
- · Streetlight not working
- A Hazard
- Equipment failure
- Cleanliness of Facility

You can make a Service/Activity Request in 4 different ways:

By completing the Online Portal Form:
www.kirklandlake.ca/our_services/service_requests

Online requests only receive attention during business hours

• By completing the fillable/printable Form and either dropping it off at one of our facilities.

• By completing the fillable/printable Form and emailing it directly to a Department staff.

Service Activity/Request Form:

www.kirklandlake.ca/UserFiles/Servers/Server_15565915/File/Our%20Services/Form%20-%20Service%20Activity%20Requests%20(fillable).pdf

• By calling the responsible Department during regular business hours.

For after-hours emerging issues:

705-567-2552

How do I make a Service Request?



Formal Complaints

Complaints about Town services, program, or its employees should be completed on the Complaint Form established within the Town's Customer Service, Inquiries and Complaints

Policy.

Anonymous Complaints will not be investigated

You can make your formal Complaint in 2 different ways:

Policy & Complaint Form:

www.kirklandlake.ca/UserFiles/Servers/Server _15565915/File/Our%20Services/Form%20-% 20Complaint%20(fillable).pdf

If you require assistance to complete the Complaint Form, please contact 705-567-9361 Ext. 238

Did You Know?

You can now request a follow-up from the Town when you submit a Service/Activity Request or make a formal Complaint?

Whether you're reporting a pothole, a missed garbage pickup, a by-law infraction, or another service issue, our forms allow you to check a box indicating that you'd like a Town Department or Division to contact you with an update on your request.

This ensures that there is a link between your request, the Town acknowledging it as received, whether there is action to take, and a formal response on the subject.

Commendations (Kudos)

Want to single out an act of kindness or leave a service review? The Town welcomes all positive and uplifting feedback on our services and our staff.

- Please forward your messages to the Town's Municipal Clerk who will ensure that it is received by Council and the intended individuals!
- P.O. Box 1757, 3 Kirkland St. W, Kirkland Lake, ON P2N 3P4
- clerk@tkl.ca

We will also showcase these in our internal staff bulletin in our Kudos section!

#LocalGovWeek

Kirkland Lake Fire Services Department





Fire Prevention & Inspections

E Prevention starts long before a fire begins! Prour local firefighters conduct inspections under the Ontario Fire Code, ensuring that homes, businesses, and public buildings meet safety standards for alarms, exits, and electrical systems.

These inspections aren't about penalties — they're about partnership 🔝

Kirkland Lake Fire Services helps property owners and tenants understand safety codes, maintain compliance, and protect everyone who lives and works in Kirkland Lake.

Through the Department's public education programs, residents of all ages can learn how to prevent fires before they happen.

Interactive resources like the Hazard House demonstrate common risks in a home setting, teaching children how to spot and fix them.

Our Firefighters also visit schools, community groups, and workplaces to teach about smoke alarms, escape planning, and carbon monoxide safety.

Public education is a cornerstone of incident and emergency readiness — because informed residents make safer communities.

#LocalGovWeek



Your Role in Fire Safety

Fire prevention starts with each of us.

Test your smoke alarms monthly, plan your escape routes **[** , and keep heat sources **[** clear of clutter.



Together, we're building a safer Kirkland Lake — one household, one lesson, one inspection, one public education session at a time.

Your safety is local government in action.#LocalGovWeek



First Responders in the Community and Beyond

The Kirkland Lake Fire Services' Team responds to a range of emergencies — from structure fires and motor vehicle collisions to hazardous material incidents and rescues, not only in Kirkland Lake but in surrounding areas.

What is Automatic Aid Fire Response?

Automatic Aid is a pre-arranged agreement between fire departments to automatically dispatch resources to an incident in a neighboring jurisdiction without a formal request. It ensures the closest or most appropriate fire station responds first, regardless of its municipal boundary, to provide initial assistance or supplemental support for events like structure fires or other emergencies. Unlike Mutual Aid, which is requested on a case-by-case basis, automatic aid is triggered by the initial alarm itself.

Did You Know?

Kirkland Lake Fire Services has an Automatic Aid contract with Stella-Jones Pressure Treated Lumber Inc. in Gauthier Township (Dobie).

Kirkland Lake Fire Services also provides Automatic Aid to the Kirkland Lake Landfill which is located outside of the Town's jurisdiction in Gauthier Township (Dobie).



What is Mutual Aid Fire Response?

Mutual Aid is an agreement among fire departments to lend assistance to each other across jurisdictional boundaries, sharing resources and personnel during emergencies that exceed local capabilities. This system ensures that if a Fire Department is overwhelmed by a large fire, disaster, or excessive number of calls, it can request help from neighboring Fire Departments, and vice versa. It allows for a greater collective response by pooling equipment, personnel, and specialized teams like those for hazmat or heavy rescue.

Did You Know?

Kirkland Lake Fire Services have Mutual Aid Assistance for fire coverage with the following communities:

- King Lebel Township
- McGarry Township
- Larder Lake Township
- Kenogami
- Sesekinika
- Round Lake
- Gauthier Township

Did You Know ?

Your Kirkland Lake Fire Services Team covers the following locations for calls for auto extrication:

- Highway 112
- Highway 672
- To the South Wye of Highway 11 and Highway 112
- Cochrane District Line
- Highway 66 to Matachewan

#LocalGovWeek



Teck Pioneer Residence (TPR)

This Department contributes to the success of Kirkland Lake in being a caring, inclusive, and connected community! •• ••

As a municipally operated long-term care home, TPR provides around-the-clock nursing care, personal support, and daily living assistance for older adults $\textcircled{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } who$ can no longer live independently. $\textcircled{\ } \textbf{Safety}$, dignity and comfort matter!



TPR was designed to be accessible and welcoming, warm and secure — giving its residents the confidence of care with the feel of home.

Since 1965, TPR has provided a safe, comfortable environment for residents to thrive, engage, and have fun.

From recreation programs to leisure activities, the home creates chances for connections, bringing daily joy to its residents.

The home is licensed and regulated by the Province of Ontario, ensuring that residents receive safe, high-quality care.

The Staff at TPR:

- Provide compassionate care including nursing, rehabilitation, and specialized support services
- Offer recreation, wellness, and social programs to keep residents active, engaged, and connected

- Prepare nutritious meals designed to meet individual health and cultural needs
- Create a home-like environment where residents feel comfortable, respected, and valued
- Work with families, volunteers, and healthcare partners to ensure holistic, person-centered care
- Caring for those who built our Town that's what community is all about ♥
- ⊕⊕⊕

Margin Discover life at TPR:

www.kirklandlake.ca/our_services/teck_pioneer residence

#LocalGovWeek

Admissions Process – Long Term Care Home

Moving into long-term care is a meaningful step — and at Teck Pioneer Residence, they strive to make the transition a smooth and respectful one. ♥

Here's how it works:

- The Ontario Health at Home (agency) will assess your needs to determine whether long-term care is the appropriate setting.
- The agency provides you with lists of available homes in your area, including basic details and wait-times for each.
- You may apply to up to 5 long-term care homes of your choice.









III How much does it cost?

The rates for your stay in long-term care are set by the Provincial government and apply equally across homes in Ontario.

The cost covers nursing/personal care, meals & snacks, assistive devices, on-site medical care, housekeeping and laundry.

Accommodation (room type) and optional services (cable TV, hair salon, vision care) may incur additional charges.

Did You Know?

Your income actually does not affect eligibility.

Settling In

TPR encourage new residents to bring personal

items (photos, decorative pillows, familiar linens) to personalize their space — while the home supply beds, linens and towels.

Feedback & Quality

Every resident and their families experiences matters. TPR is committed to listening and responding promptly.

If you have questions or concerns about care, please speak with the unit staff or:

Director of Care

- ₹ 705-567-3257 x.614
- Kimberley.Armstrong@tkl.ca

Director of Long Term Care & Senior Services (Administrator)

- ₹ 705-567-3257 x.610
- Management Tanya.Schumacher@tkl.ca
- ★ For more details on admission criteria or to begin the process, visit:

www.kirklandlake.ca/our_services/teck_pioneer_residence/admissions

✓ Restorative Health & Movement

Movement is more than exercise — it's independence, confidence, and joy. At Teck Pioneer Residence, our Restorative Health and Physiotherapy Programs are designed to help residents stay active and engaged at every ability level.

- Our dedicated staff assist residents with mobility programs that encourage flexibility, strength, and balance.
- ↑ Daily routines and activity sessions are tailored to support safe movement and recovery.
- Each program is guided by compassion, patience, and encouragement celebrating every small victory.

Whether it's a morning stretch, a walk down the hall, or a group fitness session - each movement helps maintain wellness, prevent injury, and improve quality of life.

★ Because at TPR, we don't just provide care— we promote living well.





Supporting Residents & Families

At Teck Pioneer Residence, we know that when someone joins our community, their whole family joins too. We're proud to provide a welcoming, inclusive environment that supports not just residents, but their loved ones as well. Our care team partners closely with families in:

- Individualized Care Planning Families are encouraged to participate in discussions about care goals and preferences.
- Open Communication Our staff are always available to answer questions, provide updates, and listen to your feedback.
- Family Involvement From visits and volunteer opportunities to special events, families remain an important part of daily life at TPR.

Because when we care for residents, we care for families too — building trust, comfort, and connection every step of the way.

• Need admission information or wish to schedule a tour?

Visit 👉

www.kirklandlake.ca/our_services/teck_pioneer residence

#LocalGovWeek



Supporting Resident Care at Teck Pioneer Residence

Every donation to TPR directly enhances the quality of life for our residents!

Whether it's a financial contribution, goods, or services - everyone's generosity helps the home provide programs, activities, and comforts that make a difference every day.

Here's how we manage and recognize your support:

* Transparency & Accountability

All donations are carefully recorded and audited annually to ensure they're used as intended.

Acknowledgement

Every donor receives a thank you letter and tax receipt, where applicable.

Recognition

Contributions over \$500 are listed on the Oar Cart Donation Board, unless the donor requests anonymity.



Levels of Recognition:

- Bronze \$500
- **☼** Zinc \$1,000
- Copper \$2,000
- Silver \$3,000
- Diamond \$5,000
- Platinum \$10,000
- Gold \$15,000

Each donations help Teck Pioneer Residence:

- Enrich resident programs and recreation
- Enhance facilities and comfort
- Strengthen our mission to provide compassionate, quality long-term care

To learn more about donating to Teck Pioneer Residence, contact the Administration Office

- **2** 705-567-3257
- www.kirklandlake.ca/our_services/teck_ pioneer_residence
- Thank you for helping us make a meaningful difference in the lives of our residents!
 #LocalGovWeek



🖖 Exceptional Care Around the Clock

At Teck Pioneer Residence, every moment of the day matters — and so does every person who calls TPR home.

Our residents receive 24-hour nursing care, ensuring continuous, compassionate attention and medical support.

From skilled nursing to medication management and specialized care, our clinical team works closely together to meet the individual needs of every resident.

Cour Restorative and Physiotherapy Services focus on maintaining independence and

mobility, helping residents live each day with confidence, strength, and dignity.

- For residents living with dementia or memory challenges, our Memory Care Unit provides a secure, nurturing environment where care is personalized, routines are consistent, and every resident is valued, understood, and included.
- ★ We take pride in delivering care that goes beyond medical needs — creating a true home where safety, comfort, and compassion come together.

Learn more about life and care at TPR:
www.kirklandlake.ca/our_services/teck_pioneer
residence

#LocalGovWeek



COMMUNITY SERVICES



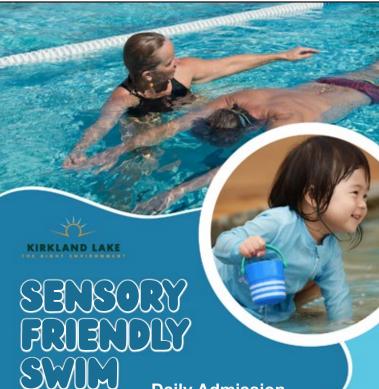
NEW PROGRAM!

SAFETY, SONGS AND SPLASH TIME

This new program is for you and your tot between the ages of 3 months to 24 months. One parent and tot will join Amy in the pool for a focus on water safety and fun. Sing some songs while learning how to hold your child comfortably in the water.

Register now for any of the following Tuesdays from 9:15-10:00 am October 21 November 18 December 2





Dates: No October 19 November 16 December 21 From 9:30-10:30am

Daily Admission Rates

No reservation required

 No background music, noisy equipment, or whistles (except for emergencies)

Features turned off



INTRODUCING

WEEK FITNESS MEMBERSHIPS

PERFECT FOR SHIFT WORKERS!

A Disclaimer

This is a 3-month trial & may be subject to change or discontinuation after the trial period.

- Adult: \$25.31 + hst
 - (Only \$3.61 per use based on 7 visits)
- Student / Senior: \$18.98 + hst (Only \$2.71 per use based on 7 visits)
- Full Gym Access
- Relaxing Saunas
- Squash Court Use



OR DROP BY FOR MORE INFORMATION

📸 New Equipment Alert! 📸

We're leveling up the gym experience! 6

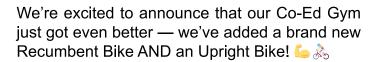
Just added to the floor:

- Assault Bike Crush your cardio like never before! This beast delivers a full-body work out, improves endurance, and is perfect for HIIT sessions. Low-impact but high-intensity — your lungs and legs will thank (or hate) you!
- New Rubber Bumper Plates Fresh 10lb, 15lb, and 25lb plates are here!
- More Dumbbells

We've added:

- 22.5lb
- Two sets of 25lb
- 45lb
- 50lb

No more waiting around to finish your set! Come in, test them out, and let us know what you think. Let's go! 🔆



Whether you're looking to switch up your cardio routine or try something new, these bikes offer amazing benefits:

Recumbent Bike:

- Gentle on the joints perfect for all fitness
- Supports your back with a comfortable seated
- Great for building endurance and lower-body strength

Upright Bike:

- · Closer to the feel of outdoor cycling
- Excellent for high-intensity cardio and calorie

Come give them a spin and take your fitness to the next level! "















CONTACT US

Please direct your Comments/Questions to staff at our following facilities during regular business hours:

- Animal Control (Contracted Service): 705-567-3433
- Accounts Receivable/Payable: 705-567-9361 / Toll Free: 1-800-249-8933
- Airport: 705-567-6010
- **Building Division**: 705-567-9365
- By-Law Enforcement: 705-567-9365
- Cemetery: 705-642-3378
- Economic Development: 705-567-9365
- Fire & Emergency Services (Fire Station 1): 705-567-3400
- Joe Mavrinac Community Complex: 705-567-5215
- Landfill: 705-567-5940
- Parks and Recreation: 705-567-5215
- Planning Division: 705-567-9365
- Public Works (Roads, Recycling, Waste, Water & Wastewater Works): 705-567-9365 / After Hours: 705-567-2552
- Taxes: 705-567-9361 / Toll Free: 1-800-249-8933
- Teck Pioneer Residence: 705-567-3257
- Town Hall (Clerk's Office, Treasury, Procurement, Human Resources): 705-567-9361 / Toll Free: 1-800-249-8933
- Water & Wastewater Billing: 705-567-9361 / Toll Free: 1-800-249-8933
- Members of Council (https://www.kirklandlake.ca/council/mayor council)

Did You Know? Residents can submit requests through the Town's **Service Request Portal**.

(https://www.kirklandlake.ca/our_services/service_requests)