



Welcome to Southwest Middlesex for Business Owners/Operators



Updated

2023 03 01

Welcome to Southwest Middlesex

Dear Business Owner,

We would like to welcome you as a new business in Southwest Middlesex! We love seeing new residents and businesses move in and are here to help make your transition smooth.

We understand the challenges associated with a business opening and want to make sure you have all of the information and resources that you need to navigate the process successfully.

Enclosed in this packet you will find general information about the area and services provided. It also includes local contact information, as well as contact information for additional supportive organizations. Topics covered include:

- Community Profile
- Municipal Organization, Important Departments and Contacts
- Zoning & Construction Requirements
- Community Improvement Plan (CIP) Information
- Business Licensing, including Liquor Licensing
- Business Resources
- Information on Municipal Services & Utilities
- When you Need to see us at the Municipal Office

As you settle into Southwest Middlesex, please do not hesitate to call or email us at town hall if you have questions or need support. We work closely with our partner Middlesex County to promote local businesses so be sure to add your information to the Middlesex County business directory at <https://www.investinmiddlesex.ca/business-directory> which gives your business added exposure. Please use our Southwest Middlesex website for local information and assistance. We are also active on social media which we encourage you to follow.

Finally, as you explore your new business community, make sure to meet your neighbours who may have great advice to add to what we as municipal officials and representatives can provide you on our wonderful community.

Again, welcome to Southwest Middlesex. We look forward to seeing you!

Sincerely,

Sheila McCahon - Economic Development & Communications Officer

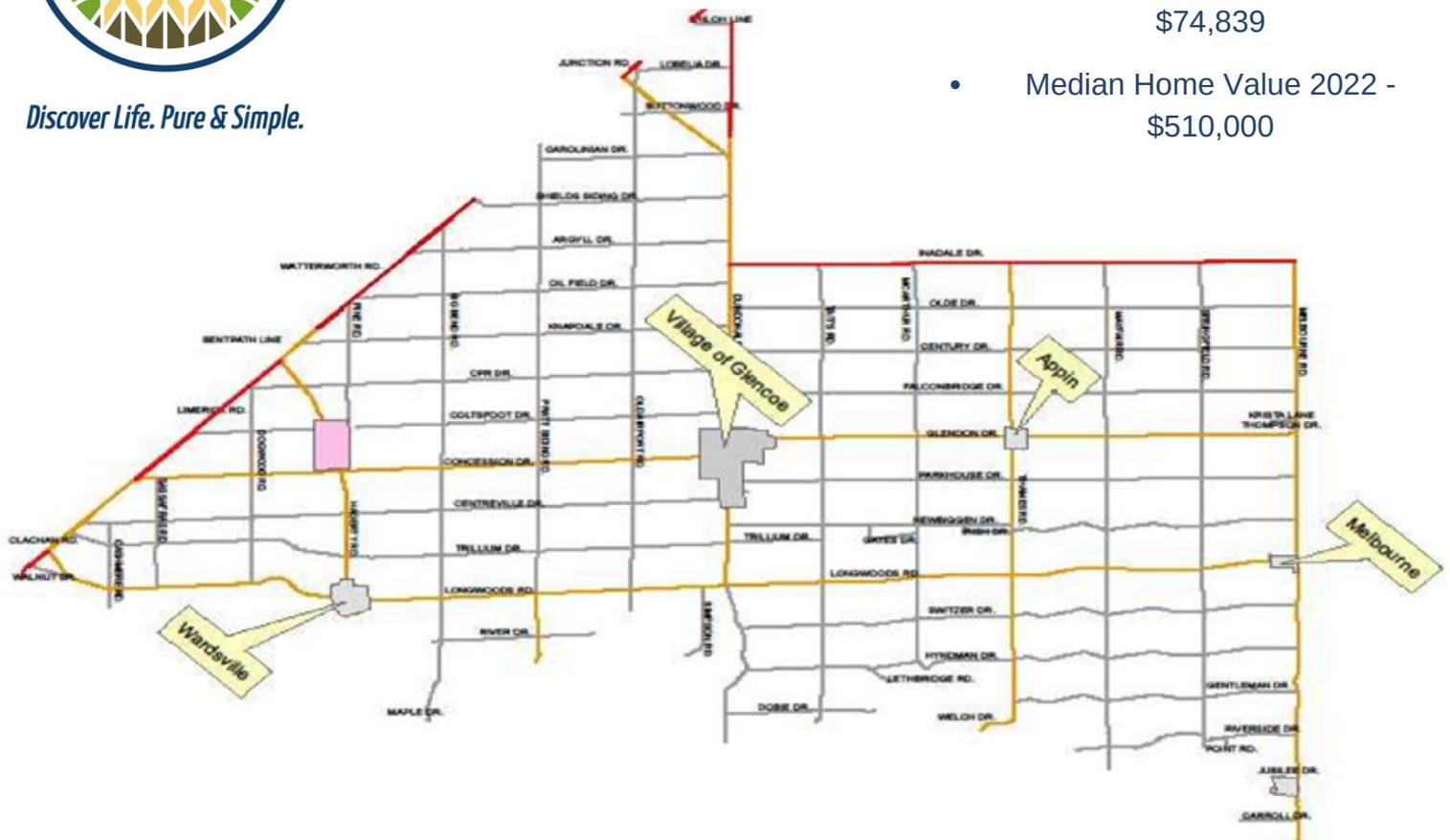
Community Profile

The restructured municipality of Southwest Middlesex was incorporated on January 1, 2001. This amalgamation joined the Villages of Glencoe and Wardsville and the Townships of Ekfrid and Mosa. The area of land found within our boundaries is 42,960 hectares. We have a large agricultural base along with manufacturing, institutional and retail business activity.

We are a small urban and rural area that boasts full services. The two major urban centres in the Municipality are the communities of Glencoe and Wardsville. We also have four hamlet areas including Appin, Melbourne, Middlemiss and Pratt Siding. Running along our most southern boundary is the historic Thames River, with varied terrain, woodlands and scenic vistas throughout the municipality.



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Elected Officials

Mayor Allan Mayhew
Deputy Mayor Mike Sholdice
Councillor - Ward 1
Don McCallum
Mark McGill
Councillor - Ward 2
Joel Haggith
Ed Myers
Councillor - Ward 3
Amy Choi
Martin Vink

Quick Facts

- Population 2021 - 5723
- Median Age - 49
- Median Household Income 2021 - \$74,839
- Median Home Value 2022 - \$510,000



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Municipal Organization

Southwest Middlesex council is the legislative body that makes decisions based out of recommendations prepared by staff. We have an eight member council that serves as the legislative and policy-making board overseeing the municipal organization.

The day-to-day operation is managed by the CAO, a municipal management professional who serves at the will of council. For more information on the municipal council please visit <https://www.southwestmiddlesex.ca/government/mayor-council>

Council meets twice a month at 7:00 p.m. on Wednesdays in the Southwest Middlesex Municipal Office council chambers. Meeting dates may be changed by official council action. Agendas are posted at least 72 hours before the meeting and are accessible on the municipal website at <https://www.southwestmiddlesex.ca/services/agendas-and-minutes>. All meetings are open to the public, who are welcomed and encouraged to attend and participate - meetings can also be watched live on our YouTube channel - <https://www.youtube.com/channel/UC6oo98BZcAvuVMKLDx88I4A>

Contact Information

Municipal Office - 153 McKellar Street, Glencoe, ON, N0L 1M0
519-287-2015

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

- Website: <https://www.southwestmiddlesex.ca/>
- General Email: info@southwestmiddlesex.ca
- Social Media:
 - Facebook - Municipality of Southwest Middlesex
 - Instagram - @southwestmiddlesex
 - LinkedIn - Southwest Middlesex Municipality
 - Twitter - @SouthwestMiddl1
 - YouTube - <https://www.youtube.com/channel/UC6oo98BZcAvuVMKLDx88I4A>

Key Contact for the Municipality

- CAO - 519-287-2015 x8109 - mhenry@southwestmiddlesex.ca



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Economic Development

Southwest Middlesex is committed to attracting new businesses, and maintaining the vitality of existing business established in the community by supporting economic development and enhancing the overall quality of life for all citizens.

Southwest Middlesex has an Economic Development Committee (EDC) whose members are appointed by the municipal council. The members assist in supporting the goals of Southwest Middlesex. The Committee aims to promote sound economic development by acting as a liaison between existing business/industry and municipal departments, sharing their knowledge of what it is like to do business in the community, proactively identifying any problems relating to industry and other commercial enterprises, and recommending pro-business policies, programs and projects to council.

The Economic Development Committee meets four times a year at 7 p.m. on the first Thursday of the months of March, June, September and December. Meetings are held at the Southwest Middlesex Municipal Building when possible. Members are welcome to attend through electronic means as well.

All meetings of the EDC are open to the public and are recorded on our YouTube channel (www.youtube.com/channel/UC6oo98BZcAvuVMKLDx88I4A)

Contact Information

Municipal Office - 153 McKellar Street, Glencoe, ON, N0L 1M0

519-287-2015

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

- General Email: info@southwestmiddlesex.ca
- Website: <https://www.southwestmiddlesex.ca/>

Key Contacts

- Economic Development & Communications Officer - 519-521-5774 - smccahon@southwestmiddlesex.ca
- CAO - 519-287-2015 x8109 - mhenry@southwestmiddlesex.ca



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Planning and Zoning

Our planning department is available to advise on the local planning regulations and on the completeness of planning applications, including communications with applicants and their consulting engineers, planners. Zoning maps and the Official Plan can be viewed on our planning page <https://www.southwestmiddlesex.ca/services/planning-services>

Appointments can be scheduled with the Planner to review and discuss proposed plans for a business and to assist in the determination of where the business may be permitted within the various zone districts. If the location sought for the business is in a zone in which the use is not permitted, the Planner will recommend that either a zoning amendment or minor variance be applied for through the municipal committee of adjustment.

There are circumstances that may require a variance including changes to building signage, parking areas, and/or ancillary buildings or structures. The planner can work with the business owner to start the application, but the business owner should also seek legal representation and depending on the complexity of the change, obtain the assistance of outside professionals to facilitate the presentation of the application to the committee.

Once it is determined that the use is permitted within a zone, when building a new structure or making major alterations to an existing structure, the structure must also adhere to the specifications of the zone with respect to property lines, heights of structures, location and size of signage, etc. It may be determined that a site plan (or other planning approval) may be required to keep your business plans in compliance with local laws.

If the site proposed for the business requires a subdivision of the property or a site plan, then the application will be required to go to the approval authority. It is recommended that the business owner obtain outside legal counsel and potentially planning and/or engineering professionals to present the application to the committee.

Contact Information

Municipal Office - 153 McKellar Street, Glencoe, ON, N0L 1M0
519-287-2015

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

- Website: <https://www.southwestmiddlesex.ca/>
- Email: spoirier@middlesex.ca

Key Contacts

- Planner - 519-930-1009 - spoirier@middlesex.ca
- Clerk - 519-287-2015 x8120 - kkettler@southwestmiddlesex.ca



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Building

Our building department administers and enforces the provisions of the Ontario Building Code (which sets out building, plumbing, electrical and fire codes), and local bylaws which govern construction activities. The building department is responsible for ensuring all construction work in the community complies with the requirements of the Ontario Building Code. The Code has stringent requirements for construction materials and practices, as well as fire suppression requirements. The building department plays an integral role in keeping our community safe.

It is very important to have a professional architect or engineer review the plans for your business and then incorporate the appropriate construction details in the building you are seeking to occupy.

Contractors working on construction projects are required to be qualified. For more information on the municipal Building Department please visit <https://www.southwestmiddlesex.ca/services/building-services>

Contact Information

Municipal Office - 153 McKellar Street, Glencoe, ON, N0L 1M0
519-287-2015

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

- Website: <https://www.southwestmiddlesex.ca/>
- Email: masuttim@middlesexcentre.ca

Key Contacts

- Building Inspector - 519-666-0190 x5248 - masuttim@middlesexcentre.ca
- CAO - 519-287-2015 x8109 - mhenry@southwestmiddlesex.ca



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Additional Southwest Middlesex Officials

CAO

Responsible for overseeing all municipal departments, coordinating the day-to-day operations of the community and carrying out the policies as set by the elected council.

Phone: 519-287-2015 x8109

Email: mhenry@southwestmiddlesex.ca

Operations

Responsible for overseeing a variety of services such as public roads, facilities and recreation services, sewer and water services, oversees waste management contract and operation of transfer station.

Phone: 519-287-2015 x8119

Email: mcastrilli@southwestmiddlesex.ca

Treasurer/Tax Collector

Coordinates the municipality's fiscal operations. Controls budgetary expenditures, tax collection, financial reporting, makes recommendations to CAO and council with regard to financial policy.

Phone: 519-287-2015 x8108

Email: kmcgill@southwestmiddlesex.ca

Fire Services

Responsible for fire safety. They conduct inspections to ensure that businesses meet all aspects of prescribed fire regulations as set out for Ontario.

Phone: 519-521-7850 Email: gjohnston@southwestmiddlesex.ca

Additional Helpful Organizations

Alcohol & Gaming Commission of Ontario

Responsible for regulating the alcohol, gaming, horse racing and cannabis retail sectors in accordance with the principles of honesty and integrity, and in the public interest. AGCO administers the Liquor Licence and Control Act, 2019, the Gaming Control Act, 1992, and the Horse Racing Licence Act, 2015 and the Cannabis Licence Act, 2018. The AGCO also administers the charity lottery licensing Order-in-Council 1413/08. The Alcohol and Gaming Commission of Ontario (AGCO) is an Ontario provincial regulatory agency reporting to the Ministry of the Attorney General (MAG).

Phone: 416-326-8700 / 1-800-522-2876 (toll-free in Ontario)

Website: <https://www.agco.ca/about-us>

Middlesex London Health Unit

Responsible for public health including food handler certification and inspection, beauty and body art safety inspection, emergency planning, workplace health and more.

Phone: 519-663-5317 Website: <https://www.healthunit.com/>

Ontario Provincial Police (OPP)

Responsible for maintaining services for crime prevention, detection and apprehension and traffic safety. Police and emergency services.

Phone: 519-245-2323 or 1-888-310-1122

Website: <https://www.opp.ca/index.php?id=115&lng=en&entryid=569e9a668f94accf357587c9>

Post Office

Canada Post ships 2 of every 3 parcels and reaches every address in Canada. Fast, reliable with the largest network of post offices conveniently located near you and your customers. They offer small and large business saving programs for your shipping needs.

Phone: 519-287-2332

Website: <https://www.canadapost-ostescanada.ca/cpc/en/home.page>

Southwest Middlesex Support & Services

Community Improvement Plan (CIP)

The Municipality of Southwest Middlesex has developed a Community Improvement Plan (CIP) for business owners and operators. The CIP is a tool that allows the Township to contribute financially to help fund physical improvements to private businesses and properties. Our Goal is to retain and support existing businesses; attract new investment, partnerships, and funding to the community; reduce the number of vacant or under-utilized or non-performing buildings and properties; promote Southwest Middlesex's agricultural heritage and character; revitalize local streetscapes and gateways into the community to create a vibrant and stimulating public realm that attracts outside people and businesses; & increase opportunities for attainable housing options. For full program details of each available program, please visit: <https://www.southwestmiddlesex.ca/Public/BuildingAnd-Planning-Department>

Most Requested Municipal Services Information

Water & Sewer Billings are calculated and prepared at the municipal office. Sign up information and other important information is found at <https://www.southwestmiddlesex.ca/services/billing-payments>
For **new service installation** information please see <https://www.southwestmiddlesex.ca/services/building-services>

For reporting **Sewer & Water Emergencies**, please call our system operators, Ontario Clean Water Agency (OCWA), at 519-435-6539. This number operates 24-hours, 7-days a week.

Waste Collection Services are provided through Waste Management who can be reached at 1-800-665-1898. Waste Management provide additional options for our business residents such as large load bin collection. Southwest Middlesex also operates a transfer station that is open every Saturday (excluding holidays) at 3945 Trillium Drive where specific items can be taken for disposal. For the details on the transfer station please go to <https://www.southwestmiddlesex.ca/services/garbage-and-recycling>

Southwest Middlesex Local Tax rates are found in our Budget By-law on our website <https://www.southwestmiddlesex.ca/government/laws>

Provincial & Federal Sales Tax Rates details for charging and collecting the tax is found at <https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/gst-hst-businesses/charge-collect-which-rate.html>

Canadian Income Tax Rates (Provincial & Federal Tax Rates) can be found at <https://www.canada.ca/en/revenue-agency/services/tax/individuals/frequently-asked-questions-individuals/canadian-income-tax-rates-individuals-current-previous-years.html>

Getting Permitted - Licenses & Checks Required

Depending on the nature of your business, there are a number of actions required in order to gain approval to operate. Licenses can range from basic operating licenses to very specific permits (such as an environmental permit) depending on your business needs.

The following are common types of local permits and licenses:

Business License - Southwest Middlesex currently does not issue business permits but you may need one from the Federal Government (information can be found at <https://www.canada.ca/en/services/business/permits.html>) or from the Provincial Government (<https://www.ontario.ca/page/ontario-business-registry>)

Sign Permit - Southwest Middlesex has standards for signage which can be found in our sign by-law - <https://www.southwestmiddlesex.ca/laws/sign-law>

Fire Inspection - All businesses require a fire safety inspection prior to opening. Please contact us at 519-287-2015 x8104 to arrange your inspection.

Food Service Regulations - Food sales are primarily regulated through the Middlesex London Health Unit. Please contact the MLHU at 519-663-5317 or visit their website shown below for more information.

Middlesex London Health Unit - <https://www.healthunit.com/food-safety>. Information about starting food premises can be found here <https://www.healthunit.com/starting-a-food-premises>

Liquor License - A liquor license must be obtained if you plan to serve alcohol at your new business. Liquor licenses are obtained through the Alcohol & Gaming Commission of Ontario who can be reached at 1-800-522-2876 or through their website at <https://www.agco.ca/alcohol/liquor-sales-licences-ownersoperators>

Special Occasion Permit - Even if you don't regularly serve alcohol at your events, an application for a Special Occasion permit can be made to the Alcohol & Gaming Commission of Ontario who can be reached at 1-800-522-2876 or through their website at <https://www.agco.ca/alcohol/guides/special-occasion-permit-guide>

Building Permit - This permit is required if you are constructing or modifying your business - see <https://www.southwestmiddlesex.ca/services/building-services>

Business Resources

County of Middlesex Economic Development & Tourism Office
300 - 1 Tunks Lane, Komoka, ON, N0M 1R0
519-434-7321

Middlesex Economic Development and Tourism works with municipal partners to foster business and economic environment that encourages the creation of new businesses, expansion of existing businesses, and the attraction of companies that generate meaningful employment, create regional wealth, and share the community's values.

Invest in Middlesex is pleased to provide services to:

- Entrepreneurs wishing to start or grow a small business
- Existing Middlesex County businesses
- Investors and their agents considering a Middlesex County location

www.investinmiddlesex.ca
info@investinmiddlesex.ca



Visit Middlesex County, a division of Middlesex County's Economic Development department, is responsible for tourism development and promotion in Middlesex County. Their mission is to support economic growth and build upon the County's exceptional quality of life. In support of this mission, the County aids local tourism businesses by sharing information regarding funding programs and opportunities, upcoming workshops and other tourism related resources. As the Destination Marketing Organization (DMO) for the area, the County is also responsible for promoting tourism businesses to county residents and tourists alike.

www.visitmiddlesex.ca
info@visitmiddlesex.ca



Business Resources Continued

Working together as a team are:



Community Employment Choices & Work in Middlesex

Main Office: 16B Second Street, Strathroy, ON, N7G 3H8

www.communityemploymentchoices.ca & www.workinmiddlesex.ca

519-245-4500

Work in Middlesex is a compilation of services supported by Middlesex Workforce Development Partnership. As a partner member, Community Employment Choices' aim is to help the residents of Middlesex County find purposeful employment opportunities while assisting local area employers help meet their labour force needs.

Services are also provided throughout Middlesex County including:

- Parkhill: Parkhill Library, 229 Main Street, Parkhill ON N0M 2K0 | (519) 294-6583
- Lucan: Lucan Library, 270 Main Street, Lucan ON N0M 2JO | (519) 227-4682
- Glencoe: Quest Centre, 3581 Concession Drive, Glencoe ON N0M 1L0 | (519) 287-2726
- Dorchester: Dorchester Library, 2123 Dorchester Road, Dorchester ON N0L 1G2 | (519) 268-3451

Strathroy & District Chamber of Commerce
67 Front Street West, Strathroy, ON, N7G 1X6
519-245-7620



The Strathroy & District Chamber of Commerce is an independent, membership funded, non-profit organization that represents Strathroy and area businesses from the grassroots level. They are the voice of business, dedicated to anticipating and serving the needs of our members and the community with a vision to foster a supportive environment for business and investment within the District through networking, training and education, advocacy, and providing valued services to our members.

www.sdcc.on.ca
info@sdcc.on.ca

Business Resources Continued

Community Futures Middlesex - The Business Help Centre
13187 Ilderton Road, Unit #3, Ilderton, ON, N0M 2A0
519-641-6100



Our mission is to support the vision and success of Middlesex County entrepreneurs through education, guidance and funding. They strive to be the champion of entrepreneurial opportunities in Middlesex County to build and strengthen thriving communities.

With funding from FedDev Ontario, Community Futures offer numerous programs and services to promote small business growth and community economic development within Middlesex County. Services include:

- **Business Consulting & Counselling**
- **Community Economic Development**
- **Small Business Financing**
- **Workshops & Training**

Any time there is an initiative for entrepreneurs and businesses in the region, they want to be active participants and contributors at the table.

www.cfmiddlesex.ca
info@cfmiddlesex.ca

Business Resources Continued

Alterna Savings

1789 Longwoods Road, Wardsville, ON, N0L 2N0

519-693-9936

getintouch@alterna.ca

alterna savings

Alterna is committed to delivering good, caring and transparent financial services as a supportive partner and advisor. We help our members set and reach their goals, while putting our profits towards member services and helping our local communities. As the engine that drives the Canadian economy, the viability of these businesses is paramount to Canada's economic success. We're here to help.

We can help at every stage

- Starting a Business
- Growing your Business
- Managing your business
- Succession Planning

We are here for all your business needs

- Whether you own a start-up, small or medium business or commercial business, we can help you find the best bank account for your needs. Alterna business accounts are tailored to support your day-to-day needs and help your business grow.
- If you're an entrepreneur or small business owner looking for the right financial products and services to help you grow and manage your business, we've got what you're looking for.
- We offer flexible cash flow management options to help you run your business more efficiently - receive payments, pay vendors/government, deposit cash and replenish ATM cash.

Business Resources Continued

Libro Credit Union

72 Front Street, West, Strathroy, ON, N7G 2R6

519-245-1261



We are here to help your business prosper. We offer more than just products – we provide advice and solutions for many of your business or farm needs. From establishing a sound business plan and helping you provide your employees with competitive options, to ensuring your company will transition successfully to the next generation, your Libro Coach is with you for the long haul.

Starting Your Business

Whether your business is established or just starting out, Libro has flexible business banking options and the expertise needed to help you grow and prosper.

- Growing Your Business
 - Libro Coaches provide clear, easy-to-understand advice so when you're ready to take the next step for your business you know your options.
- Managing Your Business
 - We know it takes time and commitment to run a successful enterprise. We're committed to helping you make the best choices you can to succeed.

BDC (Business Development Bank of Canada) - Branch #625

148 Fullarton Street, Suite 1000, London, Ontario, N6A 5P3

519-645-5450



BDC is known as the bank for Canadian entrepreneurs. They know business owners and have been working with them for more than 75 years. They know your challenges and they understand your needs, plus they want you to grow and succeed.

BDC supports small and medium-sized businesses in all industries and at every stage of growth with money and advice. Here is what they can do for your business:

- Flexible financing - Get a business loan that works for you.
- Advisory services - Run a better and more profitable business.
- Smart capital - Access specialized financing and investment solutions.

Utility Information & Contact List

Major Utilities (other than Southwest Middlesex):

Enbridge (gas)

Sign up for a new account, view billings, payment options, make address changes, current rates, etcetera at <https://www.enbridgegas.com/business-industrial/business>

Hydro One

Sign up for a new account, view billings, payment options, make address changes, current rates, etcetera at <https://www.hydroone.com/business-services>

Telephone/Internet/Television Service Options:

- Bell Canada <https://www.bell.ca/>
- Eastlink <https://www.eastlink.ca/about/contact>
- nftc <https://www.nftctelecom.com/business>
- Rogers <https://www.rogers.com/business>
- Shaw Communications <https://business.shaw.ca/>
- Telus https://www.telus.com/en/business/small?linktype=ge-supernav&linkname=Small_Medium_Business_1_100
- and more



When Do You Need to See us at the Municipal Office?

Signs, Awnings & Canopies

We always recommend that you look through the Southwest Middlesex sign by-law before ordering new signs, awnings or canopies for your business. There are some signs that require a permit before they are allowed to be erected and some that must also require public review before proceeding.

Most times it is just a matter of ensuring that the placement of signage complies with the local regulations so it is always worth having a conversation with staff before proceeding with purchasing signs for your business.

For complete information please see our sign by-law at <https://www.southwestmiddlesex.ca/laws/sign-law>

Building

Any of the following may require a building permit:

- new construction
- structural improvements and alterations
- deck
- roof
- remodel/repair
- fence
- demolition
- structure relocation
- sidewalks
- driveway locations

For complete information please visit <https://www.southwestmiddlesex.ca/services/building-services> or see page 7 of this guide for contact information

Planning

We recommend talking with our Planner about zone requirements, particularly with new structures. A little conversation can save time and dollars later.

For complete information please visit:

<https://www.southwestmiddlesex.ca/services/planning-services> and

<https://www.southwestmiddlesex.ca/services/development-documents-and-helpful-information>

When Do You Need to See us at the Municipal Office?

Continued

Taxes

For questions about municipal taxation please visit:

<https://www.southwestmiddlesex.ca/services/taxes-and-assessments>

For questions about signing up for a new tax account or for making changes to your existing account, please visit:

<https://www.southwestmiddlesex.ca/services/billing-payments>

Water & Sewer

The Municipality of Southwest Middlesex is your water and sewer provider. We issue permits for new services. We also look after your water and sewer billings - let us know if we can help you to set up your account.

For questions about water and sewers please visit:

<https://www.southwestmiddlesex.ca/services/development-documents-and-helpful-information>

For questions about signing up for a new utility account or for making changes to your existing account, please visit:

<https://www.southwestmiddlesex.ca/services/billing-payments>

Payment Options

Please note that Southwest Middlesex offers various options for payment of taxes and utilities. All available options are available on our Billings and Payments webpage as noted above.



**Thank you for choosing
Southwest Middlesex!**

Discover Life. Pure & Simple.

153 McKellar Street, Glencoe, ON N0L 1M0