

A great place to call

home



www.townofpenhold.ca

Welcome to Penhold

We are delighted you have chosen Penhold as your new place to call home. Penhold is a vibrant and family oriented community with a population of over 3,500 people. We are excited about the growth we have seen to the business sector over the last decade.

Having a variety of businesses and services available in Penhold means our residents no longer have to travel to neighbouring communities to access shopping and professional services such as medical clinic, dentist, pharmacies, veterinarian and lawyer. Please check the Business Directory on the Town's website, www.townofpenhold.ca, to see all the great local businesses operating in Penhold.



Stay up
to date!

Sign up for E-News today!

When you sign up for E-News you will get e-mail notifications about street sweeping, snow clearing, Town news and events, etc.

A screenshot of the Town of Penhold website's registration form. The form includes fields for 'First Name', 'Last Name', and 'Email'. There are checkboxes for 'Resident' (Yes/No) and 'Groups' (Council, General Info, Public Works, Fitness, Recreation, PYC). A 'Submit' button is at the bottom. A red circle highlights the 'Email' field.

Town of Penhold Utility Bills for water, sewer and garbage / recycling are issued monthly after the mid-month electronic readings are compiled. Utility bill payments are due on the 10th of the following month.

For payment and e-billing information, check out the Town's website, www.townofpenhold.ca.

Register your new utility account in person at the Town Office, online through the Town website or by phone. A non-refundable New Account Fee of \$100 is applied to all first time applicant accounts.

Electricity and Natural Gas billing services are available through various retailers. Check out our website for more information about electricity and natural gas providers.

Power Outage: FORTIS 310-WIRE (9473)

Natural Gas Emergency: ATCO 1-800-511-3447



Staying Connected

In addition to our website, the Town of Penhold, Town of Penhold Community Support Services, Penhold Multiplex Fitness Centre and Penhold Youth Club (PYC) social media pages are great sources of information.

Community Connections



Town of Penhold Community Services Department includes:

- **Family & Community Support Services (FCSS)**
- **Communications & Events Coordinator**
- **Youth Coordinator & Team for Penhold Youth Club (PYC)**



The Community Services team offers a variety of programming for all ages and stages throughout the year and coordinates programs including:

Penhold Youth Club ~ Babysitter's & Home Alone Courses ~ Lego Club ~ Family Play Days
Drop-In Playgroup ~ Stocking Stuffers for Seniors ~ Workshops & Presentations
Snow Angels & Yard Angels ~ Community Events



Groups, Clubs & Associations

- **Citizens on Patrol Association:** penholdcopa@gmail.com
- **Girl Guides:** www.girlguides.ca
- **Municipal Boards & Committees:**
Contact Town Office at (403) 886-4567
- **Penhold Minor Soccer:** penholdsoccer@gmail.com
- **Penhold & District Museum:**
penholdmuseum@gmail.com
- **Penhold & District Optimist Club:**
penholdoptimist@live.ca
- **7 Penhold Air Cadets:** 7Air@cadets.gc.ca
- **Soroptimist Club:** (403) 391-7912
- **Seniors Drop In Centre:** 3001 Minto St (403) 886-2999

Community Programming

- **Arashi-Do Martial Arts:** (403) 449-0060
- **Innisfail and Area Family Resource Network:**
(403) 877-7110
- **Penhold & District Library:**
(403) 886-2636, www.penholdlibrary.ca
- **Penhold Multiplex Fitness Centre:**
(403) 886-3268, townofpenhold.ca
- **Penhold School of Dance:**
(403) 573-2002, office@penholdschooldance.com
- **Penhold Youth Club:** (403) 886-3269
- **Youth HQ:** (403) 342-6500, info@youthhq.ca
- **Youth Empowerment & Support:** (403) 886-4390
(within the schools)

Child Care

- **Community TIES Daycare:** (403) 886-2175
- **Innisfail Family Day Home Society:** (403) 227-2767
- **Penhold School Age Care Program:** (403) 886-2416
- **Bright Beginnings Montessori:** (403)-573-4777
- **Private Day Homes**

Churches

- **Penhold Church of Hope:**
(403) 307-3153, office@penholdchurchofhope.com

Health Services

- **Antler Hill Veterinary Services:** (587) 802-5111
- **Penhold IDA Pharmacy:** (403) 886-4466
- **Penhold Dental Care:** (403) 886-7665
- **Penhold Medical Clinic:** (403) 573-4828
- **Pharmasave Penhold:** (403) 573-0555

Schools & Educational Opportunities

- **Henday Association for Lifelong Learning:**
(403) 227-2866
- **Jessie Duncan Elementary School (Grades PreK-3):**
(403) 886-2233, jessie.duncan@cesd73.ca
- **Kids Kingdom Preschool:** (587) 377-5639
- **Penhold Career High:** (403) 346-9998
- **Penhold Crossing Secondary School (Grades 7-12):**
(403) 886-8604, penholdcrossing@cesd73.ca
- **Penhold Elementary School (Grades 4-6):**
(403) 886-4390, penhold@cesd73.ca
- **Red Deer Polytechnic:** www.rdpolytech.ca

For more information on other resources or supports available to Penhold residents please contact FCSS at 403.886.4567 ext. 3288 or ext. 3250

Annual Community Events

2024

29
MAR

EASTER EGGSTRAVAGANZA
MULTIPLEX GYMNASIUM

01
JUL

CANADA DAY
LINCOLN STREET REC

06
SEP

FALL FESTIVAL DAY 1
PENHOLD MULTIPLEX

07
SEP

FALL FESTIVAL DAY 2
VARIOUS LOCATIONS

22
NOV

COMMUNITY CHRISTMAS
PENHOLD MULTIPLEX



Pet License Fees

Initial Reg. / Renewal after Jan 1 \$45 altered / \$60 unaltered
Early Renewal Rate Oct-Dec. \$15 altered / \$30 unaltered



Penhold is an Urban Hen Community!
See website for guidelines & licensing info.

Town of Penhold Bylaws require all dogs and cats have an annual pet license. You can use the online Registration Form on our website or stop by the Town Office to register your pets.



Love em' & Leash 'em!

There is no off-leash area within Penhold, please keep pets on a leash at all times. By keeping your pet on a leash you can:

- Keep dogs safe & parks clean
- Prevent bites & fights
- Reduce stress for everyone

It's the "leash" you can do, and it's the law too!

WHO YOU GONNA CALL?

EMERGENCIES

911



BYLAW ISSUES

**Community
Peace Officers**
403-886-3286



NON-EMERGENCY CRIMES



**RCMP
Complaint Line**
403-227-3341

NON- EMERGENCY REPORTING

**RCMP Online
Reporting**



Penhold

HWY 592 West
Markerville
A-Soo-Wuh-Um Day Use

HWY 2A North
Springbrook
Gasoline Alley
Red Deer

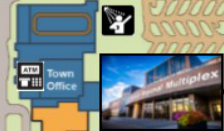


Seasonal Yard
Waste Bins

PENHOLD REGIONAL MULTIPLEX
Town of Penhold Office
Arena
Gymnasium
Fitness Centre
Indoor Walking Track
Penhold & District Library



www.campreservations.ca



Future site of Penhold
Waskasoo Middle School



Community Hub
Recreation Area



Multi-Use
All Wheel
Park (Pump Track / Skate Park)



Indicates commercial business
areas

----- Indicates trails
Over 12 Km of trails and pathways
with more being added in 2023



Indicates playground
Playgrounds are located at:
-Hawkrigde Blvd
-Waskasoo Ave (Critters Corner)
-Windsor Crescent
-Jessie Duncan Elementary School
-Penhold Elementary School
-Splash Park at Lincoln St. Rec.
-Outdoor Rink at Lincoln St. Rec.

SEE WEBSITE FOR MORE INFO
WWW.TOWNOFPENHOLD.CA

Penhold Pharmacy (IDA)

3-1380 Robinson Ave

Pharmasave Penhold

2 Hawkrigde Blvd

Penhold Dental Care

4-1380 Robinson Ave

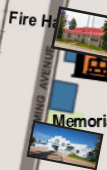
Antler Hill Veterinary Clinic

9-109 Hawkrigde Blvd

Penhold Medical Clinic

3-1380 Robinson Ave

IN CASE OF EMERGENCY DIAL 9-1-1



Fire Hall
Memorial

Penhold Estates Mobile Home Park

Penhold Senior's
Drop-In Centre



Lincoln Street Recreation Area
Community
TIES Daycare
Splash Park & Outdoor Rink



Critters Corner
All Ability
Playground



Penhold Museum &
Ice Cream Shack

HWY 2A
South Innisfail



2024 GARBAGE & RECYCLING SCHEDULE

Garbage & Recycling Tote Reminder: Utility Bylaw 806/2021

Section 113 Residential Waste and Recycling Collection Carts:

(g) shall ensure that collection carts are set out for collection:

(i) no later than 7:00 am on the day of collection; and

(ii) no earlier than 7:00 pm on the day before collection

(h) shall ensure that all collection carts assigned to the dwelling house are returned to their property no later than 10:00 pm on the day of collection.

GARBAGE/RECYCLING PICKUP

GARBAGE PICKUP ONLY

If your garbage or recycling has been missed,
please contact E-360S directly at 403-341-9300

January						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

March						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

July						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

RECYCLE!

Penhold

WHAT GOES IN YOUR BLUE CART?

CARD BOARD

Appliance & moving boxes
(flattened and cut)
Boxboard (cereal, facial
tissue, etc.)
Cardboard (clean)
Cardboard boxes (flattened)
Cardboard egg cartons (no
Styrofoam)
Cereal boxes (no liners)
Detergent and laundry boxes
(empty and clean)
Shoe boxes

www.townofpenhold.ca

CLEAN TIN / ALUMINUM CANS & PLATES

Aluminum cans
Aluminum foil
(clean)
Aluminum pie
plates (clean)
Cans
Soup/vegetable
cans
Tin cans

PLASTICS

Milk Jugs
Plastic Bottles
Tetra Pack
PE + PET with
symbols #1- #7



PAPER

Ad inserts
Books (Hard covers
removed)
Catalogues
Printer paper
Envelopes (plain or with
plastic window)
Fast food paper
containers (clean)
Gift wrap (non-metallic)
Greeting cards
Magazines
Newspapers
Tissue paper (clean)

NON-GLASS DRINK CONTAINERS

Tetra-pak drink containers
Juice bottles
Pop bottles
Cans

Please note:
These items are
all refundable
bottles / drink
containers that
can also be
taken to the
bottle depot.

Juice boxes
Milk cartons
Milk jugs
Water bottles

NON-RECYCLABLES: Plastic Bags // Plastic Packaging (Wrapping) // Caps
or Lids // Styrofoam // Ceramic or Canning Jars // Frozen Food Boxes // Tissues,
Paper Towels, or Plates // Toys // Hard Cover Books // Propane Tanks

Waste & Recycling Collection Information

What is correct placement of my totes for collection?



- ✓ Wheels to curb
- ✓ Totes placed on flat ground
- ✓ Space of 1m (3') around and between totes
- ✓ Lid closed
- ✓ Space of 3m (10') above

Placement tip: If you can walk around the tote, there is adequate space for the mechanical arm to clasp and lift cart.

My totes weren't collected, what do I do?

If your tote was not collected there will be a sticker from E360S explaining why. The driver takes a photo of the tote(s) which can be checked for reference. Residents are asked to contact E360S directly, instead of the Town being in the middle, as a means of ensuring efficient response to resident concerns.

My tote was damaged, what do I do?

If your tote was damaged as a result of collection, please contact Public Works at 403-886-4265.

Why weren't my totes collected?

X Tote(s) not placed on flat ground If tote is placed on slope or hill automated arm will not be able to clasp and lift tote.

X Tote(s) facing wrong direction If tote is placed facing wrong way the lid will not open so tote cannot be emptied.

X Less than 3m (10') of space above tote(s) If totes are placed under tree, over hang or power line, they cannot be safely lifted up to be collected.



X Less than 1m (3') space around & between tote(s) Leave at least 1m (3') of space between your totes and other objects such as parked cars, power poles, utility boxes, fences, garages & downspouts.



X Lid not closed There is a limit to how much the truck can hold, if totes are overfilled there isn't enough space for everyone's waste AND overfilled items are not secure in tote and can spill onto roads & sidewalks.

✓ **GRASS CLIPPINGS**
LEAVES
BRANCHES

- LESS THAN 1" DIAMETER
- LESS THAN 4' IN LENGTH

✗ **NO BAGS** (includes compost bags)
NO GARBAGE
NO ANIMAL FECES

SEASONAL YARD WASTE BINS ARE OPEN MAY - OCTOBER

(as weather permits)

NORTH OF HWY 42,
ACROSS FROM OXFORD
WATER RESERVOIR ON
WASKASOO AVE.





High water use/consumption is often a planned event such as filling a pool or hot tub, watering new sod lawn or maintaining summer lawns and gardens. If your high water consumption was not deliberate you will need to investigate why. Use the checklist below as a guide to start determining the cause of unplanned high consumption.

Checklist to help determine source of high water use:

Toilets

Is your toilet operating properly? Does your toilet get stuck in the 'flush' mode on occasion? "Running" toilets can waste several cubic meters of water each month.



Do you have a silent leak in your toilet? To check, put a few drops of food colouring in the water tank. After a few hours, if the water in the toilet bowl turns the same colour, your toilet is leaking & requires repairs.

Taps

Are your water taps stiff to use or is it difficult to close them? Taps that do not close properly can drip, wasting several cubic meters of water each month.

Humidifier

Is your humidifier in proper working order? Are there water stains or rust spots around the humidifier?

Water softener

Is your water softener leaking? Are fine salt crystals accumulating along joint lines or on the floor around the water softener? Does your water softener have too much/too little salt in it? Is your water softener plugged in? Some softeners will run constantly if the incorrect amount of salt is used or if the softener is unplugged as it is recharging.

Appliances

Can you hear water running through this appliance? The presence of noise may indicate a leak. Possible items include a dishwasher, ice-maker fridge, washing machine, water softener, hot tub, toilet, taps, or hot water heater.

Did you have a new appliance that uses water installed recently?

Does it use more water than the previous appliance and was the appliance installed correctly?

Outdoor faucets

Has your garden or lawn been watered more than usual? Were your plants or gardens accidentally watered throughout the night?



Were younger family members playing with the water hose outside or the toilet inside without your knowledge?

Did someone leave a tap open accidentally, either indoors or outdoors?

Household Changes

Have there been changes in water usage with some members of the household? For example, has someone started taking daily baths when they previously had daily showers?

If your high water use cannot be attributed to any of these circumstances, you may have a silent water leak. To check, make sure all water using fixtures inside and outside of your home are off and check the leak indicator on your water meter for a plus sign, a red dial or a black triangle. If the leak indicator is moving or the plus sign is visible, there is a water leak in your home that needs to be located and repaired.



USAGE TRACKING TIP:

Check for leaks by recording your meter reading at night and again in the morning before any water is used in the household. This will help identify if you have a leak.



LEAK INDICATOR:

If this icon is illuminated on your meter head, it is indicating water is being used continuously for 24 hours