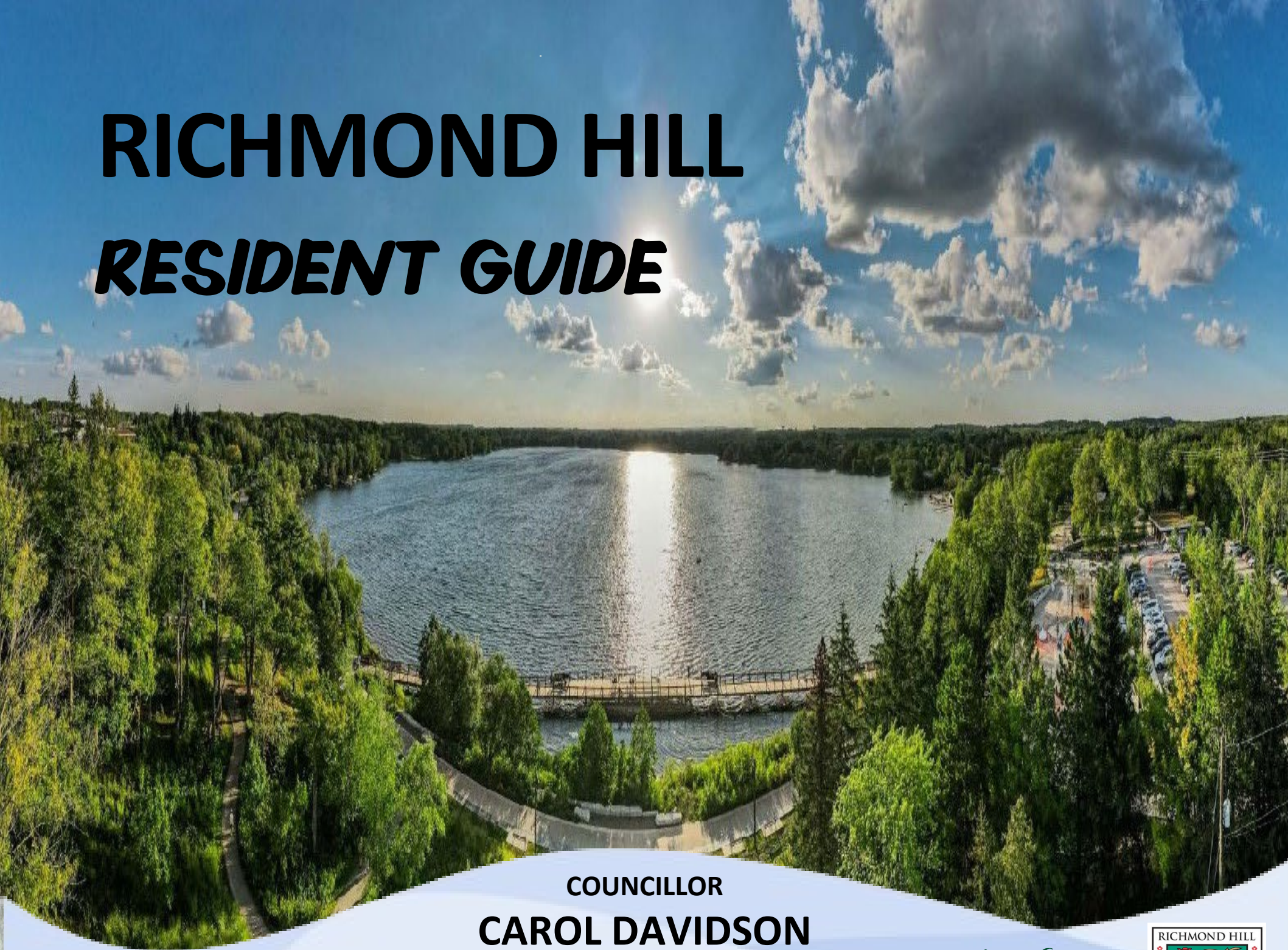


# **RICHMOND HILL**

## ***RESIDENT GUIDE***



**COUNCILLOR**

**CAROL DAVIDSON**

**RICHMOND HILL WARD 1 OAK RIDGES**



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Information in this Guide is up to date as of July 2024. Names, addresses, and telephone numbers may change, and publications may go out of print without notice. Photos from [City of Richmond Hill](#) and the [york.ca/newcomer-services](http://york.ca/newcomer-services).

# A message from Ward 1 Councillor Carol Davidson



You can reach me by email at  
[carol.davidson@richmondhill.ca](mailto:carol.davidson@richmondhill.ca)  
or by phone at 905-780-2045



**Learn More!**  
Subscribe to the  
Ward 1 website  
& newsletter.

## **WELCOME TO OAK RIDGES RICHMOND HILL**

Congratulations on living in one of the most beautiful communities in Southern Ontario, Oak Ridges Richmond Hill. We are fortunate to be surrounded by nature on the Oak Ridges Moraine. Here, you can enjoy stunning lake views and outdoor walking trails just a short distance from fantastic recreational facilities. Whether you and your family enjoy swimming, skateboarding, volleyball, or other sports, you'll find it all here.

My team and I have written this handy guide to provide you with quick and relevant information as a new resident in the community, or perhaps you're a long-time resident wanting up-to-date information in a handy book. This guide is for you!

A bit about your neighbours: Oak Ridges is a vibrant, diverse community. There are so many wonderful people here. I hope you won't be shy about saying hello and meeting your neighbours. Getting involved in some of the many clubs and groups here will help you make friends fast.

As your Ward 1 Oak Ridges Councillor, I am here to represent you at Richmond Hill Council and be your voice on city decisions and plans. I'm also here to assist you with any city-related issues. Please use this guide to make the most of our community, and don't hesitate to reach out to me with any questions or concerns or just to say hello.

I look forward to meeting you soon.

*Carol*



## ***LAND ACKNOWLEDGEMENT***

"We are gathering on lands that have been home to First Nations Peoples from time immemorial. We acknowledge that what we now call Richmond Hill is on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation and the Mississauga and Chippewa Nations of the Williams Treaty. We also recognize that we are on part of the traditional territories of the Haudenosaunee and the Huron Wendat.

We would also like to acknowledge all First Nation, Inuit and Métis peoples from across North America, also known as Turtle Island, who now reside in the City of Richmond Hill. We are committed to rebuilding constructive and cooperative relationships."



## **ABOUT WARD 1 OAK RIDGES**

**Oak Ridges** is a community of Richmond Hill and has been part of the city since 1971. It forms the northern portion of the municipality's boundary, where it borders Aurora.

Oak Ridges is wholly situated on the Oak Ridges Moraine, much of the terrain is hilly, with pine forests and small creeks still prospering in the east and southwest.

### **History of Oak Ridges**

The earliest Iroquoian site (A.D. 1280-1320) in Richmond Hill documented by archaeologists is situated on the east side of Lake Wilcox. The village appears to have had at least five longhouses, large structures constructed of cedar saplings and rendered with cedar or elm bark. Village residents hunted deer and harvested fish, mostly perch, from Lake Wilcox. There seems to have been a focus on the exploitation of bush honeysuckle, perhaps for medicinal purposes. The Wilcox Lake Site is the earliest Iroquoian village identified to date in York Region

Oak Ridges was established along Yonge Street in 1799 by Joseph Geneviève and a group of French Royalists, who were granted land to settle by the British government. It was originally named Windham in honour of Geneviève's friend William Windham, Secretary at War for Britain at the time. Geneviève soon departed to search for another site to settle, and by 1840 the settlement and the area from the King-Vaughan town line to the 15th sideroad became known as Oak Ridges.



**Learn More!**  
City of Richmond  
Hill Website

## ***ABOUT THE CITY OF RICHMOND HILL***

The City of Richmond Hill is located in Southern Ontario, Canada, in the central part of York Region. It has a growing population of over 202,022 (2021 Census) residents and covers approximately 100 square kilometres.

The City was officially incorporated as a village and the first Council Meeting was held in January 1873 under the leadership of Abraham Law as Reeve. Richmond Hill developed because of its proximity to Toronto, as farmers came into City on their way to Toronto markets and people travelled up and down Yonge Street to and from communities further north.

The municipality has a wide purview relating to the interests of the municipality and its residents to develop and maintain policies, practices and procedures through the issuing of bylaws relating to roads, waste management, property standards, public utilities, culture, parks, recreation and heritage, drainage and flood control, parking, animals, economic development and the licensing of business.

The city is also responsible for maintaining its finances in order to provide relevant services and for maintaining an official plan to guide development.





## ***ABOUT THE REGIONAL MUNICIPALITY OF YORK***

The Regional Municipality of York stretches north from Toronto to Lake Simcoe and includes many hectares of protected Greenbelt. York Region's diversity is evident in our nine local municipalities, geography, economic development and population.

Organized as a two-tier municipal government structure, The Regional Municipality of York is responsible for providing services to all regional residents and businesses, while each local municipality provides additional services.

Public transit, water management, emergency medical services and policing are handled by York Region, while waste and recycling collection, parks and recreation, libraries and others are the responsibility of the city or town.

Richmond Hill is one of the local municipalities in York Region the other eight are:

- Town of Aurora
- Town of East Gwillimbury
- Town of Georgina
- Township of King
- City of Markham
- Town of Newmarket
- Town of Whitchurch-Stouffville
- City of Vaughan



**Learn More!**  
York Region  
Website [york.ca](http://york.ca)





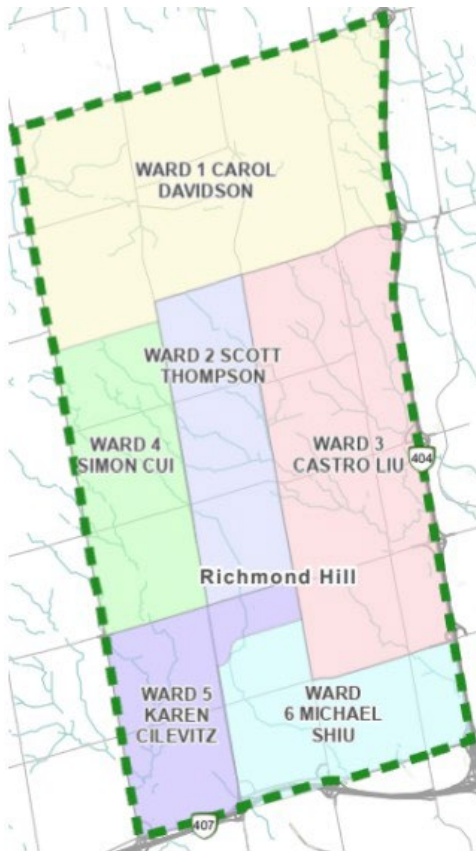
## ***ABOUT MAYOR AND COUNCIL***

Richmond Hill Council consists of the Mayor and eight members of Council who are elected by qualified electors every four years.

Together, they are the residents' voice and represent their interests in the governing of the Municipality and the Region of York.

The Mayor and Members of Council are available to address the day-to-day concerns of residents, attend official functions, address administrative matters and communicate with the public directly and through information prepared by staff. They also liaise with Provincial and Federal members of government, the Boards of Education, Alectra Utilities and many other agencies on behalf of the City.

Council's current Term of Office is November 15, 2022 to November 14, 2026.



**Learn More!**  
Mayor & Council  
Bios.



**Learn More!**  
Council Meetings,  
Agendas & Minutes.





## ESSENTIAL SERVICES

### Richmond Hill Fire and Emergency Services

[Richmond Hill Fire and Emergency Services](#) (RHFES) provide fire, medical and rescue services to the citizens of Richmond Hill. They are committed to protecting the lives and property of our community through excellence in prevention, education, training and emergency response.

RHFES staff work 24 hours a day, 7 days a week to help keep our community safe.  
**The Fire Station in Oak Ridges is located at 13067 Yonge Street.**



### Police

[York Regional Police](#) (YRP) employs more than 1,500 officers and 600 civilians and is recognized as a national leader in law enforcement and crime prevention programs.

If you need to speak with YRP about a non-emergency situation or to report a concern, you may contact the non-emergency line at **1-866-876-5423**.



### Hospitals

There are world-class hospitals in York Region including:

- [Mackenzie Health Hospital](#) (Richmond Hill and Vaughan)
- [Southlake Regional Health Centre](#) (Newmarket)



### OAK RIDGES MEDICAL & URGENT CARE CENTRE

13291 Yonge Street, Suite 100, Richmond Hill

**More Info:** [oakridgesmedicalandurgentcarecentre.ca](http://oakridgesmedicalandurgentcarecentre.ca)

### Emergencies

**Dial 911 any time there is a threat to life or property.** This will connect you with police, fire and ambulance dispatch operators.

Operators have instant access to an interpreter through Language Line Services, so they can assist with calls in more than 150 languages, 24 hours a day.



**Learn More!**  
Richmond Hill  
Emergency  
Services.

## OAK RIDGES NEIGHBOURHOOD WATCH

The Oak Ridges Neighbourhood Watch (ORNW) is a community-based network of volunteers who take pride in their neighbourhoods by providing “eyes” on the street to gather information about possible crime activity, suspicious individuals, and suspected damage to property.

Neighbourhood Watch is recognized as an important Crime Prevention Program of our York Regional Police Service --- it will only continue to expand by citizen participation.



**Learn More!**  
Oak Ridges  
Neighbourhood  
Watch.



### HOW TO REPORT SUSPICIOUS ACTIVITY

**WHO**  
did you see

**WHAT**  
did you see

**WHEN**  
you saw it

**WHERE**  
it occurred

**WHY**  
it's suspicious

**IF THIS IS AN EMERGENCY, DIAL 9-1-1 IMMEDIATELY**  
If you've been the victim of a crime, or witnessed a crime, YRP needs to know about it right away  
[Online Reporting - York Regional Police \(yrp.ca\)](https://www.yrp.ca)

**For non-emergencies**  
dial 1-866-876-5423 to request an officer attend your location  
**For non-emergent public inquiries**  
contact a #2 District front desk operator by dialing 1-866-876-5423 ext. 7200

**Report In-Person Open 24/7**  
YRP 2 District 171 Major Mackenzie Drive West Richmond Hill, ON L4C 5J1



## Contact Us

905-771-8800

[access@richmondhill.ca](mailto:access@richmondhill.ca)

## Hours of Service:

Monday through Friday,  
8:30 a.m. to 4:30 p.m.

## Online Reporting:

Report a problem online with a service,  
e.g. missed garbage collection, overnight  
parking, potholes, street lights, etc.



## Learn More!

AccessRH Online.

## HOW CAN WE HELP YOU?

The **Access Richmond Hill Contact Centre** provides assistance for general inquiries, responds to questions or concerns regarding programs and services as well as accepts in person payments.

Translation Services are available.

## Contact Access Richmond Hill if you have questions about any City services, including:

- Winter maintenance
- Missed garbage collection
- streetlight out
- Questions about Bylaws
- Property Maintenance
- recreation programs
- book a facility
- Marriage license
- Parks
- Parking
- Property taxes
- Tree Maintenance
- Waste management
- schedule large appliance collection

# **GARBAGE AND RECYCLING AT YOUR HOME**

Houses in Richmond Hill are provided with curbside collection for recycling (blue box), organics (green bin), garbage and yard waste.

Garbage is collected every second week, as shown in the [Waste Management Calendar](#).

## **Collections in Oak Ridges are on Thursday.**

- Recycling (blue box) - weekly collection
- Organics (green bin) - weekly collection
- Garbage and large items - collection every other week
- Appliances - collected monthly by appointment only



## **Garbage Tags and Bins**

Richmond Hill's garbage limit is three items each garbage collection day. If you have more than three items you must use garbage tags for extra items to be collected.

- Garbage tags can be purchased in-person at the Operations Centre, any Richmond Hill Library or Community Centre.

New waste bins are available for in-person purchase at the Operations Centre and at the Main Municipal Offices.

Damaged or broken Richmond Hill labelled blue boxes (22 gallon only) and green bins (12 gallon only) can be exchanged for free at the Operations Centre only.



### **Learn More!**

Garbage and recycling in Richmond Hill.

## GETTING AROUND

Whether you travel within or outside Richmond Hill and York Region, there are many ways to get to where you need to go.

Roads are maintained and improved regularly, assisting in the safe and efficient transport of goods and people between urban and rural locations.

York Region public transportation buses are also readily available, offering a convenient commute throughout York Region. There are also two GO Transit stations located in Oak Ridges with plenty of free parking.

### Public Transportation

York Region is serviced by [York Region Transit \(YRT\)](#) and offers local and rapid transit options in all nine cities and towns.

YRT routes keep residents connected within York Region, and to transit services in the [City of Toronto](#) the Regions of [Peel](#) and [Durham](#), [GO Transit](#) and beyond.

For trip planning assistance or any other questions, please call the YRT Contact Centre at 1-866-668-3978 or [Live Chat](#) with us.



### Mobility On-Request Paratransit

York Region's door-to-door, shared ride, accessible public transit service for people with disabilities. To use this service, you must meet specific eligibility criteria.



#### Learn More!

YRT.ca Trip  
Planner.



## **EDUCATION**

### **Publicly Funded Schools located in Ward 1 Oak Ridges York Region District School Board (YRDSB)**

- Bond Lake Public School - 245 Old Colony Road
- Kettle Lakes Public School - 62 Kingshill Road
- Lake Wilcox Public School - 80 Wildwood Avenue
- Macleod's Landing Public School – 195 Silver Maple Road
- Oak Ridges Public School - 160 Coons Road
- Windham Ridge Public School - 32 Red Cardinal Trail
- Academie de la Moraine - 13200 Yonge Street

### **York Catholic District School Board (YCDSB)**

- Father Frederick McGinn Catholic School - 61 Brockdale Street
- Our Lady of Hope Catholic Elementary School - 80 Red Cardinal Trail
- Our Lady of the Annunciation Catholic Elementary School - 30 Bayswater Ave

**Currently there are no Secondary Schools in Oak Ridges, however one is scheduled to be completed by September 2027.**

To find schools servicing the area where you live, visit the school board's website. When you have found the school that services your residential area and meets your needs, visit your school board's Newcomer Reception Centre website for information about enrolment:

- [YRDSB Newcomer Reception Centre](#)
- [YCDSB Newcomer Reception Centre](#)



**Learn More!**  
York Region  
District School  
Board.



**Learn More!**  
York Catholic  
District School  
Board.



## **HAVING FUN**

Richmond Hill has a wide collection of activities, events and facilities you can enjoy year round.

[Swimming](#), [Skating](#) and [Summer Camps](#) are just a few things you can do in our community. There are [Sports Fields](#) you can book, [Splash Pads](#) for kids to cool off, [Tennis courts](#) you can use, and we have a map of all of our [Parks, Trails and Facilities](#) you can use to help you locate everything.

If you are looking to [Get Active](#), learn more about our [Recreation Programs](#), [Outdoor Activities](#) and how to [Get Involved](#).

In Oak Ridges there is beautiful [Lake Wilcox Park](#), the [Oak Ridges Community Centre and Pool](#), and the [Bond Lake Arena](#) and many smaller parks throughout the ward.

There is also the [Oak Ridges Corridor Conservation Reserve](#) which is a 607-hectare natural area between Bathurst Street and Leslie Street, just north of Jefferson Side Road. Residents can enjoy the park with a walk or bike ride along the trail.

### **Places to visit**

There are a number of places to visit in Richmond Hill to experience arts and culture.

Some of our most popular locations include:

- [Richmond Hill Centre for the Performing Arts](#)
- [Richmond Hill Heritage Centre](#)
- [Richmond Hill Sports Hall of Fame](#)
- [Richmond Hill David Dunlap Observatory](#)



**Learn More!**  
Activities and facilities in Richmond Hill.



## ***THINGS TO SEE AND DO***

### **Richmond Hill Public Library**

The [Richmond Hill Public Library](https://www.rhpl.ca) (RHPL) provides safe, free and equitable access to resources, spaces and services that improves the lives of people of all ages, backgrounds and abilities.

At the library you can borrow items like books, movies, music and museum passes; discover technologies like 3D printers, fabric printers and recording equipment; and attend creator workshops and family literacy activities.



#### **Learn More!**

About the library  
at [rhpl.ca](https://rhpl.ca).

### **Festivals and Events**

Richmond Hill has a variety of events, shows and activities that offer residents and visitors a chance to take part in arts and culture in the community, such as:

- [Festivals and Events](#)
- [Moonlight Movies](#)
- [Merry Marketplace](#)
- [First Night](#)
- [Richmond Hill ArtWalk](#)
- [Culture Days](#)
- [Cultural Summit](#)
- [Visual Art Gallery](#)
- [Richmond Hill Studio Tour](#)



#### **Learn More!**

Festival & Events  
in Richmond Hill.





## ARRIVING IN ONTARIO AND YORK REGION

### ServiceOntario

Service Ontario is a division of the Government of Ontario and provides Ontarians with an easy, cost-effective way to access government services.

Visit the [Service Ontario](#) website or a local office or call 1-800-267-8097 for information about:

- Ontario photo cards
- Health cards (OHIP)
- Driver's licences
- Hunting or fishing licences
- Marriage, birth and death certificates
- Business registrations

**More Info:**

[ontario.ca/page/serviceontario](https://ontario.ca/page/serviceontario)

York Region has developed a [Newcomer Guide](#) that provides useful information to help you and your family settle in York Region quickly and easily.

### AccessYork

In York Region, the [Access York](#) (1-877-464-9675) contact centre provides information, referrals and application services for York Region programs and services.

Interpreter services are available. A customer service representative can provide you with information about topics such as:

- Child care
- Urgent dental coverage
- Parks and trails
- Social assistance programs

**More Info:** [york.ca/york-region/contact-us](https://york.ca/york-region/contact-us)



**Learn More!**

Download the Newcomer Guide.

### Good to know



- If you apply for all of your Ontario identification cards on the same day, you will be able to renew them together instead of making separate trips to a Service Ontario office



## **ARRIVING IN CANADA**

### **Settlement Services**

Free and confidential settlement services are available for permanent residents, refugee claimants and convention refugees, live-in caregivers with work permits, temporary foreign workers, international students with study and work permits, and Canadian citizens.

For additional information on settlement services near you, in either English or French, please use the free newcomer services search tool on the [Immigration, Refugees and Citizenship Canada](#) page.

If you are new to Ontario, you can also find answers to common questions on immigration and citizenship, housing, health, employment, education, legal services and daily life at [settlement.org](#).

**More Info:** [ircc.canada.ca/english/newcomers/services](#)

**More Info:** [settlement.org](#)



If you or a loved one find themselves needing food, shelter, counselling, addiction services, financial help, or assistance with daily living at home, resources are available.

Dial **211** or visit [211Central.ca](#) for links to the nearest community and social services agencies. Calls are free, confidential and available in 170 languages, 24 hours a day, 7 days a week.



**Learn More!**

Search services at  
[211central.ca](#).

## ***IMPORTANT INFORMATION***

### **ACCESS Richmond Hill**

- 905-771-8800
- [Access@RichmondHill.ca](mailto:Access@RichmondHill.ca)
- City services, snow clearing, streetlight maintenance, noise

### **Animal Services**

- 905-832-2281
- Animal control and shelter services contracted through City of Vaughan

### **By-law and Licensing Enforcement**

- 905-771-0198
- [bylaw@richmondhill.ca](mailto:bylaw@richmondhill.ca)
- **More Info:** [richmondhill.ca/en/our-services/By-laws](http://richmondhill.ca/en/our-services/By-laws)

If you have an urgent concern that requires immediate attention after business hours call **after hours By-law Enforcement Line at 905-771-5458.**

### **Alectra Utilities**

- 1-833-253-2872
- Hydro outage information, downed power lines

### **Inclement Weather Hotline**

- 905-771-5487
- City facility closures and recreation program cancellations

### **York Region Roads**

- 1-877-464-9675 ext. 75200
- Snow removal on regional roads

### **York Region Transit/Viva**

- 905-762-2100
- Snow removal at bus stops

### **Operations Centre**

- 1200 Elgin Mills Road East



**Learn More!**  
Councillor  
Davidson's  
Contact Info.



**Learn More!**  
City of Richmond  
Hill Website.

# Carol Davidson

Councillor - Ward 1 Oak Ridges

COUNCILLOR

## CAROL DAVIDSON

WARD 1 OAK RIDGES RICHMOND HILL

### Email

[Carol.Davidson@richmondhill.ca](mailto:Carol.Davidson@richmondhill.ca)

### Website

[caroldavidsonoakridges.ca](http://caroldavidsonoakridges.ca)

### Subscribe to the Ward 1 Website!

Get the latest news and events for Oak Ridges and Richmond Hill delivered right to your inbox every Friday.



### Learn More!

Subscribe to the Ward 1 website & newsletter.

### Address

City of Richmond Hill Offices  
225 East Beaver Creek Road  
Richmond Hill, ON L4B 3P4

### Office Phone #

905-780-2045

Follow Councillor Carol

