

AGENDA
A meeting of the Council of the Corporation
of the Town of Northeastern Manitoulin and the Islands
to be held on Tuesday, April 6, 2021
Electronic Format at 7:00 p.m.

- 1. Call to Order**
- 2. Approval of Agenda**
- 3. Disclosure of Pecuniary Interest & General Nature Thereof**
- 4. Minutes of Previous Meeting**
 - i. Confirming By-Law 2021-20
- 5. New Business**
 - i. Request for Extension – Douglas McLay
 - ii. Request for Bike Racks – Susan Griffis
 - iii. Tender Results – Air Conditioner
 - iv. BIA appointments
 - v. Little Current Drinking Water System Inspection Report
 - vi. Request for support – Border Opening Restrictions, Celesta Bjornson
- 6. Correspondence**
 - i. Response from Northern Credit Union
- 7. Minutes and Other Reports**
 - i. Mayor's Report
- 8. Adjournment**

**THE CORPORATION OF THE TOWN OF
NORTHEASTERN MANITOULIN AND THE ISLANDS**

BY-LAW NO. 2021-20

Being a by-law of the Corporation of the Town of Northeastern Manitoulin and the Islands to adopt the minutes of Council for the term commencing December 4, 2018 and authorizing the taking of any action authorized therein and thereby.

WHEREAS the Municipal Act, S.O. 2001, c. 25. s. 5 (3) requires a Municipal Council to exercise its powers by by-law, except where otherwise provided;

AND WHEREAS in many cases, action which is taken or authorized to be taken by a Council or a Committee of Council does not lend itself to an individual by-law;

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWN OF NORTHEASTERN MANITOULIN AND THE ISLANDS ENACTS AS FOLLOWS:

1. THAT the minutes of the meetings of the Council of the Corporation of the Town of Northeastern Manitoulin and the Islands for the term commencing December 4th, 2018 and held on:

March 30, 2021

are hereby adopted.
2. THAT the taking of any action authorized in or by the minutes mentioned in Section 1 hereof and the exercise of any powers by the Council or Committees by the said minutes are hereby ratified, authorized and confirmed.
3. THAT, where no individual by-law has been or is passed with respect to the taking of any action authorized in or by the minutes mentioned in Section 1 hereof or with respect to the exercise of any powers by the Council or Committees in the above-mentioned minutes, then this by-law shall be deemed for all purposes to be the by-law required for approving and authorizing the taking of any action authorized therein or thereby or required for the exercise of any power therein by the Council or Committees.
4. THAT the Mayor and proper Officers of the Corporation of the Town of Northeastern Manitoulin and the Islands are hereby authorized and directed to do all things necessary to give effect to the recommendations, motions, resolutions, reports, action and other decisions of the Council or Committees as evidenced by the above-mentioned minutes in Section 1 and the Mayor and Clerk are hereby authorized and directed to execute all necessary documents in the name of the Corporation of the Town of Northeastern Manitoulin and the Islands and to affix the seal of the Corporation thereto.

READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS
6th day of April, 2021.

The Corporation of the Town of Northeastern Manitoulin and the Islands
Minutes of a Regular Council meeting held Tuesday, March 30, 2021
via Zoom at 7:00p.m.

PRESENT: Mayor Al MacNevin, Councillors: Barb Baker, Al Boyd, Laurie Cook, Mike Erskine, William Koehler, Dawn Orr, Jim Ferguson and Bruce Wood

STAFF PRESENT: David Williamson, CAO
Pam Cress, Clerk

Mayor MacNevin called the meeting to order at 7:00 p.m.

Resolution No. 83-03-2021

Moved by: A. Boyd

Seconded by: W. Koehler

RESOLVED THAT the Council of the Corporation of the Town of Northeastern Manitoulin and the Islands approves the agenda.

Carried

Greg Cook of Stantec presented to Council the Public Information Centre 3 for the preliminary design of the bridge, Melissa Delfino and Kristen Franks also attended from the Ministry of Transportation.

Resolution No. 84-03-2021

Moved by: A. Boyd

Seconded by: M. Erskine

RESOLVED THAT the Council of the Corporation of the Town of Northeastern Manitoulin and the Islands now reads a first, second and third time and finally passes By-Law No 2021-18 to adopt the minutes of Council for the term commencing December 4, 2018 and authorizing the taking of any action authorized therein and thereby.

Carried

Resolution No. 85-03-2021

Moved by: B. Baker

Seconded by: A. Boyd

RESOLVED THAT the Council of the Corporation of the Town of Northeastern Manitoulin and the Islands now reads a first, second and third time and finally passes By-Law No 2021-19, being a by-law to establish a Policy for Water and Wastewater Rates and Charges as per the attached.

Carried

Resolution No. 86-03-2021

Moved by: B. Wood

Seconded by: M. Erskine

RESOLVED THAT the Council for the Corporation of the Town of Northeastern Manitoulin and the Islands authorizes the Mayor and CAO to enter into an agreement accepting funds from the Ministry of Community Safety and Correctional Services in the amount of \$5200 for training purposes.

Carried

Resolution No. 87-03-2021

Moved by: D. Orr

Seconded by: B. Wood

RESOLVED THAT the Council of the Corporation of the Town of Northeastern Manitoulin and the Islands does now adjourn at 8:04 pm.

Carried

Al MacNevin Mayor

Pam Cress Clerk

Douglas McLay

P.O. Box 100

Lion's Head, ON NOH 1W0

February 20, 2021

Pam Cress

Clerk

Town of Northeastern Manitoulin & the Islands

P.O. Box 608

Little Current, Ontario P0P 1K0

Dear Mrs. Cress:

Please accept this letter as my request to the Town of Northeastern Manitoulin & the Islands for an extension of two years for the approval of my subdivision on Green Bay of Lake Manitou being more specifically Part Lots 14 & 15, Concession 7 and Part Lot 14, Concession 8, Township of Bidwell.

Sincerely,

A handwritten signature in black ink that reads "Douglas R McLay". The signature is written in a cursive style with a large, stylized 'D' and 'M'.

Douglas McLay

Pam Cress

From: Mayor Al MacNevin
Sent: March 30, 2021 7:08 AM
To: Susan Griffis
Cc: Dave Williamson; Pam Cress
Subject: Re: Town Bicycle Racks

Hi Susan,

I have asked that your request for the installation of bicycle stands be added to an upcoming Council agenda for consideration. Thank you for the suggestions, we will follow up with you after Council has reviewed your request.

Sincerely

Al MacNevin

On Mar 29, 2021, at 4:41 PM, Susan Griffis <segriffis@gmail.com> wrote:

Good afternoon

I am writing as an ongoing seasonal boat dock member as well as a "haweater" as I grew up on the island.

I wondered if the town would consider some bicycle racks downtown, up by the grocery stores, manor/retirement homes, library etc. It would create a place for us to safely lock our bikes while shopping, touring or visiting family members. It would also promote a healthy lifestyle as we in healthcare encourage people to exercise while staying safe.

Thank you for this consideration

Sue Griffis

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To: amacnevin@townofnemi.on.ca

From: segriffis@gmail.com

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Box 608, Little Current, Ontario, POP 1K0
705-368-3500

Tender Opening

Date of Opening April 1ST

Project Air Conditioner Tender

Present for Opening Reid Tayler
Dave Williamson
Pam Cress

<u>Supplier</u>	<u>Price</u>	<u>HST</u>	<u>Total</u>
<u>Cimco</u>	<u>70300.-</u>	<u>+</u>	<u></u>
<u>PSL</u>	<u>62097.58</u>	<u>+</u>	<u></u>
<u></u>	<u></u>	<u></u>	<u></u>
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<u></u>	<u></u>	<u></u>	<u></u>

From: Aline Taillefer [mailto:aline@theislandjar.ca]
Sent: March 26, 2021 6:36 PM
To: Dave Williamson
Cc: Heidi Ferguson
Subject: BIA Updates

Hi Dave,

We had our AGM yesterday for the BIA, and although there was a very poor turnout we were able to follow all procedures and pass a motion for our new executives. Below are the proposed individuals for each position:

- Chair: Aline Taillefer
- Vice-Chair: Debby Turner
- Treasurer: Shannon Cranston
- Secretary/Council Rep.: Barbara Baker
- Directors: Sarah Quackenbush, Denise Lytle, Mike Wilding

In the procedural bylaw it states that we can have a max. of 7 directors – we weren't sure if Barb's seat counted as one of the 7? If not, Rick McCutcheon would also be a Director.

I've attached the 2021 budget, which was passed during our meeting yesterday.

We also passed a motion to amend the Procedural Bylaw from:

“that Notice of all general Members' meeting shall be hand-delivered or sent by prepaid mail to each member....”, to:

“that Notice of all general Members' meeting shall be ~~hand~~-delivered or sent by ~~prepaid~~-email to each member”,

Do you need me to actually draft and sign an amendment?

We haven't signed the bylaw itself yet as there wasn't an active Chair to sign it. Once the executives are approved by council I can sign it and send to you.

Please let me know if you require any other information at this time.

Thank You,

Aline Taillefer
T: 705-368-1881
C: 647-527-2559
www.theislandjar.ca



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From: aline@theislandjar.ca

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**Ministry of the Environment,
Conservation and Parks**

Drinking Water and Environmental
Compliance Division, Northern Region
Sudbury District, Sudbury Office
199 Larch Street
Suite 1201
Sudbury ON P3E 5P9
Tel.: 705 564-3237
Toll Free: 1-800-890-8516
Fax: 705 564-4180

**Ministère de l'Environnement, de la Protection de
la nature et des Parcs**

Division de la conformité en matière d'eau potable
et d'environnement, Direction régionale du Nord
District de Sudbury, bureau de Sudbury
199, rue Larch
Bureau 1201
Sudbury ON P3E 5P9
Tél. : 705 564-3237
Numéro sans frais: 1-800-890-8516
Télééc. : 705 564-4180

March 26, 2021

Mr. Dave Williamson, CAO
Northeastern Manitoulin & the Islands
14 Water Street East
P. O. Box 608
Little Current, ON
POP 1K0

Dear Mr Williamson:

Re: Little Current Drinking Water System Inspection Report 2020-21

Please find attached the annual Little Current Drinking Water System inspection report for the year 2020-21. There were three issues of non-compliance identified during the current inspection period. Please review these issues in the section of the report entitled *Non-Compliance with Regulatory Requirements and Actions Required*. Further, in the interest of continuous improvement, a number of best practice issues have also been noted. Please review these issues in the section of the report entitled *Summary of Best Practice Issues and Recommendations*.

Due to the current Pandemic situation and the subsequent stay at home guidance, a physical site visit could not be completed prior to the issuance of this inspection report. An interim visit was conducted via video link and the current report reflects, to the best extent possible, the observations made during the remote video visit of the plant. Additional discussions, interviews and meetings were held virtually with OCWA, where necessary, to address the normal inspection questions and any issues noted during the virtual visit and/or the data review.

Once it is deemed safe to do so, the inspector will physically attend the site and complete a follow-up visit. Any issues that arise from the follow-up visit that were not identified by the data review and/or the virtual visit will be addressed accordingly.

Included in the appendices of the report is the Inspection Rating Record (IRR) for this drinking water system. Please ensure that the information contained in the IRR is shared with municipal council. Please further note that a copy of this inspection report has been provided to Public Health Sudbury and Districts, as per the Ministry's Drinking Water Inspection Protocol.

Should you have any questions regarding the attached document or your obligations under Ontario's drinking water legislation, please feel free to contact me at 705-665-0892.

Sincerely,

A handwritten signature in black ink, appearing to read "Shelley Baggio".

Shelley Baggio
Water Inspector
Ministry of the Environment, Conservation and Parks
Drinking Water and Environmental Compliance Division
Sudbury District Office

cc: Keith Stringer, Operations Manager, OCWA
Sarah Beaulieu, Process and Compliance Technician, OCWA Espanola Hub
Natalie Wagar, Process and Compliance Technician, OCWA Espanola Hub
Burgess Hawkins, Manager-Health Protection Division, Public Health Sudbury & Districts



Ministry of the Environment, Conservation and Parks

LITTLE CURRENT DRINKING WATER SYSTEM

Inspection Report

Site Number:	220002191
Inspection Number:	1-OETFE
Date of Inspection:	Mar 16, 2021
Inspected By:	Shelley Baggio

TABLE OF CONTENTS

OWNER INFORMATION.....	02
• CONTACT INFORMATION.....	02
INSPECTION DETAILS.....	02
• DWS COMPONENTS DESCRIPTION.....	03
INSPECTION SUMMARY.....	05
• INTRODUCTION.....	05
• SOURCE.....	05
• CAPACITY ASSESSMENT.....	05
• TREATMENT PROCESSES.....	06
• TREATMENT PROCESS MONITORING.....	07
• OPERATIONS MANUALS	08
• LOGBOOKS	08
• SECURITY.....	09
• CERTIFICATION AND TRAINING.....	09
• WATER QUALITY MONITORING.....	09
• WATER QUALITY ASSESSMENT.....	11
• REPORTING & CORRECTIVE ACTIONS.....	11
• OTHER INSPECTION FINDINGS.....	12
NON COMPLIANCE WITH REGULATORY REQUIREMENTS & ACTIONS REQUIRED.....	13
SUMMARY OF BEST PRACTICE ISSUES & RECOMMENDATIONS..	15
SIGNATURES.....	16

APPENDICES

APPENDIX I	MUNICIPAL DRINKING WATER LICENSE DRINKING WATER WORKS PERMIT
APPENDIX II	PERMIT TO TAKE WATER
APPENDIX III	INSPECTION RATING RECORD
APPENDIX IV	KEY REFERENCE AND GUIDANCE MATERIAL

OWNER INFORMATION:

Company Name:	NORTHEASTERN MANITOULIN & THE ISLANDS, THE CORPORATION OF THE TOWN OF		
Street Number:	15	Unit Identifier:	
Street Name:	MANITOWANING Rd		
City:	LITTLE CURRENT		
Province:	ON	Postal Code:	P0P 1K0

CONTACT INFORMATION

Type:	Owner	Name:	Dave Williamson
Phone:	(705) 368-3500 xext224	Fax:	(705) 368-2245
Email:	dwilliamson@townofnemi.on.ca		
Title:	CAO, The Corporation of the Town of Northeastern Manitoulin and the Islands		
Type:	Operating Authority	Name:	Keith Stringer
Phone:	(705) 869-5578	Fax:	(705) 869-4374
Email:	kstringer@ocwa.com		
Title:	OCWA, Operations Manager, Espanola Hub		
Type:	Operating Authority	Name:	Sarah Beaulieu
Phone:	(705) 869-5578	Fax:	
Email:	sbeaulieu@ocwa.com		
Title:	Process/Compliance Technician, OCWA Espanola Hub		
Type:	Operating Authority	Name:	Natalie Wagar
Phone:	(705) 896-5578	Fax:	
Email:	nwagar@ocwa.com		
Title:	Process/Compliance Technician, OCWA Espanola Hub		
Type:	Operator	Name:	Jeff Tuerk
Phone:		Fax:	
Email:	jtuerk@ocwa.com		
Title:	OCWA, Operator		
Type:	Other - Health Unit Contact	Name:	Burgess Hawkins
Phone:	(705) 522-9200	Fax:	
Email:	hawkinsb@sdhu.com		
Title:	Public Health Sudbury & Districts, Manager, Health Protection Division		

INSPECTION DETAILS:

Site Name:	LITTLE CURRENT DRINKING WATER SYSTEM
Site Address:	63 MEREDITH E. (HWY 6) Street East LITTLE CURRENT ON P0P 1K0
County/District:	NORTHEAST MANITOULIN AND THE ISLANDS
MECP District/Area Office:	Sudbury District
Health Unit:	SUDBURY AND DISTRICT HEALTH UNIT

Conservation Authority:
MNR Office: Sudbury Regional Office
Category: Large Municipal Residential
Site Number: 220002191
Inspection Type: Unannounced
Inspection Number: 1-OETFE
Date of Inspection: Mar 16, 2021
Date of Previous Inspection:

COMPONENTS DESCRIPTION

Site (Name): MOE DWS Mapping
Type: DWS Mapping Point
Sub Type:

Site (Name): SYSTEM CLASSIFICATION
Type: Other
Sub Type:

Comments:

The Little Current water treatment and distribution systems are owned by the Corporation of the Town of Northeastern Manitoulin and the Islands. Presently, the operating authority responsible for the operation of the plant is the Ontario Clean Water Agency (OCWA).

The treatment plant is classified as a Water Treatment Subsystem, Class 2 and the distribution system is classified as a Water Distribution Subsystem, Class 1.

Site (Name): RAW WATER
Type: Source
Sub Type: Surface

Comments:

Water is drawn from the North Channel of Lake Huron. The intake structure is at a depth of approximately 5 meters below the lowest water level. Raw water flows by gravity to the low lift pumping station through a 400 mm diameter intake pipe, which extends approximately 60 meters into the channel (north of the pumping station).

Within the low lift pumping station there is a coarse stainless steel screen with 6 mm square openings and a fine stainless steel screen with 0.5 mm openings, installed in series in the raw water well between the intake pipe and the raw water pump well. There are 3 submersible pumps in the raw water well to deliver water through a 250 mm diameter force main to the water treatment plant.

A sodium hypochlorite solution feed system for seasonal zebra mussel control is also available. There is no separate sample line available for raw water sampling when the zebra mussel control system is in use.

Site (Name): TREATED WATER
Type: Treated Water POE
Sub Type: Other

Comments:

Raw water is pumped from the low lift pumping station a short distance to the water treatment plant where it enters the membrane filter basin. The filtration units in the basin were last changed in January 2010 and the number of ultrafiltration units was increased from five to six. The number of modules in each unit was also increased to 12.

Once through the membrane filters the permeate is directed to the chlorine contact chamber where sodium hypochlorite is added for chemical disinfection. From the contact chamber the water is directed to the clearwells, which is the only storage for the drinking water system. There are 4 centrifugal high lift pumps available to pump the treated water to the distribution system. A secondary trim chlorination system is available if required.

Process waste water from the plant is discharged back to the North Channel, once it has been dechlorinated. Monthly testing for total suspended solids is required at this discharge point.

Site (Name): DISTRIBUTION (WATER INSPECTION)

Type: Other

Sub Type: Other

Comments:

The Little Current distribution system has approximately 665 service connections serving a population of about 1500. The distribution system is comprised of a combination of ductile iron and PVC piping. There are five constantly running "bleeders" located in the distribution system. Two are located along Highway 540, one at 58 Water Street East, one at 15 Water Street and one at the furthest point along Highway 6. The bleeders are in place to prevent the water in these areas of the distribution system from becoming stagnant which could result in low chlorine residuals. There are also approximately 108 fire hydrants connected to the distribution system.

INSPECTION SUMMARY:

Introduction

- The primary focus of this inspection is to confirm compliance with Ministry of the Environment, Conservation and Parks (MECP) legislation as well as evaluating conformance with ministry drinking water related policies and guidelines during the inspection period. The ministry utilizes a comprehensive, multi-barrier approach in the inspection of water systems that focuses on the source, treatment and distribution components as well as management practices.

This drinking water system is subject to the legislative requirements of the Safe Drinking Water Act, 2002 (SDWA) and regulations made therein, including Ontario Regulation 170/03, "Drinking Water Systems" (O.Reg. 170/03). This inspection has been conducted pursuant to Section 81 of the SDWA.

This report is based on a "focused" inspection of the system. Although the inspection involved fewer activities than those normally undertaken in a detailed inspection, it contained critical elements required to assess key compliance issues. This system was chosen for a focused inspection because the system's performance met the ministry's criteria, most importantly that there were no deficiencies as identified in O.Reg. 172/03 over the past 3 years. The undertaking of a focused inspection at this drinking water system does not ensure that a similar type of inspection will be conducted at any point in the future.

This inspection report does not suggest that all applicable legislation and regulations were evaluated. It remains the responsibility of the owner to ensure compliance with all applicable legislative and regulatory requirements.

The previous inspection was completed on October 2, 2019. The review period for the current inspection is from October 3, 2019 to January 29, 2021.

Due to the current Pandemic situation and the subsequent stay at home guidance, a physical site visit could not be completed prior to the issuance of this inspection report. An interim visit was conducted via video link and the current report reflects, to the best extent possible, the observations made during the remote video visit of the plant. Additional discussions, interviews and meetings were held virtually with the town and OCWA, where necessary, to address the normal inspection questions and any issues noted during the virtual visit and/or the data review. The virtual site visit was completed on March 16, 2021.

Once it is deemed safe to do so, the inspector will physically attend the site and complete a follow-up visit. Any issues that arise from the follow-up visit that were not identified by the data review and/or the virtual visit will be addressed accordingly.

Source

- The owner had a harmful algal bloom monitoring plan in place.
Harmful algal blooms have not been a problem for the source water, but the operator still performs regular visual checks for potential blooms. Should a bloom be identified, the operating authority is prepared to collect the necessary samples from the raw and the treated water and submit them to a licenced laboratory for microcystin testing.

Capacity Assessment

- There was sufficient monitoring of flow as required by the Municipal Drinking Water Licence or Drinking Water Works Permit issued under Part V of the SDWA.

Capacity Assessment

- The owner was in compliance with the conditions associated with maximum flow rate or the rated capacity conditions in the Municipal Drinking Water Licence issued under Part V of the SDWA.

The Municipal Drinking Water Licence (MDWL) for this plant identifies the rated capacity as 3,100 cubic meters per day of treated water from the treatment subsystem into the distribution system. A review of the treated water flow data confirmed that the rated capacity was maintained below the identified limit throughout the inspection period.

The Permit to Take Water (PTTW #4270-BALKYE), which forms part of the MDWL, allows for a maximum instantaneous flow rate of 4,086 litres per minute and a maximum daily water taking rate of 3,400,000 litres per day. No exceedances were noted during the inspection period.

It should be noted that the raw water flow is measured by two meters recording the flow into each filter train. To get the total raw flow into the treatment system, the values from each meter must be added. It was indicated that accurate flow readings can be an issue during the maintenance cleaning process of the membranes. It is recommended that an additional flow meter be installed upstream of the current two flow meters to provide a more accurate gauge of the amount of water being drawn from the source water.

Treatment Processes

- The owner had ensured that all equipment was installed in accordance with Schedule A and Schedule C of the Drinking Water Works Permit.
- The owner/operating authority was in compliance with the requirement to prepare Form 1 documents as required by their Drinking Water Works Permit during the inspection period.
- The owner/operating authority was in compliance with the requirement to prepare Form 2 documents as required by their Drinking Water Works Permit during the inspection period.
- Records indicated that the treatment equipment was operated in a manner that achieved the design capabilities required under Ontario Regulation 170/03 or a Drinking Water Works Permit and/or Municipal Drinking Water Licence issued under Part V of the SDWA at all times that water was being supplied to consumers.

The Little Current WTP uses a process that includes membrane filtration followed by chemical disinfection with sodium hypochlorite to achieve the required log removal/inactivation credits for cryptosporidium, giardia and viruses. The following table summarizes the required log removal/inactivation and the credits assigned to each stage of the treatment process. The information is based on the Procedure for Disinfection of Drinking Water in Ontario, the original plant design and the Municipal Drinking Water Licence.

EQUIPMENT	CRYPTO	GIARDIA	VIRUSES
Membrane Filtration	2.0	3.0	2.0
Chlorination	0	0.5	2.0
TOTAL	2.0	3.5	4.0
REQUIRED	2.0	3.0	4.0

MEMBRANE FILTRATION:

In order to apply the above noted log removal credits for the membrane filtration portion of the treatment process, the following criteria must be met at all times:

- maintain effective backwash procedures;
- monitor the integrity of the membranes by continuous particle counting or equivalent means (i.e. pressure decay

Treatment Processes

measurements);

- continuously monitor filtrate turbidity; and,
- meet the performance criterion for filtered water of less than or equal to 0.1 NTU in 99% of the measurements each month.

To ensure the above criteria is met at all times, the filters are regularly backwashed while in operation, with maintenance and acid cleans completed as they are necessary. The transmembrane pressure is continuously monitored through the SCADA and the membrane integrity tests are completed on a regular schedule. Turbidimeters and particle counters are located on each filter effluent line and monthly filter efficiency reports are produced to ensure the plant meets the criterion each month. For the current inspection period, the filter efficiency criterion was achieved in all months.

CHLORINATION:

The disinfection component of this plant is designed for 0.5 log inactivation of giardia and 2 log inactivation of viruses using the following "worst case" operating conditions;

- water temperature of 0.5 degrees Celsius;
- pH of 9;
- constant volume in the contact tank of at least 162 cubic meters;
- minimum daily volume in the clear well of 1029.21 cubic meters;
- maximum flow of 3100 cubic meters per day;
- baffle factor of 0.7 in the contact tank and 0.1 in the clear well.

It was determined by the design engineer that, based on these "worst case" conditions, a chlorine residual of 0.7 mg/L would need to be maintained to ensure the required CT is being achieved. If a low chlorine alarm from the contact tank is received, operators usually complete a CT calculation to ensure that proper disinfection was achieved. Additional chlorine contact time is also available in the clearwell.

No concerns were identified with regards to the system achieving the required CT for the inactivation of both giardia and viruses during the inspection period.

It should be noted that for the recent Municipal Drinking Water Licence and Drinking Water Works Permit renewal for the Little Current drinking water system, an updated worst case CT calculation was completed, at the request of the approvals engineer. Going forward, adjustments to the treatment process should be made (where necessary) to ensure the updated minimum chlorine residual (0.90 mg/L, as per the Standard Operating Procedure) is maintained to meet the required CT at all times.

- **Records confirmed that the water treatment equipment which provides chlorination or chloramination for secondary disinfection purposes was operated so that at all times and all locations in the distribution system the chlorine residual was never less than 0.05 mg/l free or 0.25 mg/l combined.**

The lowest distribution chlorine residual recorded was 0.59 mg/L.

- **Where an activity has occurred that could introduce contamination, all parts of the drinking water system were disinfected in accordance with Schedule B, Condition 2.3 of the Drinking Water Works Permit.**

Treatment Process Monitoring

- **Primary disinfection chlorine monitoring was conducted at a location approved by Municipal Drinking Water Licence and/or Drinking Water Works Permit issued under Part V of the SDWA, or at/near a location where the intended CT has just been achieved.**

Treatment Process Monitoring

- **Continuous monitoring of each filter effluent line was being performed for turbidity.**
- **The secondary disinfectant residual was measured as required for the distribution system.**
In the Little Current distribution system operators check the chlorine residual in the distribution system twice per week, usually at four locations on the first day and three on the second day. It was confirmed that the measurements were taken at least 48 hours apart.
- **Operators were examining continuous monitoring test results and they were examining the results within 72 hours of the test.**
- **All continuous monitoring equipment utilized for sampling and testing required by O. Reg. 170/03, or Municipal Drinking Water Licence or Drinking Water Works Permit or order, were equipped with alarms or shut-off mechanisms that satisfy the standards described in Schedule 6.**
- **Continuous monitoring equipment that was being utilized to fulfill O. Reg. 170/03 requirements was performing tests for the parameters with at least the minimum frequency specified in the Table in Schedule 6 of O. Reg. 170/03 and recording data with the prescribed format.**
- **All continuous analysers were calibrated, maintained, and operated, in accordance with the manufacturer's instructions or the regulation.**
The calibration and maintenance of analyzers is part of the electronic maintenance management system. Work orders are generated on pre-set schedules, based on manufacturer recommendations and/or any applicable regulations. The operators are then responsible to complete the necessary actions and close the work order.

Operations Manuals

- **The operations and maintenance manuals contained plans, drawings and process descriptions sufficient for the safe and efficient operation of the system.**
A hard copy of the operations manual maintained at the water treatment plant was not reviewed during the current inspection as the site visit was completed virtually. Reviews of the documents during past inspections did not identify significant issues with regards to the operations manual.

Any available electronic documents related to the operations manual, as well as standard operating procedure documents, were provided and reviewed as part of the current inspection.
- **The operations and maintenance manuals met the requirements of the Drinking Water Works Permit and Municipal Drinking Water Licence issued under Part V of the SDWA.**

Logbooks

- **Records or other record keeping mechanisms confirmed that operational testing not performed by continuous monitoring equipment was being done by a certified operator, water quality analyst, or person who suffices the requirements of O. Reg. 170/03 7-5.**
The operating authority for this drinking water system switched from a paper logbook format to an electronic logbook format in August 2020. Operators must ensure that the logbook remains compliant with the requirements of Section 27 of O. Reg. 128/04 regardless of the format that is used.

Periodic audits of the electronic log should be completed to ensure all of the entries comply with the requirements

Logbooks

of O. Reg. 128/04. Operators should be reporting any issues relating to the electronic logbooks to management and management must ensure any identified inadequacies are addressed to ensure the logbooks remain compliant with the legislation.

Security

- **The owner had provided security measures to protect components of the drinking water system.**

Intrusion alarms are important security components for water treatment plants. Such alarms should be operational and regularly used for increased security of the plant.

Certification and Training

- **The overall responsible operator had been designated for each subsystem.**

OCWA employs a number of operators out of the Espanola Hub office that are appropriately licenced to act as the overall responsible operator (ORO) for the Little Current drinking water system (Class 2 water treatment subsystem, Class 1 water distribution subsystem). The ORO is identified in the logbook daily and is usually the operator that is on-call for the week.

- **Operators-in-charge had been designated for all subsystems which comprised the drinking water system.**

The operator in charge (OIC) is identified in the logbook daily and is usually the operator that is on-site completing the operational duties.

- **All operators possessed the required certification.**
- **Only certified operators made adjustments to the treatment equipment.**

Water Quality Monitoring

- **All microbiological water quality monitoring requirements for distribution samples were not being met.**

A minimum of 9 samples were collected each month, as required. All samples were tested for *Escherichia coli* (EC) and total coliforms (TC) and the required 25% of samples were also tested for general background bacteria expressed as colony counts on a heterotrophic plate (HPC). However, subsection 6-1.1 of Schedule 6 of O. Reg. 170/03 requires that for weekly sampling, a sample that is taken during a week must be taken at least five days, and not more than 10 days, after a sample was taken for that same purpose in the previous week. Weekly samples for EC, TC and HPC testing were collected on January 14, 2021 and again on January 18, 2021. This does not meet the minimum of 5 days between sampling.

- **All microbiological water quality monitoring requirements for treated samples were not being met.**

At least one treated sample was collected each week, as required, and tested for EC, TC and HPC. However, subsection 6-1.1 of Schedule 6 of O. Reg. 170/03 requires that for weekly sampling, a sample that is taken during a week must be taken at least five days, and not more than 10 days, after a sample was taken for that same purpose in the previous week. Weekly samples for EC, TC and HPC testing were collected on January 14, 2021 and again on January 18, 2021. This does not meet the minimum of 5 days between sampling.

- **All inorganic water quality monitoring requirements prescribed by legislation were conducted within the required frequency.**

The requirement is to sample and analyze for the inorganic parameters specified in Schedule 23 of O. Reg. 170/03 every 12 months. Sampling for these parameters was completed on January 20, 2020 and again on January 19, 2021. All results were within the limits defined by the Ontario Drinking Water Quality Standards (ODWQS).

Water Quality Monitoring

- **All organic water quality monitoring requirements prescribed by legislation were conducted within the required frequency.**

The requirement is to sample and analyze for the organic parameters specified in Schedule 24 of O. Reg. 170/03 every 12 months. Sampling for these parameters was completed on January 20, 2020 and again on January 19, 2021. All results were within the limits defined by the Ontario Drinking Water Quality Standards (ODWQS).

- **All haloacetic acid water quality monitoring requirements prescribed by legislation are being conducted within the required frequency and at the required location.**

All drinking water systems that provide chlorination or chloramination, for either primary or secondary disinfection, must sample for haloacetic acid every three months. This requirement came into effect January 1, 2017.

The standard for Haloacetic Acids does not come into effect until January 1, 2020. It will be expressed as a Running Annual Average (RAA), where the RAA is defined as the average for quarterly HAA results for a drinking water system. HAAs generally form at the beginning of the distribution system and sampling should be completed accordingly.

Since the previous inspection, HAA samples have been collected on the following dates with the following results:

October 3, 2019 - 32.9 ug/L
January 20, 2020 - 70.7 ug/L
April 20, 2020 - 34.8 ug/L
July 20, 2020 - 46.2 ug/L
October 23, 2020 - 38.1 ug/L
January 19, 2021 - 32.9 ug/L

The running average based on the last four sample results, is 34.15 ug/L.

- **All trihalomethane water quality monitoring requirements prescribed by legislation were conducted within the required frequency and at the required location.**

The requirement is to sample for trihalomethanes (THMs) at a point in the distribution system expected to have the highest levels, every three months. Since the previous inspection, THM samples have been collected on the following dates with the following results:

October 3, 2019 - 89 ug/L
January 20, 2020 - 58 ug/L
April 20, 2020 - 52 ug/L
July 20, 2020 - 86 ug/L
October 23, 2020 - 67 ug/L
January 19, 2021 - 26 ug/L

The running average based on the last four sample results, is 57.75 ug/L.

- **All nitrate/nitrite water quality monitoring requirements prescribed by legislation were conducted within the required frequency for the DWS.**

The requirement is to sample and test for nitrate and nitrite in the treated water every three months. Sampling for these parameters was completed as required and all results were well below the limits identified by the ODWQS.

- **All sodium water quality monitoring requirements prescribed by legislation were conducted within the required frequency.**

Water Quality Monitoring

The requirement is for one sample to be collected every 60 months and tested for sodium. Sampling for this parameter was last completed on January 26, 2017 and the result was 6.59 mg/L.

- **All fluoride water quality monitoring requirements prescribed by legislation were conducted within the required frequency.**

The requirement is for one sample to be collected every 60 months and tested for fluoride. Sampling for this parameter was last completed on January 26, 2017 and the result was 0.08 mg/L.

- **All water quality monitoring requirements imposed by the MDWL or DWWP issued under Part V of the SDWA were not being met.**

The MDWL requires that monthly composite samples at the point of discharge to the North Channel be collected and tested for total suspended solids (TSS). The annual average concentration must not exceed 25 mg/L. Sampling for TSS was not completed in December 2020.

The annual average concentration for 2020 (not including December) was <2 mg/L.

- **Records confirmed that chlorine residual tests were being conducted at the same time and at the same location that microbiological samples were obtained.**

Water Quality Assessment

- **Records did not show that all water sample results taken during the inspection review period did not exceed the values of tables 1, 2 and 3 of the Ontario Drinking Water Quality Standards (O.Reg. 169/03).**

On May 6, 2020, one sample collected from the treated water at the water treatment plant had a reported total coliform (TC) result of 1 CFU. Resampling was completed and the results were clear of bacteriological contamination.

Reporting & Corrective Actions

- **Corrective actions (as per Schedule 17) had been taken to address adverse conditions, including any other steps that were directed by the Medical Officer of Health.**

There were two adverse water quality incidents was reported during the inspection period:

- AWQI # 149955, reported May 6, 2020 - A total coliform (TC) result of 1 CFU reported in one sample collected from the treated water at the water treatment plant. Resampling was completed and the results were clear of bacteriological contamination;

- AWQI #153178, reported December 4, 2020 - Category 2 water main break resulting in loss of pressure to a small portion of the distribution system. The Town issued a precautionary boil water advisory (BWA) to the affected area. The line was repaired, the pressure was restored to the distribution system, the system was flushed and bacteriological samples were collected. The BWA was lifted following receipt of clear bacteriological sample results.

All required verbal and written notifications were made, as per O. Reg 170/03.

- **All required notifications of adverse water quality incidents were immediately provided as per O. Reg. 170/03 16-6.**
- **Where required continuous monitoring equipment used for the monitoring of chlorine residual and/or turbidity triggered an alarm or an automatic shut-off, a qualified person responded in a timely manner and took appropriate actions.**

Other Inspection Findings

• **The following issues were also noted during the inspection:**

1. The raw water flow is measured by two meters recording the flow into each filter train. To get the total raw flow into the treatment system, the values from each meter must be added. It was indicated that accurate flow readings can be an issue during the maintenance cleaning process of the membranes. It is recommended that an additional flow meter be installed upstream of the current two flow meters to provide a more accurate gauge of the amount of water being drawn from the source water.

2. The size of the chemical storage room does not allow for sufficient spill containment for all chemicals. As it is important that chemical spills and/or leaks at the water treatment plant are quickly contained to avoid plant and/or environmental consequences, it is important that the owner and their operating authority address this issue. Therefore, it is recommended that the chemical storage situation at the plant be reviewed to determine how sufficient containment can be provided.

3. The membrane filtration units were last changed in 2010. The manufacturer's generally assign a lifespan of 10 years to the membrane filtration units. Therefore, it is likely that the filtration units are at the very end of the estimated lifespan and will require replacing in the very near future. It is suggested that the owner and their operating authority explore the concept of testing the membranes to get a better idea of the remaining functional life of the membranes. It is further suggested that the Town begin planning for the replacement of the membrane filtration units in the very near future.

NON-COMPLIANCE WITH REGULATORY REQUIREMENTS AND ACTIONS REQUIRED

This section provides a summary of all non-compliance with regulatory requirements identified during the inspection period, as well as actions required to address these issues. Further details pertaining to these items can be found in the body of the inspection report.

1. All microbiological water quality monitoring requirements for distribution samples were not being met.

A minimum of 9 samples were collected each month, as required. All samples were tested for *Escherichia coli* (EC) and total coliforms (TC) and the required 25% of samples were also tested for general background bacteria expressed as colony counts on a heterotrophic plate (HPC). However, subsection 6-1.1 of Schedule 6 of O. Reg. 170/03 requires that for weekly sampling, a sample that is taken during a week must be taken at least five days, and not more than 10 days, after a sample was taken for that same purpose in the previous week. Weekly samples for EC, TC and HPC testing were collected on January 14, 2021 and again on January 18, 2021. This does not meet the minimum of 5 days between sampling.

Action(s) Required:

Subsection 6-1.1 of Schedule 6 of O. Reg. 170/03 requires that for weekly sampling, a sample that is taken during a week must be taken at least five days, and not more than 10 days, after a sample was taken for that same purpose in the previous week. Sampling between January 14 and 18, 2021 did not comply with the weekly sampling time frame.

The operating authority must ensure that all sampling is completed as per the requirements of the legislation. As this appears to be an isolated incident, no further actions are required at this time.

2. All microbiological water quality monitoring requirements for treated samples were not being met.

At least one treated sample was collected each week, as required, and tested for EC, TC and HPC. However, subsection 6-1.1 of Schedule 6 of O. Reg. 170/03 requires that for weekly sampling, a sample that is taken during a week must be taken at least five days, and not more than 10 days, after a sample was taken for that same purpose in the previous week. Weekly samples for EC, TC and HPC testing were collected on January 14, 2021 and again on January 18, 2021. This does not meet the minimum of 5 days between sampling.

Action(s) Required:

Subsection 6-1.1 of Schedule 6 of O. Reg. 170/03 requires that for weekly sampling, a sample that is taken during a week must be taken at least five days, and not more than 10 days, after a sample was taken for that same purpose in the previous week. Sampling between January 14 and 18, 2021 did not comply with the weekly sampling time frame.

The operating authority must ensure that all sampling is completed as per the requirements of the legislation. As this appears to be an isolated incident, no further actions are required at this time.

3. All water quality monitoring requirements imposed by the MDWL or DWWP issued under Part V of the SDWA were not being met.

The MDWL requires that monthly composite samples at the point of discharge to the North Channel be collected and tested for total suspended solids (TSS). The annual average concentration must not exceed 25 mg/L. Sampling for TSS was not completed in December 2020.

Action(s) Required:

This sampling is a requirement of Condition 4.4 of Schedule C of MDWL 197-202, and subsection 31(1) states that no person shall use or operate a municipal drinking-water system except under the authority of and in accordance with an approval under this Part or municipal drinking-water licence.

The operating authority must ensure that all sampling is completed as per the requirements of the legislation. As this appears to be an isolated incident, no further actions are required at this time.

SUMMARY OF RECOMMENDATIONS AND BEST PRACTICE ISSUES

This section provides a summary of all recommendations and best practice issues identified during the inspection period. Details pertaining to these items can be found in the body of the inspection report. In the interest of continuous improvement in the interim, it is recommended that owners and operators develop an awareness of the following issues and consider measures to address them.

1. The following issues were also noted during the inspection:

1. The raw water flow is measured by two meters recording the flow into each filter train. To get the total raw flow into the treatment system, the values from each meter must be added. It was indicated that accurate flow readings can be an issue during the maintenance cleaning process of the membranes.
2. The size of the chemical storage room does not allow for sufficient spill containment for all chemicals. As it is important that chemical spills and/or leaks at the water treatment plant are quickly contained to avoid plant and/or environmental consequences, it is important that the owner and their operating authority address this issue.
3. The membrane filtration units were last changed in 2010. The manufacturer's generally assign a lifespan of 10 years to the membrane filtration units. Therefore, it is likely that the filtration units are at the very end of the estimated lifespan and will require replacing in the very near future.

Recommendation:

1. It is recommended that an additional flow meter be installed upstream of the current two flow meters to provide a more accurate gauge of the amount of water being drawn from the source water.
2. It is recommended that the chemical storage situation at the plant be reviewed to determine how sufficient containment can be provided
3. It is suggested that the owner and their operating authority explore the concept of testing the membranes to get a better idea of the remaining functional life of the membranes. It is further suggested that the Town begin planning for the replacement of the membrane filtration units in the very near future.

SIGNATURES

Inspected By:

Shelley Baggio

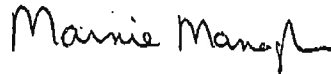
Signature: (Provincial Officer)



Reviewed & Approved By:

Marnie Managhan

Signature: (Supervisor)



Review & Approval Date:

March 29, 2021

Note: This inspection does not in any way suggest that there is or has been compliance with applicable legislation and regulations as they apply or may apply to this facility. It is, and remains, the responsibility of the owner and/or operating authority to ensure compliance with all applicable legislative and regulatory requirements.

From: Celesta Bjornson <cbjornson@comcast.net>

Sent: March 31, 2021 3:08 PM

To: Mayor Al MacNevin <amacnevin@townofnemi.on.ca>; laurie cook <hlaurie.cook@yandex.com>

Subject: American property owners - border crossing

Hello Al and Laurie,

The US/Canadian border has been closed since March of 2020 and we are now facing the beginning of a second season with no possible way to visit our cottage due to the border closure. Many Americans like us have sustained property damage that we are unable to respond to, and among other things, we now owe a 2nd straight year of paying property taxes owed on property we are not allowed to access. We need advocates, like NEMI, to work towards ways the border restrictions can be safely adjusted to support the need for American property owners to access properties in the spring. This past week the Georgian Bay Association (GBA), renewed their efforts to persuade the Canadian Government to allow for cross-border travel for US citizens who own property in Canada in time for the 2021 cottage season. Arguments include the very low risk to Canadians posed by Americans visiting their summer homes due to widespread vaccinations of Americans and current health protocols in place at the border. Americans are an important part of the NEMI community and I ask your consideration to advocate for adjustments to the border closure on our behalf. The GBA letter to the federal government is attached below.

Sincerely,

Celesta Bjornson Co-President of the Bay of Islands Association

[https://mcusercontent.com/a106044e9de75711ab3d3ca6c/files/e8431bb6-9db5-44c2-8743-6d4cfb5df93e/GBA letter on Opening Border for US Seasonal Property Owners Mar 24 2021.pdf](https://mcusercontent.com/a106044e9de75711ab3d3ca6c/files/e8431bb6-9db5-44c2-8743-6d4cfb5df93e/GBA_letter_on_Opening_Border_for_US_Seasonal_Property_Owners_Mar_24_2021.pdf)

Total Control Panel

[Login](#)

To: amacnevin@townofnemi.on.ca

Message Score: 30

High (60): Pass

From: cbjornson@comcast.net

My Spam Blocking Level: Medium

Medium (75): Pass

Low (90): Pass

[Block this sender](#)



15 Falcon Street.
Toronto, ON M4S 2P4
416-485-5103
rkindersley@georgianbay.ca

www.georgianbay.ca

March 24, 2021

The Rt. Honourable Justin Trudeau, Prime Minister
The Honourable Chrystia Freeland, Deputy Prime Minister
The Honourable William Blair, Minister of Public Safety

By email

Dear Prime Minister, Minister Freeland and Minister Blair,

Re: Exemption or variation from the rule banning non-essential travel for US citizens who own property in Canada

We are writing to request that the Government provide an exemption or variation from the rule banning non-essential travel for Americans who are seasonal residents and who own residential property in Canada. This change is needed if the border still remains closed to non-essential travel in May. We believe there is a clear justification and rationale for such an exemption, and that it would present minimal or no risk to Canadians.

American citizens who are residential property owners and taxpayers in Canada have been unable to get to their properties for over a year now, due to the border closure policies. Most are seasonal residents of Canada who come to summer homes, mainly in the months of June through September.

The Georgian Bay Association (GBA) is an umbrella organization for 18 community associations along the east and north shores of Georgian Bay, representing around 3,000 families. We have been advocating on behalf of our land-owning members for over 100 years and estimate that we reach around 18,000 residents of the Georgian Bay. Our mandate is to work with our water-based communities and other stakeholders to ensure the careful stewardship of the greater Georgian Bay environment. Approximately 22% of our membership, or 670 families, are US citizens.

In support of the above request for an exemption or variation from the rule banning non-essential travel for this group of Americans, we note the following:

- Requests from US political leaders and business interests on both sides of the border for a relaxation of the rules for specific purposes have been mounting recently. Many are advocating for developing a plan for a phased re-opening of the border. The exemption we are requesting could form part of such a phased re-opening, starting with low-risk travel.
- The vaccination program in the US has rolled out quickly, and it is expected that Americans who want to be vaccinated will be inoculated by May. Therefore, the risk posed to Canadians by US visitors who show proof of vaccination and a negative COVID-19 test is low.
- The new US administration has adopted a responsible, science-based approach to addressing the COVID-19 pandemic, similar to the Canadian strategy, which should make harmonizing policy on border opening easier to achieve.

Accordingly, we believe it would be justifiable for the Government to allow American residential property owners to visit their properties in Canada, provided that the protocols in place to control the spread of COVID-19 are observed. These could include:

- applying safe procedures at the border and observance of social distancing;
- providing proof of ownership at the border, together with proof of vaccination and a negative COVID-19 test;
- entry to Canada at the nearest point to their property;
- agreement to proceed immediately to their property without stopping for supplies and staying there for the requisite isolation period (if still in place); and
- on arrival, compliance with any other COVID-19 risk management requirements that are then in place in the relevant province.

Please note that the American members of GBA present a particularly low level of risk of COVID-19 spread for Canadians because:

- they would be travelling by car and can easily bring with them sufficient supplies to self-isolate for 14 days; and
- their properties are all remote so self-isolation would present no logistical challenges.

Current border policies already acknowledge that there are different groups of individuals who present different degrees of risk and have a particular need to cross the US-Canada border, including immediate family members, healthcare workers, commercial drivers, etc. The primary goal of current border restrictions is to reduce unnecessary tourist and shopping traffic, given that these travellers pose the greatest public health concerns and their travel is discretionary.

Our American members and their immediate families have only one objective and that is to get to their properties, check them for winter damage (two winters now), and carry out the repairs and maintenance that will be needed. They would not use high-risk services or widely circulate in communities, and so are in a different risk category than tourists and shoppers. Furthermore, their visit could be viewed as something other than discretionary, given that many are facing the cancellation of their cottage insurance due to lack of occupancy.

While the GBA recognizes that our border policy should be guided primarily by health and safety concerns, we also note that our US cottagers are not just taxpayers, but for over a century have been active contributors to the economic, cultural, historical and environmental life of Georgian Bay. Today, the investments they make in their properties are critically important to our local businesses and, as well, US citizens are key players in, and contributors to, local organizations that work to promote the environmental sustainability of Georgian Bay. We also suggest that there is a compassionate reason to consider allowing an exception for these families that have strong ties to Canada and reside here on a seasonal basis, similar to the policy that allows families to be reunited. In some cases, US cottagers have a Canadian spouse, who can go to the family seasonal residence, but they are still unable to visit.

GBA supports and agrees with the general policy of limiting and discouraging travel at this time as a public health measure, with appropriate exceptions being granted. We understand that the Government would need to determine the appropriate timing for introducing an exception for American property owners based on the medical experts' reading of the data and level of risk present in Canada and adjacent American states.

However, we hope that you are able to give this matter due consideration as part of your border opening strategy utilizing science-based risk analysis. Under such a strategy it would be logical to allow entry for those posing the lowest risk, such as US property owners who comply with the above requirements. It is important to consider this issue soon so that a decision may be made in time for the summer season, which generally starts in early June.

We would be grateful for an opportunity to discuss the issue further at your convenience.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Rupert Kindersley', with a horizontal line underneath the name.

Rupert Kindersley
Executive Director

March 25, 2021

Mayor Al MacNevin
Northeastern Manitoulin & The Islands
Box 608
Little Current, ON
P0P 1K0

Dear Mayor MacNevin,

Thank you for your letter, which has been shared with our Board of Directors.

While there is no change in our decision to consolidate the Little Current branch, there has been some good progress in supporting our members throughout Northeastern Manitoulin and The Islands as they transition to our suite of remote banking solutions.

As a reminder, other than cash transactions, all banking, including account set up and inquiries, bank transfers, investments, loans, lines of credits, and mortgages can be done using our online and telephone services.

Remote banking support and training

Thus far, the branch in Little Current has reached out proactively and spoken directly with over two hundred members to answer their questions and see how we can be of assistance.

Additionally, over twenty seniors have come in for one-on-one training on how to use our digital services. We were delighted to see so many people take us up on this offer, and we continue to reach out to others. Each person who attended a session left knowing they were securely set up on our online system. Equally important, each person also left with the confidence that they could use the online system on their own, and if not, where to access assistance. Additional training is available to help ensure everyone is fully comfortable.

Live phone agent with extended hours

Some people will prefer to use a phone over a computer or mobile device. The True North Hub is a service that is accessed by phone at 1-866-413-7071 and can handle almost all banking services. With this service, our members can speak to a live Northern employee to do their banking, or ask any questions. The Hub is operating with extended hours for added access and convenience. We even have a dedicated line just for seniors now in place.

The only functions that cannot be accommodated by one of the remote solutions above are cash withdrawals or deposits. With the impending removal of our Northern Credit Union ATM, we want to ensure that members who use alternative ATMs in the area are not penalized. To this end, Northern Credit Union is working on a possible solution to cover transaction charges for members who use ATMs at other financial institutions.

This leaves the one function of cash deposits as the only reason Northern Credit Union members from the Town of Northeastern Manitoulin and The Islands would need to travel to the Espanola branch. The staff at this branch are fully trained and are looking forward to helping the members of the Town of Northeastern Manitoulin and The Islands with their cash deposits and any other financial needs.

I would like to offer you and the Council the same training as we are offering others in the community on how to use all our remote banking services. When you experience how well they work, I believe many concerns will be alleviated.

Sincerely,



Richard Adam
President and CEO

C: Jeannie Kilgour, Chair, Board of Directors