

TOWN OF FORT FRANCES

AGENDA - April 22, 2019

COMMITTEE OF THE WHOLE MEETING

Committee Room and Council Chambers, Civic Centre
(Session No. 015) 5:30 PM

Page

1. **Call to Order**
2. **Non-agenda items identified to be considered later in this meeting, both in-camera and in open meeting.**
3. **Disclosure of pecuniary interest and the general nature thereof.**
4. **In-Camera:**
 - 4.1 Personal matters about an identifiable individual, including municipal or local board employees: Personnel Matter
 - 4.2 The Security of the Property of the Municipality or Local Board: Letter of Interest
 - 4.3 A proposed or pending acquisition or disposition of land by the municipality or local board: Interest in Laneway
 - 4.4 Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board: Agency One Matters
 - 4.5 Personal matters about an identifiable individual, including municipal or local board employees: Moffat Family Fund Grant Allocation Recommendations.
5. **Public Session Resumes in Council Chambers:**
6. **Council Reports on Board & Committee Activity:**
 - 6.1 Mayor June Caul - Verbal Update
Councillor Douglas Judson - Regrets
Councillor John McTaggart - Regrets
Councillor Rick Wiedenhoeft - Verbal Update
7. **Consent Agenda:**
 - 7.1 Ducks Unlimited Canada Request.
- approval of this report will agree to the recommendation of the Administration and Finance Executive Committee to receive the

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request with no further action.	
7.2 FFHS Chem Free Grad Party Donation Request.	8 - 10
- approval of this report will agree to the recommendation of the Administration and Finance Executive Committee to approve a donation to the FFHS Chem Free Grad Committee in the amount of \$1,015.62 for the 2019 Chem Free Grad event taking place at the Memorial Sports Centre on June 27, 2019.	
7.3 P.O.A. Audited Financial Statements for the Year Ending December 31, 2018.	11 - 19
- approval of this report will agree to the recommendation of the Administration and Finance Executive Committee to authorize the acceptance of the Provincial Offences - Fort Frances Court Services Area Trust Fund audited financials for the year ended December 31, 2018 as prepared by BDO Canada LLP, and authorize payment for the invoice in the amount of \$4,162.36 for their services.	
7.4 Health & Safety Policy - Annual Review	20 - 21
- approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to approve the annual review of the Health & Safety Policy.	
7.5 Relay for Life Request - Use of East End Hall.	22 - 24
- approval of this report will agree to the recommendation of the Community Services Executive Committee to authorize an in-kind sponsorship donation to the Relay for Life Committee for a 2 day rental of the East End Hall as requested. The user fees associated with the request are \$95.75 plus \$12.45 hst = \$108.20.	
7.6 Fort Frances Museum Special Exhibit Admission Fees.	25 - 27
- approval of this report will agree to the recommendation of the Community Services Executive Committee to approve the Fort Frances Museum increase to admission fees for the travelling exhibit - Echoes in the Ice: Finding Franklin's Ship as laid out in the report.	
7.7 Proposed Draft Smoking By-Law.	28 - 34
- approval of this report will agree to the recommendation of the Planning and Development Executive Committee to approve the draft by-law as laid out in the report and further direct that an authorizing by-law be prepared for signing by Mayor and Clerk.	
7.8 Request Letter from R. Van Drunen re: Noise By-Law.	35
- approval of this report will agree to the recommendation of the Planning and Development Executive Committee to accept the letter	

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from Mrs. Van Drunen as information with no further action being taken and that administration send a letter to Ms. Van Drunen explaining the decision.	
7.9 2019 Update to the Town of Fort Frances Drinking Water Quality Management System Operational Plan.	36 - 140
- approval of this report will agree to the recommendation of the Operations and Facilities Executive Committee that the 2019 Revision of the Town's Drinking Quality Management System Operational Plan be endorsed by Mayor, Council and Top Management thereby committing to maintaining a leading edge drinking water system providing the residents of the Town of Fort Frances with the highest quality safe drinking water.	
7.10 Capital Replacement of the Town's 2000 Sand Truck.	141 - 146
- approval of this report will agree to the recommendation of the Operations and Facilities Executive Committee to tender for a potentially award the purchase of a new tandem axel dump truck with sand spreading box in 2019 with delivery in 2020 as laid out in the report.	
7.11 2019 Purchase of another Columbarium - Riverview Cemetery	147 - 153
- approval of this report will agree to the recommendation of the Operations and Facilities Executive Committee that Nancy Loutit Calder be the next person of historical significance to be honoured on the columbarium at the Riverview Cemetery as laid out in the report.	
7.12 Replacement of Ice for Kid's Condenser Prior to start of the Fall 2019 Ice Season.	154
- approval of this report will receive the information surrounding the emergency budgeted capital purchase of a replacement condenser at the Memorial Sports Centre for the Ice for Kids ice surface as laid out in the report.	
8. <u>Community Services Division:</u>	
8.1 Memorial Sports Centre Canteen Agreement.	155 - 166
- approval of this report will agree to the recommendation of the Community Services Executive Committee to approve renewing the agreement with Wasaw Enterprises for the purposes of providing canteen services in the Memorial Sports Centre for a 2 year term (September 1, 2019 to June 30, 2021) as laid out in the report.	
9. <u>Information:</u>	
9.1 2019 Reserve Funds - 1st Quarter.	167

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9.2 Fort Frances Fire & Rescue - March 2019 Report.	168 - 169
9.3 Fort Frances Fire & Rescue - 2018 Annual Report.	170 - 175
9.4 Fort Frances Museum & Cultural Centre - Newsletter April 2019	176 - 180
9.5 Complaint Register - March 2019.	
10. <u>Non-agenda items:</u>	
11. <u>ADJOURNMENT</u>	



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2019/38**

TO: Mayor Caul & Members of Council

FROM: Dawn Galusha, Treasurer

DATE: April 16, 2019

SUBJECT: Ducks Unlimited Canada Request

BACKGROUND

At the April 8, 2019 Council Meeting, the attached Sponsorship Opportunity information package from Ducks Unlimited Canada, was referred to the Administration and Finance Committee for recommendation.

Ducks Unlimited Canada is looking for sponsorship partners in order to protect intact ecosystems, restore depleted landscapes, and conserve threatened resources. They have Sponsorship Opportunities ranging from \$300-\$499 for Bronze, \$500-\$999 for Silver and \$1,000-\$9,999 for Gold. This is the first request from Ducks Unlimited Canada that I can find for recent years.

RECOMMENDATION

The Administration & Finance Executive Committee will receive the request, with no further action.

Council Approval of This Report Will Agree to the recommendation of the Administration & Finance Executive Committee to receive the request.

Sponsorship Agreement

Sponsor Name _____
(as it should appear in print)

☐ Cash ☐ Gift-In-Kind Total Value \$ _____

☐ Yes, sponsor accepts gift ☐ No, sponsor declines gift

Event Date _____ Required-by Date _____
(DD/MM/YYYY) (DD/MM/YYYY)

Chapter _____

Fundraising Manager _____

*Please note: when ordering, please ensure your "Required By" date allows adequate time for delivery.
All gifts will be shipped directly to chapters for distribution by volunteers.*

Please return this form to your local DUC Representative:

Name _____

Contact _____

Sponsors receive

- A work of art selected from Canada's premier collection of conservation-inspired artwork, DUC's National Art Portfolio
- Subscription to *Conservator* magazine, two issues annually
- Special offers on DUC Gear™ and exclusive discounts on products and services with our partners
- Charitable tax receipt

CALL FOR SPONSORS

Our wetlands. Our future.

2019



Ducks Unlimited
Canada

Canada's wetlands are vitally important to our quality of life.

- Wetlands slow the flow of water, reducing flood risks and mitigating the effects of drought.
- Wetlands purify water, ensuring continued access to clean, fresh water that's safe for drinking, growing food, cooking, cleaning and for recreation at our beaches, lakes and rivers.
- Wetlands provide habitat to birds, fish and wildlife, including the pollinating animals we count on for sustainable crop production.
- Wetlands store carbon, preventing the sudden release of carbon dioxide and other greenhouse gases into our atmosphere. This in turn regulates climate, and protects us from extreme temperatures and destructive weather events year-round.



Sponsorship Opportunities

Ducks Unlimited Canada (DUC) is looking for sponsorship partners in your community.

Gold	Silver	Bronze
Conserve threatened resources.	Restore depleted landscapes.	Protect intact ecosystems.
\$1000 - \$9999	\$500 - \$999	\$300 - \$499
Make a long-term investment in wetland conservation.	Support on-the-ground wetland restoration efforts.	Help increase environmental protections for intact wetlands.

Talk to your local DUC Representative about the sponsorship package that's right for you or your business and the benefits of being a supporter. Cash or gift-in-kind sponsorships accepted. Sponsors whose gifts are valued at \$300 or more receive a framed print from DUC's National Art Portfolio.



Misty Retreat by John Zacharias
Ducks Unlimited Canada Sponsor Print



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2019/41**

TO: Mayor Caul & Members of Council

FROM: Dawn Galusha, Treasurer

DATE: April 16, 2019

SUBJECT: P.O.A. Audited Statements for the year ending December 31, 2018

BACKGROUND

Attached is the Provincial Offences (P.O.A.) Fort Frances Court Services Area audited financial statement for the year ended December 31, 2018 as provided by BDO Canada LLP and the corresponding invoice.

The Auditor's report of Statement of Financial Position and Statement of Receipts and Expenditures for the Provincial Offences – Fort Frances Court Services Area Trust Fund, as at December 31, 2018 was prepared by BDO Canada LLP management. The invoice for the services is in the amount of \$4,162.36.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council accept the Provincial Offences – Fort Frances Court Services Area Trust Fund audited financial statement as prepared by BDO Canada LLP for the fiscal year ending December 31, 2018 and authorize payment of the invoice in the amount of \$4,162.36 for the services.

Council Approval of This Report Will Authorize the acceptance of the Provincial Offences – Fort Frances Court Services Area Trust Fund audited financials for the year ended December 31, 2018 and authorize payment for the invoice in the amount of \$4,162.36 for the services.



REPORT

TO: Community Services Executive Committee
FROM: Jason Kabel, Community Services Division Manager
DATE: April 12, 2019
RE: Chem Free Grad Request - Thursday, June 27, 2019

At the regular meeting of Council on April 8, 2019 the attached Chem Free Grad Request was referred to the Administration & Finance Executive Committee with input from the Community Services Executive Committee.

The request is as follows:

We are requesting a donation from the Town of Fort Frances equivalent to the cost of the rental fees for the arena and auditorium minus HST, totalling \$1015.60. The Chem Free Grad Party will take place on Thursday, June 27, 2019.

Recommendation

The Community Services Executive Committee recommends to the Administration & Finance Executive Committee to make a donation to the Chem Free Grad Committee equivalent to the rental fee for the arena and auditorium as done in previous years.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel".

Jason Kabel



FFHS Chem Free Grad
Fort Frances High School
 c/o Brian Gustafson
 440 McIrvine Road
 Fort Frances, ON
 P9A 3T8
 Phone: 807-274-7747
 Fax: 807-274-5171
 E-mail: brian.gustafson@mail.rrdsb.com



March 22, 2019

Fort Frances Mayor and Town Council
 320 Portage Avenue
 Fort Frances, ON
 P9A 3M5

Dear Mayor and Council:

Planning is currently underway for this year's FFHS Chem Free Grad party. A dedicated group of parents is already working to provide the best possible Chem Free Grad party for the graduates of Fort Frances High School. This will help guarantee a safe, alcohol and substance free environment in which to celebrate their children's high school accomplishments. As a committee, we rely on the support and generous contributions of the Fort Frances community and surrounding area. We thank the Town of Fort Frances for being one of these outstanding contributors year after year.

This year's FFHS Chem Free Grad Party will take place of Thursday, June 27, 2019. We are requesting a donation from the Town of Fort Frances equivalent to the cost of the rental fees for the arena and auditorium minus HST, totalling \$1015.60. If there are specifics required regarding the Chem Free Grad Party in order to process this request, please contact me by e-mail, phone, or mail using the information given above.

We thank you for your time and consideration in this matter.

Respectfully yours,

Brian Gustafson
 Staff Advisor – FFHS Chem Free Grad Committee



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2019/41**

TO: Mayor Caul & Members of Council

FROM: Dawn Galusha, Treasurer

DATE: April 16, 2019

SUBJECT: P.O.A. Audited Statements for the year ending December 31, 2018

BACKGROUND

Attached is the Provincial Offences (P.O.A.) Fort Frances Court Services Area audited financial statement for the year ended December 31, 2018 as provided by BDO Canada LLP and the corresponding invoice.

The Auditor's report of Statement of Financial Position and Statement of Receipts and Expenditures for the Provincial Offences – Fort Frances Court Services Area Trust Fund, as at December 31, 2018 was prepared by BDO Canada LLP management. The invoice for the services is in the amount of \$4,162.36.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council accept the Provincial Offences – Fort Frances Court Services Area Trust Fund audited financial statement as prepared by BDO Canada LLP for the fiscal year ending December 31, 2018 and authorize payment of the invoice in the amount of \$4,162.36 for the services.

Council Approval of This Report Will Authorize the acceptance of the Provincial Offences – Fort Frances Court Services Area Trust Fund audited financials for the year ended December 31, 2018 and authorize payment for the invoice in the amount of \$4,162.36 for the services.

**The Corporation of the Town
of Fort Frances
Provincial Offences -
Fort Frances Court Services Area
Trust Fund
Financial Statements
For the year ended December 31, 2018**

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Tel: 807-274-9848
Fax: 807-274-5142
www.bdo.ca

BDO Canada LLP
607 Portage Avenue
Fort Frances ON P9A 0A7 Canada

Independent Auditor's Report

To the Provincial Offences - Fort Frances Court Services Area Trust Fund

Qualified Opinion

We have audited the financial statements of the Provincial Offences - Fort Frances Court Services Area Trust Fund (the Entity), which comprise the statement of financial position as at December 31, 2018, and the statement of receipts and expenditures for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the Basis of Qualified Opinion paragraph, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at December 31, 2018, and the receipts and expenditures thereof, in accordance with the basis of accounting as described in Note 1.

Basis of Qualified Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. The financial records of the Provincial Offences - Fort Frances Court Services Area Trust Fund are maintained and generated using the ICON system provided by the Province of Ontario. The scope of our audit did not include a review of the controls over this system nor was a service auditor's report made available to us. Therefore, we were not able to determine whether any adjustments might be necessary to fines, costs and fees revenue and net receipts over expenditures for the years ended December 31, 2018, and 2017, current assets as at December 31, 2018, and 2017, and net assets as at January 1 and December 31 for both the 2018 and 2017 years. Our audit opinion on the financial statements for the year ended December 31, 2018, was modified accordingly because of the possible effects of this limitation in scope.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial statements which describes the basis of accounting. The financial statements are prepared to assist the Provincial Offences - Fort Frances Court Services Area Trust Fund to comply with the reporting requirements of the Ministry of the Attorney General of Ontario. As a result, the financial statements may not be suitable for another purpose.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the basis of accounting as described in Note 1, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.



Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

BDO Canada LLP

Chartered Professional Accountants, Licensed Public Accountants

Fort Frances, Ontario
March 18, 2019

The Corporation of the Town of Fort Frances
Provincial Offences - Fort Frances Court Services Area
Trust Fund
Statement of Financial Position

December 31	2018	2017
Assets		
Current		
Cash	\$ 146,941	\$ 207,651
Accounts receivable (Note 2)	3,790	7,154
Prepaid expenses	287	339
	<u>\$ 151,018</u>	<u>\$ 215,144</u>
Liabilities		
Current		
Accounts payable (Note 3)	\$ 151,018	\$ 215,144

On behalf of the Board:

June Caul Director

[Signature] Director

**The Corporation of the Town of Fort Frances
Provincial Offences - Fort Frances Court Services Area
Trust Fund
Statement of Receipts and Expenditures**

For the year ended December 31	2018	2017
Receipts		
Fines, costs and fees	\$ 396,358	\$ 418,749
Interest earned	1,174	423
	<u>397,532</u>	<u>419,172</u>
Expenditures		
Administration	108,894	113,336
Remitted to Municipalities	187,164	196,437
Salaries and benefits	101,474	109,399
	<u>397,532</u>	<u>419,172</u>
Net receipts over expenditures	\$ -	\$ -

**The Corporation of the Town of Fort Frances
Provincial Offences - Fort Frances Court Services Area
Trust Fund
Notes to Financial Statements**

December 31, 2018

1. Summary of Significant Accounting Policies

Nature of Trust Fund	<p>The Provincial Offences - Fort Frances Court Services Area Trust Fund is unincorporated and is exempt from tax.</p> <p>The trust fund administers and collects fines incurred under the Provincial Offences Act.</p>
Management's Responsibility	<p>The financial statements of the Provincial Offences - Fort Frances Court Services Area Trust Fund are the representation of management and have been prepared in accordance with accrual based accounting principles. Precise determination of some assets and liabilities may be dependent upon future events and estimates and approximations. These estimates and approximations have been based upon the available information, using careful judgement and review.</p>
Accrual Basis of Accounting	<p>Sources of financing and expenditures are reported on the accrual basis of accounting.</p> <p>The accrual basis of accounting recognizes revenues as they become available and measurable; expenditures are recognized as they are incurred and measurable as a result of receipt of goods or services and the creation of a legal obligation to pay.</p>
Capital Assets	<p>Capital assets are recorded as an expenditure on the Statement of Receipts and Expenditures in the year of acquisition.</p>
Revenue Recognition	<p>Revenue is generated from fines and penalties billed to offenders. The information regarding these fines and penalties is provided by the Province of Ontario ICON tracking system. The revenue is recorded when the amount can be reasonably estimated and collection is reasonably assured. These two items are satisfied when cash is collected. As a result, revenue is recognized on a cash basis.</p>

**The Corporation of the Town of Fort Frances
Provincial Offences - Fort Frances Court Services Area
Trust Fund
Notes to Financial Statements**

December 31, 2018

2. Accounts Receivable

	<u>2018</u>	<u>2017</u>
Due from Municipalities	\$ 2,118	\$ 3,265
Due from Province	1,672	3,889
	<u>\$ 3,790</u>	<u>\$ 7,154</u>

3. Accounts Payable

	<u>2018</u>	<u>2017</u>
Due to own Municipality	\$ 53,677	\$ 73,593
Due to other Municipalities	53,665	82,772
Due to Provincial Court	42,529	58,779
Other	1,147	-
	<u>\$ 151,018</u>	<u>\$ 215,144</u>



BDO Canada LLP
607 Portage Avenue
Fort Frances, ON P9A 0A7
Canada

March 27, 2019

Provincial Offences - Fort Frances Court Services Area

320 Portage Avenue
Fort Frances, ON P9A 3P9
Canada

Attention: Ms. Dawn Galusha

Invoice CINV0041795
Electronic Banking Account No. 151360637178

For Professional services with respect to the following:

Examining the books and records of Provincial Offences. Preparing financial statements in accordance with Canadian Auditing Standards – CAS 805 - together with any necessary supporting schedules, for the year ended December 31, 2018.	\$ 3,475.00
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Time Subtotal	<u>\$ 3,475.00</u>
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Administration and technology fee	\$ 208.50
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Subtotal	<u>\$ 3,683.50</u>
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GST/HST	\$ 478.86
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Total	<u><u>\$ 4,162.36</u></u>
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Please make cheques payable
To:
BDO Canada LLP

POA
75-040-0460-1200-71254

1/3

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it's easy!**

Add BDO Canada LLP as a payee and enter
the 12 digit Electronic Banking Account # at
the top of your invoice, it's that simple!

GST No. 131585366RT0043

Accounts are due when rendered

Interest at 1.00% per month (12.00% per annum) will be charged on accounts over 30 days

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Administration & Finance Division

To: Mayor and Council

From: Jordan Forbes, Human Resources Manager

Date: April 18, 2019

Subject: Health and Safety Policy – Annual Review

Attached, please find the Health and Safety Policy. An annual review of the policy is a legal requirement. As such, the policy is being presented for your review and approval.

In order to keep staff informed, we will present the policy at an upcoming Manager's meeting.

Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jordan S", is enclosed in a thin black rectangular border.

Jordan Forbes
Human Resources Manager

Council Approval of this report agrees to the recommendation of the Administration and Finance Executive Committee to approve the annual review of the Health and Safety Policy

THE TOWN OF FORT FRANCES

Section: Health and Safety

Policy: Health and Safety

Creation Date:	December 1999
Revised Date:	2001, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2017, 2018
Review by Date:	April 22, 2019
Resolution Number:	TBD
Supersedes Resolution Number:	783
Policy Number:	5.1

The Corporation of the Town of Fort Frances ("The Town") is vitally interested in the health and safety of our employees, and protecting them from occupational injury and illness is a major continuing objective. The Town will make every effort to provide a safe, healthy work environment as indicated by acceptable industry practices and compliance with legislative requirements. All supervisors and workers must be dedicated to the continuing objective of reducing the risk of injury in the workplace.

The Town, as an employer, is ultimately responsible for worker health and safety and will strive to control any workplace hazards which may result in fires, security losses, damage to property, and occupational injuries and illness. Accidental loss can be controlled through sound management practices in combination with active employee participation and engagement.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible for ensuring that machinery and equipment are safe, and that workers work in compliance with established safe work practices and procedures. Employees must receive adequate training in their job-specific tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the Town.

It is in the best interest of all parties to consider health and safety in the workplace. Our commitment to occupational health and safety is an integral part of what we do at every level of the organization, from the Mayor and Council to every employee of the Town.



REPORT

TO: Mayor Caul & Council

FROM: Jason Kabel, Community Services Division Manager

DATE: April 12, 2019

RE: **Relay for Life Request - Use of East End Hall**

At the regular meeting of Council on April 8, 2019 the attached request from the Relay for Life Committee was referred to the Community Services Executive Committee.

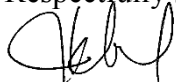
The Relay for Life Committee is seeking in-kind use of the East End Hall on on May 3rd 8:30am until May 4th 8pm or May 10rd 8:30am until May 11th 8pm to host a fundraising garage sale.

The user fees for a two-day rental of the East End Hall is $95.75 + 12.45\text{HST} = \108.20 .

Recommendation

The Community Services Executive Committee recommends to Mayor & Council to authorize an in-kind sponsorship donation to the Relay for Life Committee for a 2-day rental of the East End Hall as requested. The Relay for Life Committee will be required to leave the facility fully cleaned with refuse deposited in the container outside.

Respectfully Submitted,



Jason Kabel

Council Approval of this report will authorize an in-kind sponsorship donation to the Relay for Life Committee for a 2-day rental of the East End Hall as requested. The user fees associated with the request are $95.75 + 12.45 \text{ HST} = \108.20 .

From: [Karly Rousseau](#)
To: [Lisa Slomke](#)
Subject: Relay for Life use of East End Hall
Date: Monday, March 25, 2019 12:45:02 PM
Attachments: [Sponsorship Letter.pdf](#)

Hi Lisa,

Jason asked me to email you with the dates that we were looking at for the Relay for Life Garage Sale.

At our last meeting the committee settled on May 3rd 8:30 am until May 4th 8 pm or May 10rd 8:30 am until May 11th 8 pm.
 Either date will work and we can adjust if need be.

I have attached our sponsorship letter for you to review.

If you require any further information please let me know.

Thank you very much for your time on this matter,

Karly

Karly Rousseau, RECE
 EarlyON Child and Family Centre
 1150 Portage Ave. North
 Fort Frances, ON
 P9A 2B1
 (807) 274-8588 ext. 1821



Dear Friend,

The Fort Frances Relay For Life 2019 is to be held on June 22 at Pither's Point Park. Our planning committee of community volunteers are well underway preparing to bring this exciting and moving fundraising event to Fort Frances.

At Relay For Life, no one faces cancer alone. Relay is an event like no other, where you join your family, friends and colleagues to celebrate cancer survivors, remember those we've lost, and commit to raising funds for life-saving research and support services. At Relay, we come together with our community to celebrate life and give hope to those living with this disease.

On and off track, there's always something to do at Relay For Life. Those taking a break from walking can check out the event's entertainment and activities or relax at their team's campsite.

When your company supports our Relay For Life event, you show Canadians that you care about what matters to them. Sponsoring a Relay can enhance your business and make a huge difference in our mission to advance research and support Canadians living with cancer.

There are many ways you can help. First, we hope that you will become a corporate partner in the fight against cancer. Secondly, we hope that many of your employees will be part of this wonderful event by joining or forming a Relay Team. At our Relay For Life event, there are a number of opportunities to provide In-Kind products and services to help the Canadian Cancer Society off-set the costs associated with the event. These essential products and services include food, beverages, printing, lighting, etc. Please let us know if you can or wish to provide a product or service to help make this a great event.

You can make a difference, now and in the future. Every effort we make is another step in finding a cure! We hope that you will consider our event a priority for your support. In the meantime, if you have any questions, do not hesitate to contact us.

Sincerely,

Karly Rousseau

Tel: 807-275-8182



REPORT

TO: Mayor Caul & Council

FROM: Jason Kabel, Community Services Division Manager

DATE: April 12, 2019

RE: Fort Frances Museum Special Exhibit Admission Fees

Preface

In the attached report from Sherry George, Museum Curator is the request to adjust admission fees for the upcoming traveling exhibit, **Echoes in the Ice: Finding Franklin's Ship**. Also attached is a table of admission fees in other municipalities who have hosted this exhibit prior to it being available in Fort Frances. It is being proposed to double admission fees as follows:


	Regular Fee (taxes included)	Special Exhibit Fee (taxes included)
Adult	\$4	\$8
Seniors/Children(6-12)	\$3	\$6
Family	\$12	\$24

In the 2019 operating budget, there was a \$1,700 increase in admission fees projected over 2018 revenues with the anticipated admission fee increase for the special exhibit (2018-\$5500, 2019-\$7200).

Recommendation

The Community Services Committee recommends Mayor & Council to endorse the Fort Frances Museum to increase admission fees for the imminent traveling exhibit **Echoes in the Ice: Finding Franklin's Ship** as listed.

Respectfully Submitted,



Jason Kabel

Council approval of this report will sanction the Fort Frances Museum to increase admission fees for the traveling exhibit, **Echoes in the Ice: Finding Franklin's Ship**, as listed.

Report**To:** Executive & Council**From:** Museum**Date:** March 13, 2019**Re:** Traveling Exhibit Admission Fees

Museum proposing that we have a different set of user fees for large traveling exhibits (similar to **Echoes in the Ice: Finding Franklin's Ship**) – loan fees in the \$10,000 range or more.

I suggest simply doubling the fees. If approved by council, then we needn't revisit this increase should we bring in a similarly expensive exhibit.

Fees currently stand at Adult \$4, Seniors/Children 6-12 \$3 and \$12 family rate; therefore increase to \$8, \$6 and \$24 (taxes included). Should there be increases in future, this agreement means those fees would be doubled.

Even should an exhibit be brought in during the off season, as we do expect visitors to make a contribution, I feel doubling the summer admission fee is still appropriate.

It should be noted that our average numbers for July - September (for past 3 years) is 1800 visitors. If only half that many buy an adult admission, our take would be \$7200.

Info around travelling exhibit **Echoes in the Ice: Finding Franklin's Ship** - borrowed for June 29-Sept 22, 2019

Museums	Adult	Senior	Child/Student	Family	Child 5 & Under	Population
New Brunswick Museum	\$10	\$8	\$6	\$22		71 890
Royal Alberta Museum	\$19	\$14	\$10	\$48	Free	932 550
Nova Scotia Museum of Natural History	\$6.30	\$5.70	\$4.05	\$17.95		403 130
Western Development Museum - Saska-	\$12.00	\$10.00	\$5-8.00	\$27.00	Free	246 375
Western Development Museum - Moose	\$10.00	\$9.00	\$4-7.00	\$25.00	Free	33 890
Markham Museum	\$6.00	\$5.00	\$4-5.00	\$17.00		328 965
Exploration Place	\$11.00	\$9.00	\$8-9.00	\$25.00		74 003
Niagra Falls Museums	\$5.00	\$4.00	\$5.00	\$15.00	Free	88 071
Simcoe Museum	\$8.00	\$6.00	\$5.00-6.00			19 059
Esplanade Museum	\$7.00	\$7	\$7	\$20.00	Free	63 260
Alberni Valley Museum	Donation	Donation	Donation	Donation		17 678
Average	\$7.86	\$6.48	\$5.21	\$18.08		

Above information shows communities that have exhibited the display, population size and fees charged. All communities are twice our size or larger.

As exhibit will be here in the summer when we have fees, we propose fees similar to Simcoe Museum. To make things simple we suggest that fees for large exhibits of this kind (costing us in the \$10,000 - \$15,000 range) should automatically be doubled from our usual admission fees, thus if we charge \$4 for adults, travelling exhibit fee for adults will be \$8. If \$4.25 then \$8.50. This is so council doesn't have to repeatedly change fees.

Much of our 2019 budget will reflect this expense as the loan fee is \$9300, transportation will cost roughly \$7500, advertising will go up. In addition however, we will apply for a MAP exhibition grant. For a much smaller exhibit 2 years ago, we received \$5000.

As we are the only museum in our area that has room to display an exhibit of this size, we will advertise to the region. We are also hoping that our locals will attend, although they typically only do so if bringing visiting family — much prefer to visit during off season.

Date: April 15th, 2019

Report To: Mayor and Council

From: Patrick Briere, By-Law Enforcement Officer

Re: Proposed Draft Smoking By-Law.

The Planning & Development Executive Committee at their regular meeting held on April 15th, 2019 reviewed the attached proposed draft smoking by-law for consideration. At their meeting on February 4th, 2019, the Committee requested further information regarding the proposed draft by-law. These are as follows:

- The NWHU Smoking Enforcement Officer, advised that the following response to how the legislation pertains to private property and is enforced. “The SFOA 2017 was meant to keep tobacco/vape out of the hands of our youth and there will always be extenuating circumstances. If the private property wishes to add signs to say no smoking on their property, they are encouraged to do so, however we are not able to enforce them. If the smokers are on a sidewalk or road allowance within the 20 m, it can be enforced by us. If they are on the road it would be the OPP. If the private company gets tired of telling people not to smoke on their property, they can post no trespassing signs and call the OPP if the signs are being ignored. This process will take a while for people to accept it as “the norm”, we encourage education first with progressive enforcement.”
- The Police Services Board reviewed the request at their regular meeting held on April 5th, 2019 and had no concerns with the proposed draft as presented.
- The CAO requested the proposed draft by-law be reviewed by our solicitor. The solicitor made some amendments to the draft by-law and it is attached for your reference. One other question was asked by the Committee of the solicitor regarding the word highway. The answer that was received is as follows: The Municipal Act Section 115 (3) states “A by-law under this section shall not apply to a highway but may apply to public transportation vehicles and taxicabs on a highway. 2001, c. 25, s. 115 (3)”. With that said, highway is not distinguish whether provincial or municipal. Which means, a person can smoke on a street, sidewalk, boulevard, laneway, etc., should that allowance be considered part of the highway. The recommendation was to leave the wording as is.

The Planning & Development Executive Committee is recommending that Council approve the proposed draft by-law as presented and authorize a By-Law be prepared for signing by Mayor & Clerk.

Respectfully submitted,



Patrick Briere
By-Law Enforcement Officer

Council approval of this report will: authorize the preparation of an appropriate By-Law for signing by Clerk & Mayor.

THE CORPORATION OF THE TOWN OF FORT FRANCES
(the “Municipality”)

BY-LAW NO. _____

A BY-LAW TO REGULATE SMOKING IN PUBLIC PLACES IN THE MUNICIPALITY

WHEREAS section 8 of the Municipal Act, 2001, S.O. 2001, Chap. 25 as amended (the “Act”) provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on the municipality to govern its affairs as it considers appropriate and to enhance the municipality’s ability to respond to municipal issues;

AND WHEREAS section 10 of the Act provides that a single-tier municipality may pass by-laws respecting, among other things, the health, safety and well-being of persons;

AND WHEREAS section 128 of the Act provides that a local municipality may prohibit and regulate with respect to public nuisances, including matters that, in the opinion of council, could become or cause public nuisances;

AND WHEREAS section 129 of the Act provides that a local municipality may prohibit and regulate with respect to, among other things, odours;

AND WHEREAS it has been determined that second-hand smoke and vapour are a health hazard, or discomfort and nuisance, to or for many inhabitants of and visitors to the Municipality;

AND WHEREAS it is desirable for the health, safety, and well-being of the inhabitants of and visitors to the Municipality to regulate smoking and vaping in public places in order to better protect the inhabitants of and visitors to the Municipality from conditions injurious to health resulting from smoking or from second-hand smoke in accordance with the provisions of this by-law.

NOW THEREFORE council (“Council”) of the Municipality enacts as follows:

- 1. DEFINITIONS
 - 1.1 For the purpose of this by-law:
 - (a) “Cannabis” has the same meaning as in subsection 2(1) of the Cannabis Act (Canada);
 - (b) “Electronic Cigarette” means a vapourizer or inhalant-type device, whether called an electronic cigarette or any other name, that contains a power source and heating or other element designed to heat a substance and produce a vapour intended to be inhaled by the user of the device, whether or not the

vapour contains nicotine, cannabis, or any other substance;

- (c) “E-substance” means a substance that is manufactured or sold to be used in an Electronic Cigarette;
- (d) “Municipal Building” means any building or structure owned, leased, or controlled by the Municipality, with the exception of the premises commonly known or referred to as:
 - (i) the Memorial Sports Centre - premises (herein sometimes referred to as the “Memorial Sports Centre” - located at 740 Scott Street, Fort Frances, Ontario); and
 - (ii) Rainy Lake Square premises (herein sometimes referred to as “Rainy Lake Square” – located at 235 Scott Street, Fort Frances, Ontario).
- (e) “Officer” means a Person appointed by or under the authority of a by-law of the Municipality to enforce by-laws of the Municipality, a Northwestern Health Unit smoking enforcement officer, a provincial offences officer as defined in the Provincial Offences Act, R. S. O. 1990, c. P.33 (the “Provincial Offences Act”), as amended, or a police officer (including, without limitation, an Ontario Provincial Police officer);
- (f) “Park” means any land owned, leased, or controlled by the Municipality designed or used for public recreation, including, without limitation, trails, gardens, beach areas, natural areas, swimming pools, playgrounds, playing fields, sports fields, and in all cases any and all adjacent spectator stands, seating, and watching areas;
- (g) “Person” shall include a natural person, a body corporate, an association, organization, group, team, or business;
- (h) “Smoke” and “Smoking” includes the carrying, holding, or the inhaling or exhaling of or from, or otherwise using, lighted cannabis, a lighted cigar, cigarette, water-pipe, pipe, or any other lighted smoking instrument or appliance;
- (i) “Tobacco Product” means any product that contains tobacco, in any processed or unprocessed form that may be smoked, inhaled, or chewed, including, without limitation, snuff; and
- (j) “Vapour Product” means an Electronic Cigarette, an E-substance, or any component of an Electronic Cigarette.

2. PROHIBITIONS

2.1 No Person shall:

- (a) Smoke or permit the Smoking of Cannabis or Tobacco Product; or
- (b) inhale vapour from, exhale vapour from, or otherwise use any Vapour Product, or permit the inhaling of vapour, exhaling of vapour, or use of any Vapour Product

in or on any Municipal Building or vehicle or other conveyance or equipment owned, leased, or controlled by the Municipality, or any part of them.

2.2 No Person shall:

- (a) Smoke or permit the Smoking of Cannabis or Tobacco Product; or
- (b) inhale vapour from, exhale vapour from, or otherwise use any Vapour Product, or permit the inhaling of vapour, exhaling of vapour, or use of any Vapour Product

within 9 metres of any entrance, exit, or air intake of any Municipal Building.

2.3 No Person shall:

- (a) Smoke or permit the Smoking of Cannabis or Tobacco Product; or
- (b) inhale vapour from, exhale vapour from, or otherwise use any Vapour Product, or permit the inhaling of vapour, exhaling of vapour, or use of any Vapour Product

in, on, or within 20 metres of any Park.

2.4 No Person shall:

- (a) Smoke or permit the Smoking of Cannabis or Tobacco Product; or
- (b) inhale vapour from, exhale vapour from, or otherwise use any Vapour Product, or permit the inhaling of vapour, exhaling of vapour, or use of any Vapour Product

in, on, or within 25 metres of the Memorial Sport Centre.

2.5 No Person shall:

- (a) Smoke or permit the Smoking of Cannabis or Tobacco Product; or
- (b) inhale vapour from, exhale vapour from, or otherwise use any Vapour Product, or permit the inhaling of vapour, exhaling of vapour, or use of any Vapour Product

in, on, or within 9 metres of Rainy Lake Square.

3. EXCEPTIONS

- 3.1 This by-law does not apply to a highway as defined in the Act.

4. ENFORCEMENT

- 4.1 The provisions of this by-law may be enforced by an Officer.
- 4.2 Where an Officer has reasonable grounds to believe that an offence under this by-law has been committed by any Person, the Officer may require the name, address, and proof of identity of that Person.
- 4.3 Failure to provide proof of identification pursuant to paragraph 4.2 of this by-law when requested by an Officer to do so shall constitute obstruction of the Officer under paragraph 5.3 of this by-law.

5. OFFENCES AND PENALTY

- 5.1 Every Person who contravenes any provision of this by-law is guilty of an offence and on conviction is liable to a fine of not more than \$1,000.00 exclusive of costs.
- 5.2 If this by-law has been contravened and a conviction entered, the Court in which the conviction is entered, and any Court of competent jurisdiction thereafter may, in addition to any other remedy and penalty imposed, make an order prohibiting the continuation or repetition of the offence by the Person convicted.
- 5.3 No Person shall obstruct or hinder or attempt to obstruct or hinder an Officer in the exercise of a power or the performance of an act or duty under this by-law.

6. COLLECTION OF UNPAID FINES

- 6.1 Where a fine is in default, the Municipality may, in addition to all other rights and remedies available to the Municipality, proceed with civil enforcement, against the Person upon whom the fine has been imposed, pursuant to the Provincial Offences Act.

6.2 The Municipality may make a request to the treasurer of a local municipality to add any part of a fine that is in default to the tax roll for any property in the local municipality for which all of the owners are responsible for paying the fine and collect it in the same manner as municipal taxes.

7. SEVERABILITY

7.1 If a court or tribunal of competent jurisdiction declares any portion of this by-law to be illegal or unenforceable, that portion of this by-law will be considered to be severed from the balance of the by-law, which shall continue to operate in full force.

8. SHORT TITLE

8.1 This by-law may be referred to as the Smoking By-Law.

9. REPEAL

9.1 By-Law No. 38/15, as amended, is repealed.

ENACTED AND PASSED this ____ day of April, 2019.

per _____
June Caul, Mayor

per _____
Elizabeth Slomke, Clerk

Date: April 15th, 2019

Report To: Mayor & Council.

From: Patrick Briere, By-Law Enforcement Officer

Re: Request Letter from R. Van Drunen re: Noise By-Law.

As you will recall at the regular meeting of Council on January 14th, 2019, Council referred a request letter from Rebecca Van Drunen, regarding a review of the Noise By-Law. This request was referred to the Planning & Development Executive Committee with input from the Police Services Board.

This office has conducted a review of the Noise By-Law #48/97 and has determined that no changes be made to the existing By-Law. The current By-Law allows the investigating officer(s) the ability to use their discretion regarding what constitutes a noise violation and allows for residents who continue to work shift work the ability to contact By-Law/Police regarding issues at anytime of the day that disturb their sleep patterns.

The Police Services Board at their regular meeting on April 5th, 2019, reviewed this request and is recommending that no changes be made to the existing By-Law as well.

With that said, the Planning & Development Executive Committee is recommending that Council receive the letter as information and that no further action be taken and have Administration send a letter to Ms. Van Drunen explaining the decision.

Respectfully submitted,



Patrick Briere
By-Law Enforcement Officer

Council approval of this report will: accept the letter from Ms. R. Van Drunen as information and that no further action be taken and have Administration send a letter to Ms. Van Drunen explaining the decision.

April 17, 2019

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

RE: 2019 Update to the Town of Fort Frances Drinking Water Quality Management System Operational Plan

In 2010 following a recommendation of the Walkerton Inquiry and new regulation, the Town of Fort Frances implemented a Drinking Water Quality Management System. Quality Management Systems (QMS) are common programs and protocols that are utilized through the manufacturing industry to ensure quality control and safety within the products they are producing. The same thinking can easily be extended to the production of drinking water and the Drinking Water Quality Management Standard (DWQMS) was put in place for Municipalities to target their Operational Plans.

Since the original inception, and in accordance with the regulation, the Town of Fort Frances has been completing internal audits of our QMS system every 12 months with a third-party desktop review annually and full third-party audit once every thirty-six months. The last 2 internal audits, 2 desktop audits and one external audit have shown no non-conformities meaning that the Town has been successful in our implementation of our Quality Management System. In 2017 there was an update to the Drinking Water Quality Management Standard requiring the Town to review the components of their Operational Plan and amend it to meet the new standard.

This DWQMS 2.0 came at an opportune time for the Town of Fort Frances as there is a requirement for the system owner (Council of the Town of Fort Frances) to endorse the plan and commit to maintaining the protocols and procedures outlined in the plan. There is no requirement for how often this must be completed, however for a number of years there has not been a material change in Council or Staff that would require an update to the commitment and endorsement. Over the last few years there has been a tremendous number of changes both with staff and Council, coupled with the DWQMS 2.0 which necessitates the need to bring the Town's updated Operational Plan back to Council for Review, Commitment and Endorsement in accordance with Element 3.

It is the recommendation of the Operations and Facilities Executive Committee that the 2019 revision of the Town's Drinking Water Quality Management System Operational Plan be endorsed by Mayor, Council and Top Management thereby committing to maintaining a leading-edge drinking water system providing the residents of the Town of Fort Frances with the highest quality safe drinking water.

Respectfully Submitted



Travis Rob, P.Eng

Manager of
Operations
and
Facilities

Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that the 2019 revision of the Town's Drinking Water Quality Management System Operational Plan be endorsed by Mayor, Council and Top Management thereby committing to maintaining a leading-edge drinking water system providing the residents of the Town of Fort Frances with the highest quality safe drinking water.

2019A

pr DWQMS 2019 Commitment and Endorsement

QUALITY MANAGEMENT SYSTEM

OPERATIONAL PLAN

TOWN OF FORT FRANCES Water System

April 12, 2019
Revision No. 12

QUALITY MANAGEMENT SYSTEM (QMS) TABLE OF CONTENTS

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APPENDICES

Appendix A - Document Change Request Form (DCR)

Appendix B - Equipment Information Form (EIF)

Appendix C - Outline of Operations/Maintenance Schedules

Appendix D - Standard Operating Procedure for Flushing of Water Mains

Appendix E - Procedure for Identifying & Responding to Adverse Sample Results

Appendix F - Corrective Action Form

Appendix G - Listing of All Correction Actions

Appendix H - Summary of Rehabilitation, Renewal and Routine Maintenance Activities -
5-year Capital Budget

Appendix I - Town of Fort Frances Drinking Water Distribution System

Director's Directions Schedule "C" - Subject System Description Form

**The Safe Drinking Water Act, 2002, requires the inclusion of Schedule "C" from the Director's Directions in all Operational Plans.*

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Introduction

TO BE REVISED: Annually or when QMS changes

QMS REFERENCE: ELEMENT NO. 1

QMS REPRESENTATIVE: 

1 Introduction

Quality Management can be defined as the policy and associated organizational structures, procedures and evaluation measures that ensure the capability of delivering a product to specified standards. The use of Quality Management systems by modern industry has steadily increased over the last 30 plus years since the development of the first ISO standard in 1986. Whether implemented voluntarily or as a requirement of suppliers to larger manufacturers, Quality Management has repeatedly proven beneficial in terms of accountability, quality control, efficiency and productivity.

Although historically used on a voluntary basis by some progressive water utilities, the idea of mandated province-wide implementation of a Quality Management Standard by drinking water system owners originated as a recommendation in the Part Two Report of the Walkerton Inquiry. In brief, Recommendations 51 through 57 from the report state the following:

- Drinking water systems should be operated by authorities that are accredited based on successful third party audits conducted by a certified accrediting body.
- The Ministry of the Environment, in partnership with other relevant stakeholders, should develop a Drinking Water Quality Management Standard against which third party audits will be conducted.
- All municipalities should prepare Operational Plans describing how the requirements of the Quality Management Standard are achieved.

The Provincial Government has committed to implementing all recommendations tabled by the report author, The Honourable Dennis R. O'Connor.

In accordance with those recommendations, the Operational Plan serves as a Quality Management System Guidance Manual that describes the methods by which the Town of Fort Frances, Operations & Facilities Division, implements Quality Management as it relates to the Drinking Water System. The Plan is written to meet the requirements of the Ministry of the Environment prescribed standards and is applicable to the management and operation of those works described in Element 6, Drinking Water System Process Description, of this Plan.

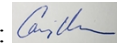
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Quality Management System Policy

REVISION #9

QMS REFERENCE: ELEMENT NO. 2

QMS REPRESENTATIVE:



2 Quality Management System Policy

Through this policy the Town of Fort Frances Operations and Facilities Division's employees responsible for the water system, will produce and supply safe drinking water to all of it's customers. In doing so it will comply with all applicable legislative and regulatory requirements, while continually maintaining and improving the Quality Management System.

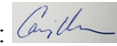
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Commitment and Endorsement

REVISION #4

QMS REFERENCE: ELEMENT NO. 3

QMS REPRESENTATIVE:



3 Commitment and Endorsement

The water system owner, the Town of Fort Frances, and the operating authority, the Operations & Facilities Division, commit to the implementation, maintenance and continual improvement of a Drinking Water Quality Management System (QMS) for the Town of Fort Frances Water System, as documented in this Operational Plan.

Endorsement by the Owner (represented by Mayor and Council), and top management (represented by the CAO and by the Operations & Facilities Division Manager) acknowledges the need for and supports the provision of sufficient resources to maintain and continually improve the QMS.

The Designated QMS Representative and alternate, appointed by Town of Fort Frances top management, acknowledge the roles and responsibilities of that appointment.

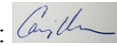
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Commitment and Endorsement

REVISION #4

QMS REFERENCE: ELEMENT NO. 3

QMS REPRESENTATIVE:



 Date

 Town of Fort Frances – Mayor
June Caul

 Date

 Town of Fort Frances – Councillor
Rick Wiedenhoeft

 Date

 Town of Fort Frances – Councillor
John McTaggard

 Date

 Town of Fort Frances – Councillor
Michael Behan

 Date

 Town of Fort Frances – Councillor
Douglas Judson

 Date

 Town of Fort Frances – Councillor
Andrew Hallikas

 Date

 Town of Fort Frances – Councillor
Wendy Brunetta

 Date

 Town of Fort Frances – CAO
Doug Brown, P.Eng.

 Date

 Designated QMS Representative
Environmental Superintendent
Craig Miller, P.Eng.

 Date

 Designated QMS Representative (alternate)
Operations and Facilities Manager
Travis Rob, P.Eng.

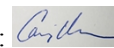
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Quality Management System Rep.

REVISION #4

QMS REFERENCE: ELEMENT NO. 4

QMS REPRESENTATIVE:



4 Quality Management System (QMS) Representation

Designated QMS Representative/QMS Team

Title	QMS Roles
Designated QMS Representative: (Environmental Superintendent)	<ul style="list-style-type: none"> Promotes awareness of the QMS throughout the Town of Fort Frances' Operations and Facilities Division and reports QMS results to staff. Ensures QMS documentation is prepared and maintained, as needed Provides all staff with technical and administrative consultation related to QMS documentation preparation and implementation, as needed Reviews and approves QMS documentation Implementation and oversight of documentation control procedure Internal auditing and external audit liaison QMS communications and training Reporting of QMS results and improvements to top management Ensure that personnel is aware of all applicable legislative and regulatory requirements that pertain to their duties
Designated QMS Representative "Alternate" (Operations & Facilities Manager)	<ul style="list-style-type: none"> Performs all roles of Designated QMS Representative Appoints QMS Designated Representative and Alternate Provides technical and administrative consultation related to QMS document preparation Reviews and approves QMS documentation
QMS Team (Operations & Facilities Manager, Environmental Superintendent, Secretary/Receptionist, ORO & OIC Water Treatment Plant and OIC Water Distribution)	<ul style="list-style-type: none"> Reviews and approves QMS documentation Reviews and approves proposed changes to QMS documents by consensus Ensures QMS documentation is maintained and kept current. Develops control procedures for any hazards associated with a critical control point derived through a risk assessment. Develops, reviews and approves Standard Operating Procedures for potential emergency situations or service interruptions pertaining to the Drinking Water System. Review all elements of the Drinking Water QMS at least once a year

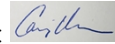
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #10

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE:



5 Quality Management System (QMS) Document & Records Control

5.1 Introduction

Details for managing documents and records that describe how documents and records required by the Quality Management System (QMS) are readily identifiable, as well as retrievable, legible, protected, retained and disposed of are outlined in the Document Control and Record Control procedures described herein.

5.2 Document Control Procedure

Procedure Description

This procedure outlines the methods used by the Town of Fort Frances Water System employees to control the creation, approval, distribution, and disposal of all documents related to the Quality Management System (QMS).

Reason for Procedure

Consistent control ensures the currency, accuracy and ease of retrieval of each QMS document. Proper maintenance of documents is critical for conformance with the Drinking Water Quality Management Standard (DWQMS), and also for compliance with drinking water legislation.

Responsibility

The designated QMS Representative shall be responsible to ensure that all QMS documents are kept current, properly formatted and controlled. All documents must meet the approval of the QMS team prior to the QMS Representative issuing a revised QMS document. The presence of a signature in the QMS header on the document indicates this approval process was adhered to.

Procedure

a) Documents requiring control by the QMS include:

- Internal Documents
 - Operational Plan
 - Emergency Operating Procedures
 - Annual Management Review Documentation

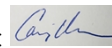
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #10

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE:



- ° Emergency Response Binder
- External Documents
 - ° Town of Fort Frances Emergency Plan
 - ° Equipment Maintenance Manuals

The methods by which control over records will be exercised are described in the Records Control Procedure.

b) The QMS Representative shall maintain a document and record master control table.

c) Internal Document:

- 1) Internal Documents are created in Microsoft Word.
- 2) A standard header shall identify all QMS internal documents. This header contains the title of the document, QMS element reference number, indication of revision, and signature of approval from the QMS Representative.
- 3) A standard footer shall identify all QMS internal documents. This footer contains the following wording "Town of Fort Frances QMS Operational Plan and the last revision date".
- 4) All original QMS internal documentation shall be stored on the Town's central computer system. The electronic version shall be password protected to restrict access to the QMS Representative and Alternate. The original (electronic version) shall display the digital signature of approval of the QMS representative. Printed copies of the internal documentation shall display the words "Uncontrolled When Printed" in the document footer.
- 5) The currency of each internal document is ensured by comparison of the revision date in the document footer to that of the original stored at the Water Treatment Plant Control Room.
- 6) Any employee of the Town of Fort Frances Water System may request the creation of a new internal QMS document or a change to an existing internal document. A document change request form shall be used any time changes to internal documents or the creation of a new internal QMS document is required. The QMS team will meet to review the proposed change and once consensus


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General QMS Administration

PROCEDURE TITLE: Documents and Records Control

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QMS REPRESENTATIVE:



by the QMS team is reached, the QMS representative will be authorized to change the internal document.

- 7) Following the internal QMS document procedure will ensure that all internal QMS documents are kept current, properly formatted and controlled.

d) External Documents:

- 1) External Documents are official documents from outside organizations. These documents cannot be altered or edited by anyone outside these organizations. Copies of external documents are either in an electronic format or hard copy or both.
- 2) Each external document affected by the QMS shall be clearly marked as "Controlled Copy" and signed by the QMS Representative.
- 3) The controlled copy of external QMS documents shall be stored at the Water Treatment Plant Control Room.
- 4) The Secretary/Receptionist will review and update the Town's Emergency Plan once annually, as new information becomes available or when existing information is updated/revised. The Secretary/Receptionist shall notify the QMS representative of any updates/revisions. Refer to section e) Communication Procedure for New Documents or a change/update to a Document.
- 5) Current equipment manuals shall be indicated on the Equipment Manual Listing – Currency Review form located in the equipment files at the WTP Control Room. On an annual basis the ORO of the water system will confirm that the revision date of all the equipment maintenance manuals have not changed or been updated. If changed/updated is to notify the QMS representative so the communication change procedure is followed as outlined in section "e)" below.

e) Communication Procedure for New Documents or a change/update to a Document:

New, changed or updated internal or external documents will be made available to all affected employees. The QMS Representative will forward an email to all water system employees when a new document is created or there is a change/update to a document.

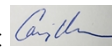
The Town of Fort Frances Water System
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f) Obsolete internal and external QMS documents are to be promptly removed from use by the QMS representative or the Secretary/Receptionist. This will only occur once a revised document has been approved by the QMS team and signed off by the QMS representative. Hard copies will be destroyed and recycled if possible.

Associated Documents

- *Document Change Request (DCR) Form* *Appendix "A"*
- *Equipment Information Form (EIF)* *Appendix "B"*
- *Document and Record Master Control Table, see Section 5.4*

5.3 Records Control Procedure

Procedure Description

This procedure provides guidance for the identification, use, retention, storage, protection and disposal of all records generated by the Quality Management System (QMS).

Reason for Procedure

Consistent control ensures the ease of retrieval of each record generated by the Town of Fort Frances Water System employees. Proper maintenance of records is critical for conformance with the Drinking Water Quality Management Standard (DWQMS), and also for compliance with drinking water legislation and regulations.

Responsibility

The designated QMS Representative or the Secretary/Receptionist shall be responsible for ensuring that an effective method for controlling all QMS records exists.

Procedure

- a) Records requiring control by the QMS include;
- DWQMS Team Meeting Minutes
 - Management Review Meeting Minutes
 - Internal/ External Audit Reports
 - Completed Corrective Action Requests
 - Completed Change Document Request forms
 - Water Treatment Plant Monthly Reports
 - Water Tower Log Book
 - Water Treatment Plant Log Book

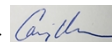
The Town of Fort Frances Water System
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PROCEDURE TITLE: Documents and Records Control

REVISION #10

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QMS REPRESENTATIVE:



- Water Distribution Log Book
 - Water Distribution System Sampling & Chlorine Residual Log Book for WTP Operators
 - ALS Laboratory Results for Microbiological Tests
 - ALS Laboratory Results for Chemical Tests
 - ANSI/NSF Certification of Chemical Products used at WTP
 - WTP Equipment & Instrumentation Calibration Records
 - Customer Complaint Forms in regards to the Water System
 - DWQMS Management Review Report
 - Water Distribution System – Monthly Maintenance Activities
- b) QMS Records are either hand written, if possible utilizing pen on a hard copy or entered electronically into a database.
- c) Records will be retained electronically and/or in hard copy, but retention time will be in accordance with applicable government regulations.
- d) Filing and storage of paper records shall be such that they are protected from damage and are readily retrievable. Records are kept in filing cabinets in the Water Treatment Plant Control Room or Operation & Facilities Office.
- e) Electronic records are stored on the Town's control computer system and are backed up on a regular basis.
- f) All hard copy records outlined under the QMS older than required by applicable government regulations may be destroyed and if possible recycled by the Secretary/Receptionist.
- g) All electronic records under the QMS will be retained in the Town's central computer system. Disposal of QMS electronic files older than required by appropriate regulatory requirements will be completed by Town's IT (Information and Technology) Manager when time is available to complete this task.

5.4 Document & Record Master Control Table

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

REVISION #10

QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE: 

Document & Record Master Control Table

NR= not
required

		Document Requirements				Record Requirements		
Document or Record?	Type of Document	File Location (of Master)	Location of Printed Documents	Authorized Editor	Internal/external	File Location	Disposal Method	
1	D	Town of Fort Frances Emergency Plan	Town's Central Computer System	Town Hall	Fire Chief- Town of Fort Frances	External	NR	If possible Recycle Hard Copy
2	R	Water Treatment Plant Monthly Reports	NR	NR	NR	Internal	O & F Division office & W: Drive	If possible Recycle Hard Copy
3	D	WTP - Equipment Maintenance Manuals	WTP Control Room	WTP Control Room	Various equipment manufacturers	External	NR	If possible Recycle Hard Copy
4	R	Water Tower Logbook	NR	NR	NR	NR	Current year at Water Tower, previous years at WTP control room	If possible Recycle Hard Copy
5	R	Water Treatment Plant Logbook	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
6	R	Water Distribution System Logbook	NR	NR	NR	NR	O & F Division (Sewer & Water) office	If possible Recycle Hard Copy
7	R	Water Distribution System Sampling & Chlorine Residual Logbook for WTP Operators	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
8	R	ALS laboratory Results for Microbiological Tests	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

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QMS REFERENCE: ELEMENT NO. 5

QMS REPRESENTATIVE: 

Document & Record Master Control Table

NR= not
required

		Document Requirements				Record Requirements		
	Document or Record?	Type of Document	File Location (of Master)	Location of Printed Documents	Authorized Editor	Internal/external	File Location	Disposal Method
9	R	ALS laboratory Results for Chemical tests	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
10	R	ANSI/NSF Certification of Chemical Products used at WTP	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
11	R	WTP Equipment & Instrumentation Calibration Records	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
12	R	Customer Complaint Forms in regards to the Water System	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
13	R	QMS Team Meeting Minutes	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
14	R	DWQMS Internal Audit Checklists	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
15	R	DWQMS Internal Audit Report	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
16	R	DWQMS External Audit Report	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
17	R	DWQMS Management Review Report	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
18	D	QMS Operational Plan	Town's Central Computer System	WTP Control Room	QMS Team	Internal	NR	If possible Recycle Hard Copy
19	R	Completed Document Change Request Forms	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy

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TOWN OF FORT FRANCES QMS OPERATIONAL PLAN

Revised April 12, 2019

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Documents and Records Control

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Document & Record Master Control Table							
NR= not required							
		Document Requirements				Record Requirements	
Document or Record?	Type of Document	File Location (of Master)	Location of Printed Documents	Authorized Editor	Internal/external	File Location	Disposal Method
20 R	Management Review Meeting minutes	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
21 R	Completed CAR's Corrective Action Request Forms	NR	NR	NR	NR	WTP Control Room	If possible Recycle Hard Copy
22 D	Emergency Response Binder	Town's Central Computer System	WTP Control Room	QMS Team	Internal	NR	If possible Recycle Hard Copy
23 D	Town of Fort Frances Annual Management Review Documents	Town's Central Computer System	WTP Control Room	QMS Team	External		If possible Recycle Hard Copy
24 R	Town of Fort Frances Water Distribution System Monthly Maintenance Activity Reports	NR	NR	NR	Internal	O. & F. Division office & W: Drive	If possible Recycle Hard Copy

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Drinking Water System

REVISION #10

QMS REFERENCE: ELEMENT NO. 6

QMS REPRESENTATIVE: 

6 Drinking Water System Process Description

6.1 Introduction

The Town of Fort Frances, as the owner and operator of the water supply system, provides a potable water supply to the residents and businesses of the Town of Fort Frances. Connected to the Town's water system is Couchiching First Nation, which borders the northeast limits of the Town, Lakeview Trailer Court and Walleye Trailer Court. The Owner and operating authority for each subsystem is as follows:

- a) Couchiching First Nation Reserve: Partnership – Couchiching First Nation and Federal Government.
- b) Lakeview Trailer Park: Cheryl Elaine Armstrong
- c) Walleye Trailer Park: Walleye Trailer Park Ltd. (Carl Felix and Norma May Piotrowski).
- d) Friesen 5 (c/o George Friesen): 121 Oakwood Drive

Also connected to the Town's water systems are 5 sites, located on Agency 1 federal lands. These are:

- a) Rusty Myers Flying Service Ltd.
- b) Treaty 3 Police Station
- c) Nanicost Ltd.
- d) Gizhewaadiziwin Health Access Centre
- e) Seven Generations Educational Institute

The water treatment facility consists of a Class III conventional design water treatment plant having an approved capacity of 17,000 m³/day and a Class II distribution system both owned and operated by the Town of Fort Frances.

6.2 Source Water

The water treatment plant draws water from Upper Rainy River. Raw water characteristics are as follows:

pH range from 6.0 – 7.6
 Temperature range from 0.5 – 24 Celsius
 Colour range 5 – 60 True Colour Units
 Turbidity range 1 – 16 N.T.U.

6.3 Events Affecting Source Water Quality

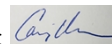
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Drinking Water System

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Spring and fall turnover of the river water affect plant operations for a short duration, which can be corrected by making the appropriate physical and/or chemical adjustments to the elevated levels of turbidity in the treatment process. Also due to the cold water temperature during the winter months some minor chemical adjustments may be necessary.

6.4 Threats to Raw Water Quality

Based on a source or raw water protection pre-screening survey completed by Cambium Environmental Inc. in October of 2006, there are a few potential hazards or risks near the Water Treatment Plant's (WTP) source water intake which could negatively impact raw water quality.

The "Area of Interest" (as defined by the MECP) identifies items, which could potentially affect the raw water quality to the Town's water treatment plant. They are as follows:

1. petroleum fuel storage tanks
2. an active railway line where railcars may contain inorganic and organic toxic chemicals and compounds
3. railway tie storage - USA side by the Ranier Bridge
4. residential home heating products (furnace oil) and improperly engineered septic system

The railway line, which crosses into the USA, via Ranier Bridge is approximately 400 metres northeast (upstream) of the plant's raw water intake.

With Rainy River bordering both Canada and USA there could be other potential risks that may not be known at this time or future development could take place. With little or no control as to what takes place on the USA side of the border that could pose a risk to the raw water quality in the future; once the Town becomes aware of a potential risk item(s) a risk assessment will be completed (Element 8) and the Operational Plan amended accordingly.

6.5 System Start Up and Operation

The Water Treatment Plant in Fort Frances is located at 901 Colonization Road East, UTM Coordinates: NAD83, Zone 15, Easting 472938.00m, Northing 5384735.00m.

Raw water is supplied from the upper portion of Rainy River through an intake structure located approximately 190 metres northeast of the Water Treatment Plant. The intake structure is equipped with bar screens to prevent logs and other debris from entering the intake line. The raw water is gravity fed into the plant through a 630mm diameter polyethylene pipe passing through two (2) sets of stainless steel screens before entering the raw water well.

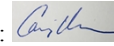
The Town of Fort Frances Water System
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PROCEDURE TITLE: Drinking Water System

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The raw water well is equipped with two (2) 30 horsepower electric motors with vertical turbine pumps with each capable of delivering 100 L/s. Also one (1) 40 horsepower electric motor with vertical turbine, variable speed drive pump capable of providing flows in the range of 40 to 150 L/s. Raw water is pumped from the raw water well to the solid contact clarifiers. En route the raw water passes through a flow meter (MagMeter), which maintains an accurate flow measurement as well as integrates with the operational control of the chemical feed pumps. Liquid alum is introduced to the raw water through injection points then passes through an inline flash mixer where rapid mixing occurs before flowing into the clarifiers.

The alum-water solution splits off into two (2) separate lines before entering the clarifiers. Polyelectrolyte is added and rapidly mixed to promote the formation of floc masses. Settling of the floc particles in the process water occurs forming a sludge blanket. The sludge blanket acts as a filter media where water flowing up through the blanket works like a finely meshed net catching other smaller particles. The processed water at the top of the clarifiers flows into collector flumes to the filter influent flumes to the four (4) dual media gravity filters.

The sludge blanket in each clarifier is on an automatic blow-down controlled through the computer control system. Operators inspect the sludge blanket at least once per day and can increase/decrease the blow-down to maintain an optimum sludge blanket in the clarifiers.

The dual media filters are made up of a top layer of anthracite, 500 mm thickness while the filter media below is silica sand, 400 mm thick. The processed water is carried over the filter media where suspended solids are removed as it gravity flows through the media.

Each of the four (4) filters is equipped with a turbidity meter installed on the filter effluent line, which are alarmed in case of media breakthrough or an upset in process. Periodically the filter media will need to be backwashed to remove/flush out the suspended particles.

The processed water flows to the contact chamber, located between the two (2) reservoir cells or clear wells. In the contact chamber chlorine, soda ash and hydrofluorosilic acid (fluoride) is added. The contact chamber is baffled to enhance proper mixing and contact time for the chlorine entering the reservoirs or clear wells.

The treated water then enters clear wells (two wells) located beneath the Water Treatment Plant main floor. Clear Well No. 1 and No. 2 have a capacity of 2565 m³ and 1465m³, respectively. Treated water from the clear well is pumped into the distribution system through the four high lift vertical turbine pumps. Each pump is equipped with electric motors. High lift pump No. 1 and No. 4 have 60 horsepower variable speed drive

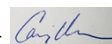
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QMS REPRESENTATIVE:



motors capable of providing flows up to 63.1L/s, No. 2 is 100 horsepower/94.7L/s and No. 3 is 125 horsepower/126.2L/s.

Chlorine-fluoride analyzers located on the distribution line within the plant monitors the treated water as it is pumped out of the clear wells into the distribution system.

6.6 Distribution System and Elevated Storage Tank

Treated water is pumped from the Water Treatment Plant clear wells into the distribution system. Distribution piping typically ranges in size from 100mm to 400mm and may consist of cast iron, ductile iron, transite or PVC, depending on location and date of installation. Refer to Appendix "I" for map of the entire the Town of Fort Frances' Drinking Water System, which is further broken down into five (5) sections showing more detail.

The elevated water storage tank/water tower is located in the west end of Fort Frances at the southeast side of the intersection of Colonization Road West and McIrvine Road. UTM Coordinates: NAD83, Zone 15, Easting 468,540.00m and Northing 5,383,616.00m. The elevated storage tank is an integral component of the distribution system as it provides relatively constant system pressure and a reserve volume of water for community fire protection.

Secondary treatment, re-chlorinating of the treated water is done at this location to achieve and maintain residuals within provincial regulations through the distribution system. Calcium hypochlorite, granular form (65%) is mixed in a day tank with treated water and pumped into the influent line at the re-circulating pump. The re-circulating pump runs at all times.

The free available chlorine residual is measured at least once a day and recorded in the logbook kept at the facility.

The elevated storage tank operates on a level control telemetry system with the high lift pumps at the Water Treatment Plant starting and stopping when the water level rises or drops within the tank. High lift pumps No. 1 and No. 4 have 60 horsepower variable speed drive motors capable of providing flows up to 63.1L/s, No. 2 high lift pump has a 100 horsepower motor capable of pumping 94.7 L/s and No. 3 high lift pump has a 125 horsepower motor capable of pumping 126.2 L/s.

The Water Tower has four (4) 400mm isolation valves, one (1) altitude valve and one (1) check valve.

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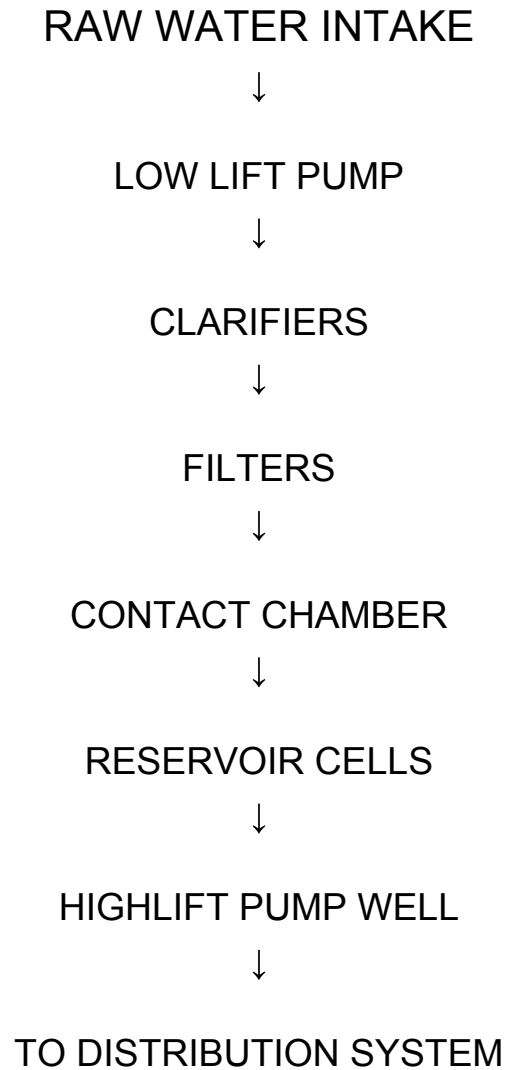
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QMS REPRESENTATIVE: 

6.7 Water Treatment Plant – Brief Description



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PROCEDURE TITLE: Drinking Water System

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QMS REFERENCE: ELEMENT NO. 6

QMS REPRESENTATIVE: Intake Structure

Located approximately 190 metres northeast of the Water Treatment Plant.

Intake Line

630mm diameter Polyethylene Pipe

Screen Chamber

Two stainless steel screens

Pump Well

Raw water enters pump well from screen chamber, gravity fed.

Low Lift Pumps

There are two (2) low lift pump units each electrically driven by 30 hp motors, with a rated capacity to deliver 100 L/s. Also one (1) 40 horsepower electric motor with vertical turbine, variable speed drive pump capable of providing flows in the range of 40 to 150 L/s.

Raw Water Flow Metering System

This unit counts the “litres” of water as it passes through the unit.

In Line Mixer (Initiating Pre-Treatment)

The mixer is equipped with four chemical application injectors and the following chemicals can be added to the treatment process at this point:

1. Liquid Alum
2. Soda Ash
3. Carbon Slurry

Raw Water Influent Line

This 450mm diameter pipe carries the raw water to the clarifiers.

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PROCEDURE TITLE: Drinking Water System

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QMS REPRESENTATIVE: Clarifiers

The raw water, after pre-treatment, enters primary mixing and reaction zone of each unit through the 450mm diameter inlet pipe. Activated carbon, soda ash and polymer can be added to the process in this zone.

Recycled solids are drawn up into the bottom of the zone by the re-circulator impeller to be mixed with the incoming pre-treated water. The re-circulated solids provide additional particle surface area to absorb and entrap precipitates in the raw water. The solids settle to the bottom of the clarifier to form a sludge blanket. Chemical addition and solids present in the raw water result in new solids being continually added to this sludge blanket. The pre-treated water then flows upward and into the effluent box at the top of the clarifiers.

Filter Influent Flume

Settled water from the effluent box is piped through two 450mm diameter lines to the filter influent flume for distribution to the filters.

Filters

Four gravity filters are provided. Each unit consists of ecodyne filtration equipment installed within a square concrete tank. The dual-media gravity filters are to remove any particles in suspension that have carried over from the solids contact clarifiers.

The filter media on top of the under drain system consists of a 500mm thickness of anthracite over 400mm thickness of silica sand.

The filtered water then enters the chemical contact chamber.

Chemical Contact Chamber

This chamber is located between the two reservoir storage cells and underneath the filters. Soda Ash solution, chlorine solution and hydrofluosilic acid are added to the process in the chamber.

Reservoir Cells

Two reservoir cells are provided, Cell No. 1 has a capacity of approximately 2,565 m³ (564,300 gallons) and Cell No. 2 has a capacity of approximately 1,465 m³ (322,300 gallons) where the total capacity of the two reservoir cells is 4,030 m³ (886,600 gallons).

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Drinking Water System

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QMS REFERENCE: ELEMENT NO. 6

QMS REPRESENTATIVE: Treated Water Pump Wells

The treated water pump well contains the filter backwash pump and high lift pumps number 1, 2, 3 and 4. It is located between the two reservoirs cells.

High Lift Pumps

These four units draw water from the treated water pump wells and are of varying capacities and are controlled by the water elevation in the Elevated Storage Tank/Water Tower.

High lift pump No. 1 and No. 4 – equipped with a 60hp variable frequency drive electric motor capable of providing flows up to 63.1 L/s.

High Lift Pump No. 2 – equipped with a 100hp electric motor, rated to deliver 94.7 L/s.

High Lift Pump No. 3 – equipped with a 125hp electric motor rated to deliver 126.2 L/s.

Backwash Pump

The backwash pump is used for back washing the filters and draws water from the pump well. This unit is rated to deliver 300 L/s and is equipped with a 75 hp electric motor.

Plant Effluent Discharge Header

The plant effluent discharge header receives the flow from the high lift pumps and directs it to the Town's water distribution system. Also there is one chlorine-fluoride analyzer, which continually monitors the concentration of these two chemicals prior to entering the water distribution system.

Rated Capacity Of The Plant

17,000 m³/d or 3,744,493 gallons per day.

196.76 litres/sec or 11.806 m³/min

Computer

The computer process control system known as a S.C.A.D.A. System (Supervisory Control and Data Acquisition) is the heart of the Water Treatment Plant. It starts the plant, opens and closes valves, starts and stops motors, maintains the set chemical dosages, back washes filters and many more operational adjustments.

The Town of Fort Frances Water System
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PROCEDURE TITLE: Drinking Water System

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QMS REFERENCE: ELEMENT NO. 6

QMS REPRESENTATIVE: Elevated Storage Tank

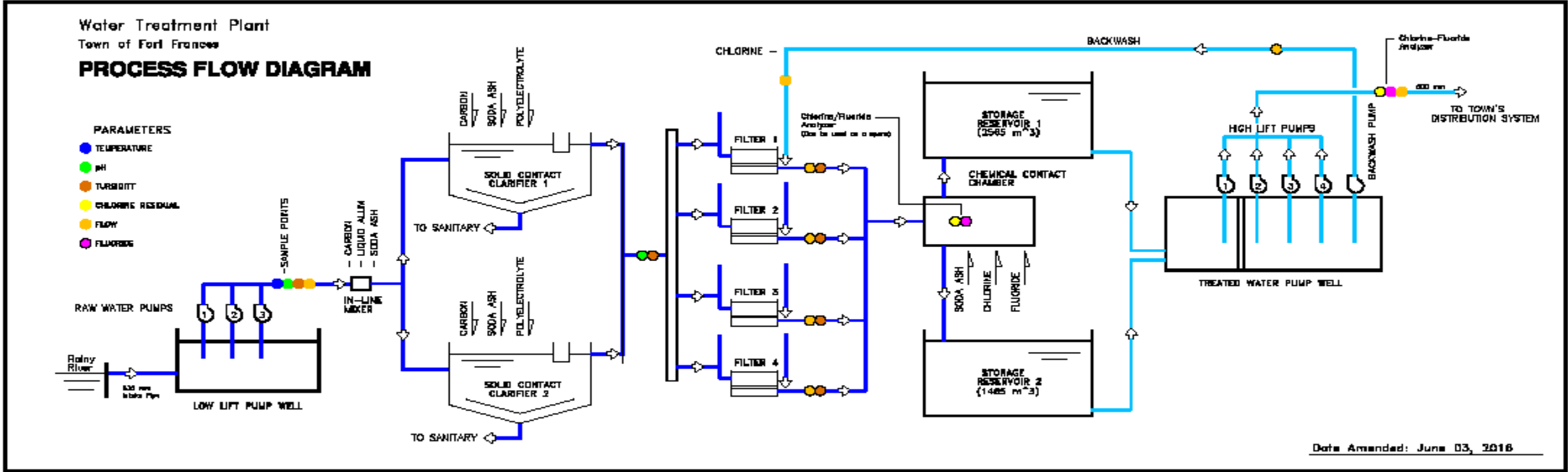
The Elevated Storage Tank pressure gauge, controls the high lift pumps. As the water tower tank fills the controls shut down the pumps and as the water tower tank empties the controls start the pumps. The level is sent back to the S.C.A.D.A. System at the Water Treatment Plant. The free available chlorine residual is measured at least once a day and recorded in the logbook kept at the facility.

Emergency Standby Generator

In cases of electric power failure a 450 kW emergency standby generator automatically comes on line. The generator is capable of operating the water treatment plant to its full potential.

PROCEDURE TITLE: Drinking Water System
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QMS REPRESENTATIVE: 



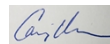
The Town of Fort Frances Water System
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PROCEDURE TITLE: Risk Assessment

REVISION #6

QMS REFERENCE: ELEMENT NO. 7

QMS REPRESENTATIVE:



7 Risk Assessment

7.1 Introduction

The process for hazard identification includes an assessment of each process step associated with the treatment and distribution of drinking water for the Town of Fort Frances.

7.2 Procedure

In general, the procedure will:

- Identify and rank potential hazards to the water system
- Identify control measures to address hazards
- Identify Critical Control Points (CCPs) and associated methods of monitoring and controlling them.
- Consider potential hazardous events as identified in MECP document, issued February 2017, "Potential Hazardous Events for Municipal Residential Drinking Water Systems to Consider in the DWQMS Risk Assessment".

Each of the process areas of the water system shall be reviewed to identify hazards. The following processes were included in the Risk Assessment:

- Source Water
- Raw Water/Well (including pumps)
- Primary Disinfection System
- Clear Wells
- Pump wells (including pumps)
- Secondary Disinfection System
- Distribution System
- Control Systems

Once hazards are identified the next step is to determine the critical control points (CCP'S). This process involves a risk assessment by prioritizing hazards and identifying points where control may be implemented to eliminate or minimize the hazards. Equipment reliability and redundancy are considered as part of the risk assessment for each process stated above.

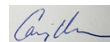
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PROCEDURE TITLE: Risk Assessment

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The risk assessment is determined by rating the likelihood, severity and detectability of the hazard identified in each of the process areas. The hazards are rated on a scale of 1 to 5 as outlined in table below.

RATING	LIKELIHOOD	SEVERITY	DETECTABILITY
1	RARE	INSIGNIFICANT	VERY DETECTABLE
2	UNLIKELY	MINOR	MODERATELY DETECTABLE
3	POSSIBLE	MODERATE	NORMALLY DETECTABLE
4	LIKELY	MAJOR	POORLY DETECTABLE
5	VERY LIKELY	CATASTROPHIC	UNDETECTABLE

The rating for the likelihood, severity and detectability is then added to give an overall level of risk for each hazard or hazardous event. All hazards or hazardous events, which have an overall, risk rating greater than or equal to 8 (threshold value) are considered critical and are associated with a critical control point.

The QMS team developed a control procedure for any hazard associated with a critical control point.

Critical limits are established for values that measure critical/hazardous events. The limits provide operators with a range of acceptable values within which no preventative or corrective actions are required.

Critical limits define the point at which an operator must take action to prevent escalation of the critical/hazardous event or to correct the critical/hazardous event.

Critical limits are based on regulatory requirements, process monitoring capabilities and historical plant performance. Process alarms (if available) are manually set at or near the critical limits.

Following the conclusion of the Risk Assessment process and the implementation of all resulting procedures and measures, the QMS Team shall meet once per calendar year to review the validity of the assumptions and the currency of the information used in the risk assessment. A risk assessment will be conducted from scratch once every thirty-six (36) months. The QMS Representative shall carry out any changes to procedures.

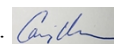
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE:



8 Risk Assessment Outcomes

8.1 Introduction

The Town of Fort Frances has established, implemented and maintains this procedure to determine what potential hazards and critical control points exist in the Water Treatment and Distribution system.

8.2 Town of Fort Frances Risk Assessment

DESCRIPTION	LIKELIHOOD OF HAZARD OCCURRING	RATING
RARE	May occur in exceptional circumstances or has not occurred.	1
UNLIKELY	Could occur at some time, historically has occurred annually or less than annually.	2
POSSIBLE	Has occurred once or more per year.	3
LIKELY	Has occurred on a monthly or quarterly basis.	4
VERY LIKELY	One or more occurrences on a monthly or more frequent basis.	5

DESCRIPTION	SEVERITY OF HAZARD OCCURRING	RATING
INSIGNIFICANT	Insignificant impact, little disruption to normal operation.	1
MINOR	Minor impact for small population, some manageable operation disruption, some increase in operational requirements.	2
MODERATE	Minor impact for small population, significant modifications to normal operations but manageable. Increase monitoring and operational requirements.	3
MAJOR	Major impact for small population, system significantly compromised and abnormal operation of it all.	4
CATASTROPHIC	Major impact for large population, complete failure of all systems.	5

DESCRIPTION	DETECTABILITY OF HAZARD	RATING
VERY DETECTABLE	Very easy to detect SCADA monitored.	1
MODERATELY DETECTABLE	Moderately detectable, problem is indicated promptly by testing results.	2
NORMALLY DETECTABLE	No alarm present, visually detectable on rounds or regular maintenance.	3
POORLY DETECTABLE	Poorly detectable, visually detectable but not inspected on a regular basis; would not be detectable before a problem was evident; lab tests that are not done on a regular basis.	4
UNDETECTABLE	Undetectable, cannot detect.	5

The Town's Threshold Number is 8

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TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency Procedure or Contingency Plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Source Water	Railway Activity (Spill of chemical or contaminant)	Chemical/ Biological Contamination of source water	Depends on location and type of Contamination	Notification to MECF Spills Action Centre of the spill and potential for contamination of source water.	Shut off raw water intake line valve. Stop producing water until plume passes. Run off water tower. Implement water restriction. Haul water, if necessary. Test water raw & treated.	1	4	3	8	YES	No Controllable limit	Refer to Emergency Response Binder (ERB) – S.O.P. #6 for Raw Water Source Contamination
	Highway Accident (Spill of chemical or contaminant)	Chemical/ Biological Contamination of source water	Depends on location and type of Contamination	Notification to MECF Spills Action Centre of spill and potential for contamination of source water.	Shut down intake. Stop producing water until plume passes. Run off water tower. Implement water restriction. Haul water, if necessary. Test water raw & treated.	1	2	1	4	NO		
	Fuel Storage Tanks	Chemical/ Biological Contamination of source water	Depends on location and type of Contamination	Notification to MECF Spills Action Centre of spill and potential for contamination of source water.	Shut down intake. Stop producing water until plume passes. Run off water tower. Implement water restriction. Haul water, if necessary. Test water raw & treated.	1	4	2	7	NO		
	Proximity of septic fields on Rainy Lake	Biological Contamination of source water		Conventional water treatment operations to treat source water. Weekly bacteriological testing of raw & treated water. Continuous monitoring for chlorine & filtered water turbidity.		1	1	5	7	NO		

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Element or Process step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Source Water	Collapse or breakage of single intake pipe	Quantity/Quality		Low lift pumps shut down on low-level alarm.	Run off water tower. Implement water restriction and haul water, if necessary.	1	4	1	6	NO		
	Long Term Impacts of Climate Change	Quality/Quantity			Adjust Process	1	3	1	5	NO		
	Source Water Supply Shortfall	Quality/Quantity		Visual	Water Restrictions	1	4	1	6	NO		
	Extreme Weather Events (e.g., tornado, ice storm)	Quality/Quantity		Visual		1	5	1	7	NO		
Treatment	Failure of SCADA	Quantity/Quality			Run on manual.	2	2	1	5	NO		
	High lift pump Failure	Quantity/Quality		Low Pressure.	Back up pumps.	2	1	1	4	NO		
	Loss of Coagulant – Plugging of lines, pump failure.	Biological & Chemical contamination	Crypto/ Giardia not removed with out coagulant	Pump failure alarm. Pump overload alarms. Critical Control Limit for filter effluent turbidity is set at 0.8 NTU (Regulatory Limit - 1.0 NTU), which causes an alarm and immediately shuts down the filter.	If main coagulant is not applied, restore as soon as possible with back up system. Monitor turbidity and chlorine residuals for any exceedance. Report to MOH and MECP, SAC as per O. Reg. 170/03.	2	3	1	6	NO		Switch to backup system, which is on-line and ready to go.

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Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Treatment	Loss of Polymer Plugging of lines, pump failure.	Shorter filter runs		Backwash alarm. Visual inspections throughout the day.	Repair polymer feed system. Note: If turbidity reading exceeds 1.0 NTU, causes an alarm. If two alarms 15 min. intervals or more apart and the Owner has not reported an exceedance in the 24 hrs. prior to this and the filter effluent is directing water to the next stage of the treatment process, then the exceedance is reportable. Report to MOH & MECP, SAC per O. Reg. 170/03.	3	2	1	6	NO		
	Flocculator failure	Shorter filter runs		Backwash alarm. Visual inspections throughout the day. Alarms on rake drive & mixer.	Repair parts on hand. Note: If turbidity reading exceeds 1.0 NTU, causes an alarm. If two alarms 15 min. intervals or more apart and the Owner has not reported an exceedance in the 24 hrs. prior to this and the filter effluent is directing water to the next stage of the treatment process, then the exceedance is reportable. Report to MOH & MECP SAC per O. Reg. 170/03.	1	3	1	5	NO		
	Backwash pump failure	Quantity/Quality		Alarms on backwash pump and filter backwash.	Spare backwash motor & ability to use high lift pumps.	1	1	1	3	NO		

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Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Treatment	Filter breakthrough or Under drain failure	Biological contamination	Crypto/ Giardia not removed with out coagulant	On –line filter effluent turbidity meters. Critical Control Limit for filter effluent turbidity is set at 0.8 NTU, (Regulatory Limit - 1.0 NTU), which causes an alarm and immediately shuts down the filter.	If turbidity reading exceeds 1.0 NTU, causes an alarm. If two alarms 15 min. intervals or more apart and the Owner has not reported an exceedance in the 24 hrs. prior to this and the filter effluent is directing water to the next stage of the treatment process, then the exceedance is reportable. Report to MOH & MECP SAC per O. Reg. 170/03.	2	4	1	7	NO		
	High Turbidity off filters	Biological & Chemical contamination		On –line filter effluent turbidity meters. Critical control limit for filter effluent turbidity is set at 0.8 NTU, (Regulatory Limit - 1.0 NTU), which causes an alarm and immediately shuts down the filter.	Take filter off line and repair.	2	2	1	5	NO		Take filter off line and repair.
	Vandalism	Quantity/ Quality		Plant Alarms	Visual monitor	1	2	1	4	NO		
	Fire	Quantity/ Quality		Plant Alarms	Refer to Emergency Response Binder (ERB) – S.O.P. #1 for the Destruction (Bombing/Major Fire) of Water Treatment Plant or Water Tower	1	5	1	7	NO		

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Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Treatment	Power Failure	Quantity/Quality		Plant Alarms	Emergency back-up generator comes on-line.	1	5	1	7	NO		
	Chemicals - Poor Quality	Quantity/Quality	Guaranteed by Supplier	Plant Alarms Upsets Process	Stop using and order replacement	1	5	1	7	NO		All chemicals are NSF/ANSI certified
	Chemicals - Unavailability	Quantity/Quality	Keep in stock two (2) week supply		Contact alternate suppliers	1	3	2	6	NO		
	Algal Blooms	Chemical/Biological		Depends on location, duration and type of algae.	Shut down intake. Stop producing water until plume passes or treat water.	1	5	1	7	NO		
Primary Disinfection	Chlorinator failure	Biological Contamination	Bacteria & Viruses not inactivated without chlorine	On line chlorine analyzer alarm. Critical control limit 1.10 mg/L.	Switch to standby chlorinator & spare parts to make repairs. Note: if CT requirements not met report to MOH & MECP SAC per O. Reg. 170/03.	1	5	1	7	NO		Switch to standby chlorinator & spare parts to make repairs.
Reservoir	Loss of structural integrity of reservoir-leakage into reservoir.	Biological & Chemical Contamination		On line chlorine analyzer. Weekly bacteriological testing. Daily treated water analysis.	Isolate one (1) reservoir. Notify MOH & MECP SAC. Drain, repair, clean and disinfect per "Procedure for Disinfection of Drinking Water in Ontario", increase chlorine dosage and issue water restrictions.	1	4	1	5	NO		

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Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detect ability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Distribution	Breakage of single pipe from plant to distribution system	Quantity/Quality	Run from water tower as long as possible	Low level tower alarm.	If system pressure compromised. Report to MOH & MECP SAC. Repair, flush distribution system, increase chlorine and conduct sampling in distribution system.	1	5	1	7	NO		Refer to Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs
	Loss of chlorine residual (Secondary disinfection)	Biological Contamination	Legislated under O. Reg. 170/03	Daily residual at water tower, weekly monitoring at locations in town.	Report to MOH & MECP SAC as required by O. Reg. 170/03. Flush system increase chlorine dosage and resample.	2	3	2	7	NO		See O Reg. 170/03 requirements for corrective actions
	Loss of pressure due to a water main break or major fire	Biological & Chemical Contamination		Customer Complaints, low level alarm at water tower.	If system pressure compromised and potential for backflow exists, report to MOH & MECP SAC. Follow procedure for water main breaks and repairs. Refer to Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs.	3	2	3	8	YES	Tower: 6m – 8m Reservoir: 3600mm – 5000mm	See Appendix “D” Standard Operating Procedure for Flushing of Water Mains
	Cross Connection	Biological & Chemical Contamination	Backflow prevention devices	Visual / high risk.	If backflow suspected, report to MOH & MECP SAC. Isolate area, flush the system and sample as needed. Re-pressurize system.	1	3	4	8	YES	No Controllable limit	See Appendix “D” Standard Operating Procedure for Flushing of Water Mains

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Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detect ability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Distribution	Water Tower Structural / Contaminated	Quantity/ Quality Biological & Chemical Contamination		Low pressure/Low level.	Isolate water tower.	1	2	3	6	NO		
	Hypo Pump Failure (Plugged)	Biological & Chemical Contamination		Low chlorine residual in distribution system.	Switch lines, repair/replace defective pump with spare pump at water plant/tower.	3	1	3	7	NO		
	Bio-film	Quantity/ Quality		Weekly checks	Refer to Appendix "D" S.O.P. for Flushing of Water Mains	1	3	3	7	NO		
Treatment	Sustained Extreme Heat	Quantity/ Quality		SCADA, Flow, Tower, Reservoir Alarms	Implement Water Restrictions, Adjust staffing, Run plant manually, Haul water if necessary	2	4	1	7	No		
Distribution	Sustained Extreme Cold	Quantity/ Quality		Customer Complaints	Run water alert, shift modification, thaw lines, dig if necessary, repairs, temporary lines	2	2	1	5	No		

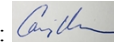
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PROCEDURE TITLE: Organizational Structure

REVISION #5

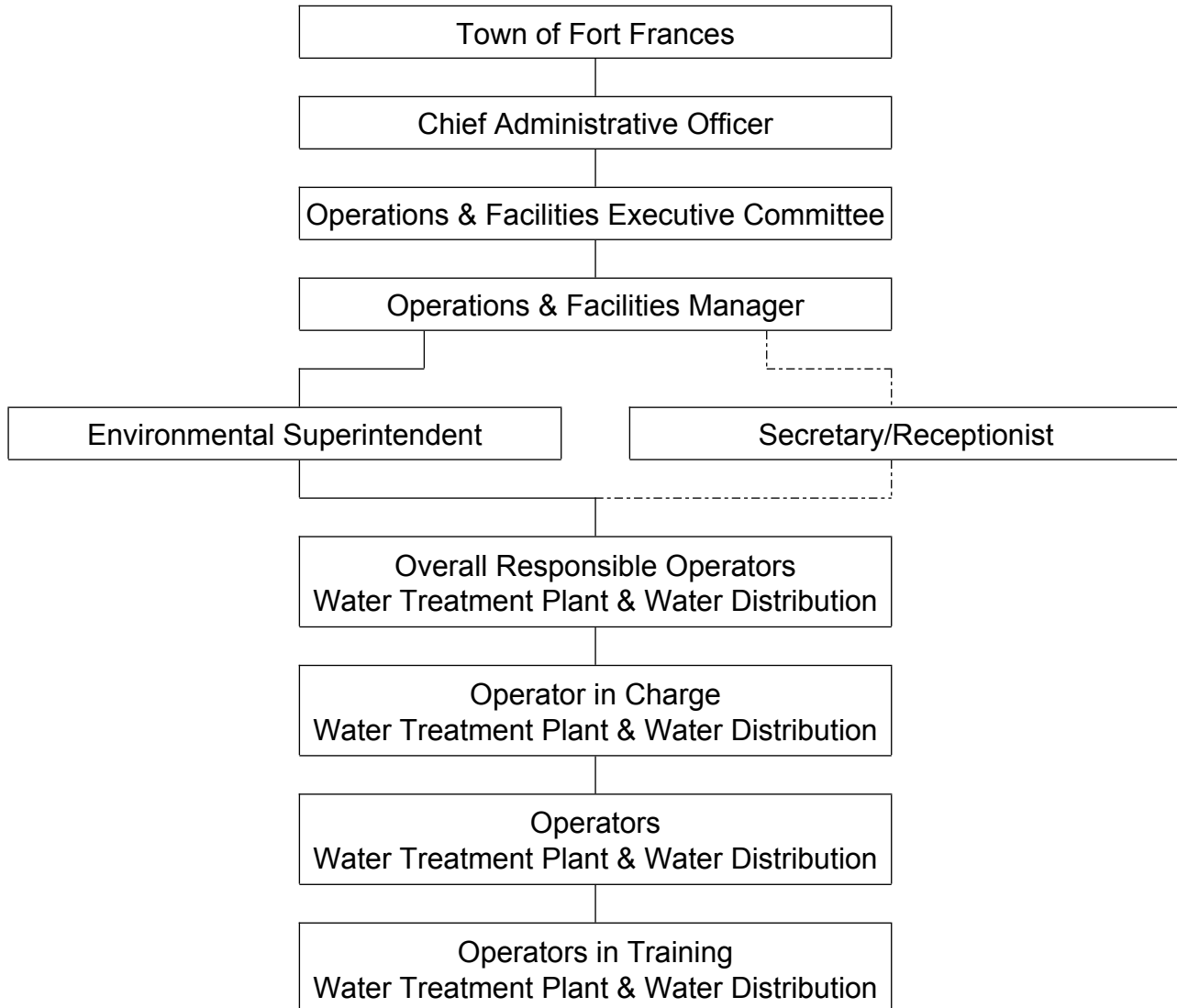
QMS REFERENCE: ELEMENT NO. 9

QMS REPRESENTATIVE:



9 Organizational Structure, Roles, Responsibilities & Authorities

Organization Chart



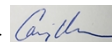
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PROCEDURE TITLE: Organizational Structure

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QMS REPRESENTATIVE:



Chief Administrative Officer

Responsibilities	Authorities
<p>The CAO is responsible for arranging reports to the Mayor & Council on the Municipal Water System.</p> <p>The CAO will receive information and reports from the Operations & Facilities Manager, Environmental Superintendent and Transportation Superintendent regarding issues that are relevant to the overall operation of the water system.</p> <p>The CAO is “top management” in regards to QMS documentation.</p> <p>Involved in the annual Management Review process.</p>	<p>The CAO is authorized by Mayor and Council to ensure that management and staff is in place to ensure the Municipal Water System is supplying safe and reliable drinking water.</p>

Operations & Facilities Executive Committee

Responsibilities	Authorities
<p>The Operations & Facilities Executive Committee is responsible to review and discuss all management and operational aspects of the water system.</p> <p>The main goal is to ensure the provision of safe and reliable potable water is provided to all customers connected to the Town’s water system.</p> <p>All administration water information and operational reports are reviewed and revised if necessary prior to being forwarded to Council for approval or acceptance.</p>	<p>In accordance with the Town’s procedural Bylaw # 21/94 the Operations & Facilities Committee is appointed by the Council of the Town of Fort Frances.</p> <p>The Operations & Facilities Executive Committee consists of three (3) members of Council and the Operations & Facilities Manager.</p>

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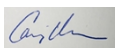
QMS REPRESENTATIVE: 

Operations & Facilities Manager

Responsibilities	Authorities
<p>The Operations & Facilities Manager is responsible for ensuring that operations within the Municipal Water Supply System is safe and operations are in compliance with current regulations.</p> <p>The Operations & Facilities Manager must provide the CAO and Mayor & Council with current technical and administrative information and advice in regards to the Town's water system.</p> <p>The Operations & Facilities Manager is "top management" in regards to QMS documentation.</p> <p>To initiate on an annual basis the Management Review process.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>QMS Team member</p>	<p>The Operations & Facilities Manager has the authority to ensure staff is in place to manage the Water Supply System, develop administrative and technical policies, evaluate and prioritize long term utility needs.</p> <p>To be on site (Water Treatment Plant) during MECF and auditor inspections.</p>

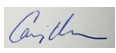
Environmental Superintendent

Responsibilities	Authorities
<p>Responsibilities include preparing reports for capital expenditures, budgeting, maintenance activities and infrastructure condition assessments for the CAO, Operations & Facilities Manager, Regulatory Authorities and the Public.</p>	<p>Develop, approve and implement maintenance and safety practices, policies and procedures.</p> <p>Communicate with Regulatory Agencies, Public and owner.</p>

The Town of Fort Frances Water System General QMS Administration	
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<p>The Environmental Superintendent is also responsible for the management of the daily operations of the Water Treatment Plant and the water distribution system. The Superintendent will provide guidance to and receive feedback from the operators on regular operations and future needs.</p> <p>Is assigned communication responsibilities to the QMS as it relates to operating authority staff and suppliers.</p> <p>Annual involvement with the Management Review process.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>QMS Team member</p>	<p>Inspect and approve distribution, infrastructure, installations and repairs.</p> <p>Evaluate and prioritize long term, rehabilitation and upgrading needs.</p> <p>Review and provide comments on technical reports and proposals.</p> <p>Evaluate and recommend contractors and construction materials and maintenance equipment.</p> <p>Approve payment for goods and services received.</p> <p>To be on site (Water Treatment Plant) during MECP and auditor inspections.</p>

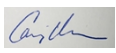
Secretary/Receptionist

Responsibilities	Authorities
<p>Directs customer complaints to operators</p> <p>Confirms on an annual basis or when new information or revised information becomes available, the revision date of the town's emergency plan (Town's corporate drive - "G" drive). Notify the QMS representative if updated.</p> <p>Removes from use obsolete internal and external QMS documents once approved and signed off.</p> <p>Ensures that all records generated by the QMS are properly controlled and maintained.</p> <p>Provide, on an annual basis a summary of</p>	

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the Drinking Water QMS information for the management review meeting.	
QMS Team member	

Overall Responsible Operators (ORO)

Responsibilities	Authorities
<p>The ORO or Chief Plant Operator is responsible for the supervision of daily operations and staff at the Water Treatment Plant and Water Distribution System.</p> <p>The ORO ensures that all operations are in compliance with current MECP regulations.</p> <p>The ORO must maintain a minimum Class III Water Treatment Certificate as well as a minimum Class II Distribution.</p> <p>The ORO is to assist in preparing annual operating and capital budgets.</p> <p>Works in a safe manner in accordance with the Occupational Health & Safety Act and Regulations.</p> <p>Prepares a monthly summary report of the Town's Drinking Water System outlining drinking water sampling, testing & monitoring. Report also includes any maintenance activities performed within the water treatment plant during that period.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>Develops annual staff on-call schedule.</p>	<p>The ORO is authorized to make any process adjustments to ensure the safety and adequate supply of drinking water.</p> <p>The ORO is authorized to purchase process chemicals, lab supplies, testing services and equipment parts.</p> <p>The ORO is also authorized to direct the duties of the plant operators and supervise any on site contractors.</p> <p>To be on site (Water Treatment Plant) during MECP and auditor inspections.</p>

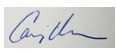
<p style="text-align: center;">The Town of Fort Frances Water System General QMS Administration</p>	
PROCEDURE TITLE: Organizational Structure	REVISION #5
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Annually is involved with the Management Review process.	
QMS Team member	

Operators In Charge (OIC) – Water Treatment Plant

Responsibilities	Authorities
<p>The OIC has the responsibilities and authority to:</p> <ul style="list-style-type: none"> • Make data entries in the log books, and log sheets • Perform on and off site water tests • Make and record process adjustments • Sampling at the plant and within the water distribution system • Customer Complaints • Assist in preparing annual operating and capital budgets <p>The OIC is responsible to follow all the current MECP regulations.</p> <p>Works in a safe manner in accordance with the Occupational Health & Safety Act and Regulations.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>QMS Team member</p>	<p>The OIC has the authority to:</p> <ul style="list-style-type: none"> • To order process chemicals • To order equipment and parts • To order lab supplies • Collect samples • Perform testing • Perform maintenance

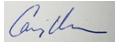
Operator In Charge (OIC) – Water Distribution System

Responsibilities	Authorities
<p>The OIC is responsible for the supervision of daily operations and maintenance of the water distribution</p>	<p>To do testing/water sampling – chlorine tests, pressure tests, etc.</p>

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<p>system.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>Works in a safe manner in accordance with the Occupational Health & Safety Act and Regulations.</p> <p>Responsible to follow current MECP regulations and guidelines.</p> <p>Record keeping.</p> <p>Provide location/information of water infrastructure to GIS personnel.</p> <p>Assist in preparing annual operating and capital budgets.</p> <p>Annually involved in the Management Review process.</p> <p>QMS Team member</p>	<p>To direct staff and contractors in the repair and maintenance of the Distribution System i.e. main valves, hydrants, services and shutoffs.</p>

Operators – Water Treatment and Water Distribution Systems

Responsibilities	Authorities
<p>Operators are responsible for the daily operations and maintenance of the water systems.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>Works in a safe manner in accordance with the Occupational Health & Safety Act and Regulations.</p> <p>Responsible to follow current MECP regulations and guidelines.</p>	<p>Works under the direction of the ORO/OIC.</p>

The Town of Fort Frances Water System General QMS Administration	
PROCEDURE TITLE: Organizational Structure	REVISION #5
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Record keeping.	
Record keeping (Authorized by the ORO/OIC).	
Provide location/information of water infrastructure to GIS personnel.	
QMS Team Member	

Operator In Training (OIT) – Water Treatment and Water Distribution Systems

Responsibilities	Authorities
<p>The OIT can perform all routine operational duties except duties specifically delegated to the ORO or OIC.</p> <p>Ensuring a safe and adequate supply of water for all customers.</p> <p>Works in a safe manner in accordance with the Occupational Health & Safety Act and Regulations.</p> <p>Responsible to follow current MECP regulations and guidelines.</p> <p>Record keeping.</p> <p>Provide location/information of water infrastructure to GIS personnel.</p> <p>QMS Team Member</p>	<p>Works under the direction of the ORO/OIC or other operators. Such work to include, but not limited to:</p> <ul style="list-style-type: none"> • Chlorine testing • Water sampling • Pressure testing

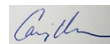
The Town of Fort Frances Water System
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PROCEDURE TITLE: Competencies

REVISION #5

QMS REFERENCE: ELEMENT NO. 10

QMS REPRESENTATIVE:



10 Competencies

10.1 Identifying Competencies

The following identifies competencies required for the Town of Fort Frances staff whose performance has a direct impact on drinking water quality.

Operations & Facilities Manager

Shall possess advanced theoretical and working knowledge of the Town's Drinking Water System. Shall possess the necessary administrative and leadership skills that are expected of a senior level manager to lead, direct and supervise the Environmental Superintendent. Shall possess working knowledge of the Safe Drinking Water Act and all applicable regulations. Recommended to attend the following courses: Workplace Hazardous Material Information System (WHMIS), First Aid Training and Confined Space Training.

Environmental Superintendent

Shall possess advanced theoretical and working knowledge of the Town's Drinking Water System. Also, should possess the necessary administrative and leadership skills that are expected of a mid-level manager to lead, direct and supervise all the water operators of the Town's drinking water system. Shall possess working knowledge of the Safe Drinking Water Act and all applicable regulations. Shall attend the following courses: Workplace Hazardous Material Information System (WHMIS), First Aid Training and Confined Space Training.

Operator

Ontario Regulation 128/04 requires that all Water Treatment and Distribution operators' shall be working towards operating licenses appropriate to the class of facility where they are employed.

The Overall Responsible Operator (OROs) shall have a minimum of a Class III Water Treatment certificate and a Class II Distribution certificate.

All operators shall have at least an Operator in Training (OIT) level certificate, while ultimately working towards obtaining a Class III Water Treatment and/or a Class II Distribution certification.

Shall attend the following courses: Workplace Hazardous Material Information System (WHMIS), First Aid Training and Confined Space Training.
Operators are required to have skills and knowledge in the following areas:

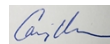
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Competencies

REVISION #5

QMS REFERENCE: ELEMENT NO. 10

QMS REPRESENTATIVE:



Treatment Plant Operators

An understanding of the concepts of water borne diseases, pathogens and other bacteria related to water and the reasons for water treatment and disinfection. A basic knowledge of math, science and chemistry used in the treatment process is required.

An understanding of the water treatment process, including chemically assisted filtration and the CT concept, to ensure proper disinfection.

Knowledge of the Safe Drinking Water Act and all applicable regulations and identifying, reporting and responding to adverse drinking water conditions as required.

An understanding of the importance of the policies and procedures and the potential for not following them.

Perform lab analyses and interpreting results.

Mechanical aptitude.

Working knowledge of the operation of the water treatment system using the SCADA (Supervisory Control and Data Acquisition) System.

Working knowledge of the operation of the water treatment system without the SCADA (Supervisory Control and Data Acquisition) System on line.

An ability to handle emergency situations.

Adjusting and checking chemical feed rates.

Safe practice for handling chlorine and for maintaining and repairing the chlorinators.

Knowledge of the chemicals used in the water treatment process and safe handling practices.

Distribution System Operators

Good understanding of the Town of Fort Frances water distribution system.

Understanding of secondary disinfection.

Knowledge of the Safe Drinking Water Act and all applicable regulations and identifying, reporting and responding to adverse drinking water conditions as required.

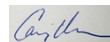
The Town of Fort Frances Water System
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PROCEDURE TITLE: Competencies

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QMS REFERENCE: ELEMENT NO. 10

QMS REPRESENTATIVE:



Safely repair and maintain distribution system in accordance with the “Procedure for Disinfection of Drinking Water in Ontario” standard and Town of Fort Frances policies. Follow regulatory requirements for disinfection of new and repaired water mains and water services.

Conducting valve maintenance and repairs.

Conducting hydrant maintenance and repairs.

Maintaining a current log book.

Keep information current with GIS personnel.

Maintaining good public relations.

10.2 Satisfying Competencies

The following satisfies the competency requirements for the Town of Fort Frances staff.

Management

Top Management is briefed on operating conditions and is provided updates required by regulations at regular meetings.

Management regularly attends relevant drinking water training courses, conferences and seminars.

New Operators (OITs)

The Environmental Superintendent will explain the job with the new operator and go through the job description. After successful completion of the OIT Water Treatment and Water Distribution Preparation Course (60 hrs), exam and completion of MECP Entry-Level Course. A new operator will train under an experienced operator until a satisfactory level of competence has been reached. The Environmental Superintendent, with input from the Overall Responsible Operators, will determine when a satisfactory level of competence has been reached, through observation and peer review. OIT's take direction from ORO's and OIC's.

Class I Water Treatment & Distribution Operators

An Operator-In-Training may progress to become a Class I Operator after completing the necessary training, education, examinations and experience as required by the MECP, in accordance with Ontario Regulation 128/04.

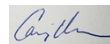
The Town of Fort Frances Water System
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REVISION #5

QMS REFERENCE: ELEMENT NO. 10

QMS REPRESENTATIVE:



Class II Water Treatment & Distribution Operators

A Class I Operator may progress to become a Class II Operator after completing the necessary training, education, examinations and experience as required by the MECP, in accordance with Ontario Regulation 128/04.

Class III Water Treatment Operators

A Class II Operator may progress to become a Class III Operator after completing the necessary training, education, examinations and experience as required by the MECP, in accordance with Ontario Regulation 128/04.

As part of the licensing requirements all operators experience extensive on the job training. Specific requirements are listed in O. Reg. 128/04.

Other than the preparation courses noted above some other courses that operators should attend are:

- Gas Chlorination Workshop
- Hypo Chlorination – Disinfection Workshop
- Watermain Disinfection Workshop
- Water Treatment Proficiency course
- Filter Operation and Maintenance course
- Pump Maintenance & Repair
- Hydrant Maintenance & Repair
- MS Word and Excel – Computer Software

10.3 Ensuring Competencies

The level of competency required for personnel who may directly affect drinking water is outlined above. These requirements are based on the organizational structure, roles, responsibilities and the job description associated. All legislative and requirements have been factored into the competencies.

To ensure that personnel is aware of the importance of the employee responsibilities and its impact on drinking water quality will be promoted through the following activities:

- 1) hiring process - the Town of Fort Frances may administer certain tests, conduct interviews, verify references and/or request specific documentation as part of the hiring process in order to confirm skills, experience and knowledge to ensure competency of the operations staff.
- 2) training courses/conferences
- 3) review job descriptions
- 4) staff meetings

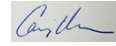
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Competencies

REVISION #5

QMS REFERENCE: ELEMENT NO. 10

QMS REPRESENTATIVE:



- 5) annual performance evaluations – review past accomplishments and setting future goals
- 6) review of relevant legislative and regulatory requirements
- 7) review of roles and responsibilities relevant to the QMS detailed in Element 9.
- 8) review and update of relevant policies and procedures, and
- 9) review of relevant competency requirements.

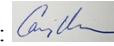
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Personnel Coverage

REVISION #5

QMS REFERENCE: ELEMENT NO. 11

QMS REPRESENTATIVE:



11 Personnel Coverage

The Water Treatment Plant in Fort Frances is deemed a Class III facility while the Distribution System is a Class II.

The Water Treatment Plant in Fort Frances is currently staffed with three (3) certified operators. These operators work on a rotating on-call system with each operator being on-call for a week period. The operator on-call period begins on a Tuesday at 7:30 a.m. and ends the following Tuesday at 7:30 a.m. at which time the next operator on-call begins. All three (3) operators participate in the rotation system. The Overall Responsible Operator (ORO) in conjunction with other Water Treatment Plant operators establishes the annual on-call rotation schedule. The hours of work at the Water Treatment Plant in Fort Frances are 7:30 a.m. to 4:00 p.m. Monday to Friday with the exception of statutory holidays. On-call duties include coverage on weekends and statutory holidays.

The Town of Fort Frances has a designated ORO for the Water Treatment Plant and the Distribution System with a back up ORO in place. Each day they are recorded in the Water Treatment Plant, Water Tower and Distribution log books.

The ORO is responsible for the supervision of daily operations and staff at the Water Treatment Plant and the Water Distribution System. In accordance with O. Reg. 128/04 the Town will provide the necessary operators.

The Water Treatment Plant in Fort Frances is monitored by an alarm system, which when is activated sends a signal to a central dispatch for any after hour alarms. The central dispatch will then contact the on-call operator to respond. The operator will respond as soon as practicable after becoming aware of the alarm. If the on-call operator cannot be reached or respond to the activated alarm, central dispatch will move onto the next operator on the rotation list until one is contacted and able to respond.

For the water distribution system after hours on-call coverage is monitored by the Public Works Department.

Rationale

A licensed operator is capable of completing the weekend monitoring tasks at the Water Treatment Plant and Water Tower. Where circumstances arise that additional staff is required the operator can request the assistance of any of the off duty licensed operators. Operator contact information is made available, either in hard copy or electronically to WTP operator staff and other divisions as required.

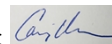
The Town of Fort Frances Water System
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PROCEDURE TITLE: Personnel Coverage

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QMS REFERENCE: ELEMENT NO. 11

QMS REPRESENTATIVE:



Non-Standard Operating Situations

The Town has a working relationship with the Ontario Clean Water Agency (OCWA). OCWA management has agreed to provide assistance to the Town during non-standard situations and will be designated as the Overall Responsible Operator (ORO) for the water system during these situations.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Communications

REVISION #4

QMS REFERENCE: ELEMENT NO. 12

QMS REPRESENTATIVE: 

12 Communications

12.1 Introduction

The Operations & Facilities Manager is top management as it relates to the Quality Management System (QMS) document and communication responsibilities. The Operations & Facilities Manager has delegated or assigned communication responsibilities to the QMS representative (Environmental Superintendent) as it relates to the Operating Authority Staff and Suppliers.

12.2 Target Audience - Town of Fort Frances Mayor and Council (Owner)

QMS Communication Method - The Operations & Facilities Manager (top management) keeps the Operations & Facilities Executive Committee current of the Operational Plan and any changes or issues regarding the QMS. The Operations & Facilities Executive Committee forwards the reports to the Chief Administrative Officer (CAO) for comments and then the reports are presented to Council for approval.

12.3 Target Audience -Town of Fort Frances Operating Authority

QMS Communication Method – Environmental Superintendent (QMS representative) or designate will inform all Town of Fort Frances water system personnel of all revisions to the QMS by email. All updated QMS documents will be stored at the Water Treatment Plant in the Control Room and electronically in the Town's computer system.

12.4 Target Audience – Suppliers

QMS Communication Method – Suppliers, as outlined in Element 13, will receive information from the Environmental Superintendent regarding the QMS if and when it relates to them either by phone, fax or e-mail.

12.5 Target Audience – Public

QMS Communication Method - The general public can gain access, for viewing only to the approved Quality Management System Operational Plan and revisions at the following locations:

- 1) Town Hall (Civic Center) through the Town's Clerk. The Clerk is the Freedom of Information Officer for the Corporation of the Town of Fort Frances.
- 2) The Town of Fort Frances web site.

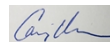
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE:



13 Essential Supplies & Services

13.1 Introduction

In order to reduce the risks to the quality and safety of the Drinking Water System from outside sources, this element identifies the suppliers and services which are deemed as essential to the delivery of safe drinking water and describes how the quality of these services are ensured.

13.2 Suppliers and Services

Below is a list of all Suppliers and services deemed essential for the production and delivery of safe water. All chemical supplies must meet ANSI and NSF Standards. Appropriate paperwork must be provided upon chemical delivery to confirm the product being delivered. All laboratories must be accredited to test the parameters for all samples that are submitted to them.

a) Chemicals:

Chlorine	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285
Fluoride (Hydrofluorosilicic Acid)	Univar 99 Lawson Crescent Winnipeg, Manitoba R3P 0T2 204-928-7246	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416
Aluminum Sulphate	Chemtrade Logistics Inc. 145 McDougall Street Thunder Bay, On. P7B 6T9 807-345-7643	Border Chemical Company 104 Regent Avenue Winnipeg, Manitoba R2C 5G2 204-222-3276
Soda Ash Dense	Univar 99 Lawson Crescent Winnipeg, Manitoba R3P 0T3 204-981-3285	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416

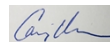
The Town of Fort Frances Water System
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PROCEDURE TITLE: Essential Supplies & Services

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Poly	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285	N/A
Calcium Hypochlorite	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416

Chemicals are ordered when supplies reach the following levels:

Chlorine – when approximately two (2) tonners are left
 Fluoride – when approximately two (2) - 136 kg. drums are left
 Aluminium Sulphate – at low level
 Soda Ash – when the silo is at low level
 *Poly – when supply is one-half depleted (Qty 15 x 25 kg bags)
 Calcium Hypochlorite – order four (4) - 30 kg. pails annually

* Supplier retains a supply on hand for the Town of Fort Frances Water Treatment Plant.

b) Pump/Analyzer/Meter Parts:

Poly	Mequipco Ltd. Unit 305 - Pembina Hwy. Winnipeg, Manitoba R3T 5J3 204-982-1040
Fluoride Aluminum Sulphate	Metcon Sales & Engineering Unit 3 - 15 Connie Crescent Concord On. L4K 1L3 905-738-2355
Chlorinator Aluminum Sulphate	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285

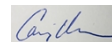
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE:



Chlorine Analyzers Lakeside Process Control
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Turbidity Analyzers Lakeside Process Control
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Other Meters Hach Sales & Service
(Bench Turbidity Analyzer) 34-1313 Border Street
(pH Analyzer) Winnipeg, Manitoba
(Drell) R3H 0X4
204-957-7259
204-232-9992 (cell)
800-665-7635

High & Low Lifts Power & Mine Supply
675 Harold Crescent
Thunder Bay, Ontario
P7C 5H6
807-622-4044
807-622-3235 (fax)

c) Other Services:

Electrical Services CANNECT Electric
1028 Williams Avenue
Fort Frances, Ontario
P9A 2R8
807-274-0000
807-275-5511 (cell)

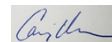
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE:



Plumbing Services J. D. Plumbing Solutions
RR #1, RMB 79
Fort Frances, Ontario
P9A 3M2
807-274-9485 (office)
807-276-1839 (Jamie cell)

Heating/HVAC Services Pryde's Heating
RR#1, RMB 226
Frog Creek Road
Fort Frances, Ontario
P9A 3M2
807-274-9458 (office)
807-275-9597 (Scott – cell)

S.C.A.D.A. System & Instrumentation Lakeside Process Controls
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Accredited Laboratory Services ALS Laboratory
1081 Barton Street
Thunder Bay, Ontario
P7B 5N3
807-623-6463
1-800-668-9878 (toll free)
807-623-7598 (fax)

Calibrations
Flow meters, chemical feed Lakeside Process Controls
Pumps cl2 analyzers 7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Calibrations Clear Tech
(Bench Turbidity Analyzer) 340 Saulteaux Crescent
(pH Analyzer) (Drell) Winnipeg, Manitoba
(online turbidity analyzers) R3J 3T2
204-981-3285

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE: **d) Water Distribution:****System Parts**

Wolseley Waterworks
1300 St. Mathews Avenue
Winnipeg, Manitoba
R3G 3K4
204-786-7861

Emco Western Supply
933 Tungsten Street
Thunder Bay, Ontario
P7B 5Z3
807-345-6543

Water Meters

Wolseley Waterworks
1300 St. Mathews Avenue
Winnipeg, Manitoba
R3G 3K4
204-786-7861

FLOCOR - Winnipeg
777 Century St.
Winnipeg, Manitoba
R3H 0M2
204-774-3461

Watermark Solutions Ltd.
169 Dufferin St. South (Unit 20)
Alliston, Ontario
L9R 1E6
519-217-3734

Metcon Sales & Eng'g
3 – 15 Connie Cres.
Concord, ON
L4K 1L3
905-738-2355

13.3 Quality Control Procedure

The Fort Frances Water Treatment Plant and Distribution System Operators ensure the quality of products delivered through a number of initiatives;

1. Formal contracts and agreements
2. Tender process
3. Engineering specifications

Documentation must be provided prior to delivery, which specifies the intended delivery time, proper licensing, accreditation and/or specifications outlined in the purchasing agreements. If all conditions set out in the agreements are met, delivery of goods or services will be accepted.

13.4 Purchase Agreement

When purchasing any goods and services pertaining to the Town's water system, the Town's Procurement Policy shall be followed.

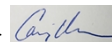
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Review & Provision of Infrastructure

REVISION #5

QMS REFERENCE: ELEMENT NO. 14

QMS REPRESENTATIVE:



14 Review and Provision of Infrastructure

Generally in the fourth quarter of each year, the Environmental Superintendent will meet with all the water operators (Distribution and Treatment) to review the adequacy of the infrastructure in order to operate and maintain the entire water system. At this meeting the water quality consumer complaints records, risk assessment outcomes, equipment and machinery breakdown records, process control data, GIS database and the monthly reports will be reviewed. The goal of this meeting is to develop a 5-year infrastructure needs program, which outlines a prioritized list of maintenance, rehabilitation and renewal requirements for the water system with emphasis being placed on the up-coming year. All infrastructure needs (maintenance, rehabilitation & renewal) will be prioritized, in order that senior management and Council can make adjustments if financial resources are not available.

The Environmental Superintendent will distribute the minutes of this meeting by email to the Operations & Facilities Division Manager and all staff in attendance of this meeting.

In October and/or November, the Environmental Superintendent will prepare the necessary cost estimates for all infrastructure needs in order that annual operating and capital budget for the water system are developed. This information will be submitted electronically to the Operations & Facilities Division Manager. The Operations & Facilities Division Manager will review the infrastructure needs and budget information and meet with the Environmental Superintendent to review the infrastructure needs, the submitted budget information and confirm the prioritized infrastructure needs for the up-coming year.

The Operations & Facilities Division Manager will confirm by email to the Town's CAO that a meeting in regards to the adequacy of the infrastructure necessary to maintain and operate the water system took place between the Environmental Superintendent and the Operations & Facilities Division Manager.

Next, the entire budget document for the Operations & Facilities Division, which includes the water system, will be forwarded to all members of the Operations & Facilities Executive Committee (some members of Council) and Council (Owner) for their review prior to the second Operations and Facilities Executive Committee meeting scheduled in November of each year.

The Operations & Facilities Manager will explain all aspects of the water system including the adequacy of the infrastructure to maintain and operate the water system including the financial impacts to the members of the Operations & Facilities Executive Committee. The Operations & Facilities Executive Committee will make no adjustments in the budget document. However, the Operations & Facilities Executive Committee will review a prioritized list of infrastructure needs for the water system. Administration

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Review & Provision of Infrastructure

REVISION #5

QMS REFERENCE: ELEMENT NO. 14

QMS REPRESENTATIVE: 

prepares minutes of all the Operations & Facilities Executive Committee meetings. These minutes are approved by the Operations & Facilities Executive Committee and forwarded to Council for their review.

Several special budget meetings of Committee of the Whole of Council will take place where the water system infrastructure needs and budget will be reviewed and adjusted by Administration as instructed by Council.

The last step in the process is the adequacy of the infrastructure to maintain and operate the water system for the up-coming year is endorsed and approved by Council (owner) through the budget approval process.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Infrastructure Maintenance, Rehabilitation & Renewal REVISION #9

QMS REFERENCE: ELEMENT NO. 15

QMS REPRESENTATIVE: 

15 Infrastructure Maintenance, Rehabilitation and Renewal

15.1 Infrastructure Maintenance, Rehabilitation and Renewal - Water Treatment Plant

The water operators at the Town's Water Treatment Plant (WTP) perform daily, weekly, quarterly and annual maintenance activities as per the operations/maintenance schedules outlined in Appendix "C". Equipment manufacturers and/or suppliers originally define scheduled maintenance tasks. The original contractor who constructed the WTP outlines these tasks in the original Operations and Maintenance Manuals supplied. The ORO operators have revised and/or adjusted these scheduled maintenance tasks to meet the needs of the WTP in accordance with their observations and operating experience.

Through a public tendering process plumbing, HVAC & mechanical, instrumentation and carpentry maintenance tradesmen or companies are retained for a 1 to 3 year term to assist the water operators in completing larger maintenance tasks or projects at the Water Treatment Plant.

All large equipment renewal or replacement infrastructure upgrades at the WTP are contracted through a public tendering process.

The Town has completed an inventory and valuation of all the Town's tangible capital assets in order to comply with Public Sector Accounting Board (PSAB) Standard 3150, which came effective on January 1st, 2009. This requirement is the first step as the Town moves towards a strategic long-term integrated planning and management of all its tangible capital assets. The next step is to select a computer based preventative maintenance software program for all of the Town's tangible capital assets.

15.2 Communication Method with the Owner - Infrastructure Maintenance, Rehabilitation and Renewal at the Water Treatment Plant

The WTP operators record all planned and unplanned maintenance activities at the WTP in the WTP logbook. A monthly report is prepared by the ORO of the WTP where all planned and unplanned maintenance activities are listed.

The monthly report is reviewed and signed-off by the Environmental Superintendent, the Operations and Facilities (O & F) Manager and the CAO. Next, the monthly report is forwarded to the O & F Executive Committee of Council for review and acceptance. Then the O & F Executive Committee forwards the monthly report to Council for their review and acceptance. This review process takes place every month and usually in the month following the month in-question.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Infrastructure Maintenance, Rehabilitation & Renewal REVISION #9

QMS REFERENCE: ELEMENT NO. 15

QMS REPRESENTATIVE: 

15.3 Water Distribution System Infrastructure Maintenance, Rehabilitation and Renewal

Planned Maintenance of the Water Distribution System

The Water Distribution System Operators in conjunction with the Operations & Facilities Division workforce perform planned maintenance activities on the water distribution system. The Environmental Superintendent in conjunction with the Water Distribution System Operators and the Operations and Facilities Manager develop the annual planned maintenance schedule. Under normal operating circumstances, the annual maintenance schedule is as follows:

- 1) Exercising and inspection of approximately 20% of the water distribution isolation valves and hydrant isolation valves.
- 2) Fire Hydrant Flushing program usually in the fall time.
- 3) Inspection of all fire hydrants – removal of the standing water from the standpipe above the main positive displacement valve. Greasing of the main valve stem on a five (5) year cycle and inspection of the fire hydrant identification marker.
- 4) On a 3-5 year basis the Water Tower tank is inspected in accordance with AWWA Standard – (M42).

Unplanned Maintenance of the Water Distribution System

In regards to unplanned maintenance activities on the water distribution system, there are two main categories:

- 1) Repairs to water mains or water service lines due to leaks. These unplanned repairs are budgeted annually based on the previous 3-years of experience and must be repaired. The repairs are done on a required basis and in accordance with the procedures outlined in the Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs.
- 2) Due to exercising water distribution isolation valves, fire hydrant valves or property line curb stop valves leaks may occur that must be repaired. Repair or replacement of these leaking valves occur and are repaired in accordance with the procedures outlined in the Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Infrastructure Maintenance, Rehabilitation & Renewal REVISION #9

QMS REFERENCE: ELEMENT NO. 15

QMS REPRESENTATIVE: 

Records/Communication of Unplanned and Planned Maintenance of the Water Distribution System with the Owner

The water distribution operators record all planned and unplanned maintenance activities within the water distribution system logbook. This information is forwarded to the Environmental Superintendent and the Engineering Department to ensure all maintenance activities are entered into the GIS database, thus creating an electronic database of all maintenance activities. On a monthly basis water distribution system maps are developed by the Engineering Department outlining all maintenance activities.

On a monthly basis the Environmental Superintendent prepares a summary report outlining all the maintenance activities that has occurred within the water distribution system. This report is forwarded on a monthly basis to the Operations and Facilities Executive committee of Council for review. Next this report is forwarded to Council as a whole for their review.

Rehabilitation and Renewal of the Water Distribution System

In regards to rehabilitation or renewal upgrades of the water distribution system, these larger infrastructure projects don't just assess the water distribution system in isolation. As outlined in Section 15.1 – tangible capital assets have been inventoried and evaluated under PSAB Standard 3150.

Starting January 1st, 2009, strategic long term integrating planning and management of all Public Works linear tangible capital assets is being implemented.

All municipal infrastructure and linear systems such as the storm sewer system, the sanitary sewer system, the water distribution system, the sidewalk network, the street lighting system and roadways are being assessed prior to considering or designing a large Public Works linear rehabilitation project. These large projects are being publicly tendered out where a general contractor performs this work during the construction season. A general rule of thumb is if the water main is near the end of its useful life it is replaced within the Town's road allowance.

15.4 Summary of Rehabilitation, Renewal and Routine Maintenance Activities for the Water System

Once per calendar year, the O & F Division Manager prepares a 5-year capital budget document for the entire O & F Division. Included in this budget document is a summary of all major rehabilitation and renewal capital expenditures planned for the water system for the next 5 years.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Infrastructure Maintenance, Rehabilitation & Renewal REVISION #9

QMS REFERENCE: ELEMENT NO. 15

QMS REPRESENTATIVE: 

Through the annual budgeting process, the owner (Municipal Council) of the water system reviews the planned 5 –year capital budget document where eventually the owner on an annual basis finalized and approves the capital expenditures for the water system. See Appendix “H” for the most recent 5-year capital budget as it pertains to the water system (water distribution system & water treatment plant) as it relates to rehabilitation and renewal items.

All routine maintenance activities are summarized within the water operator’s logbooks that are considered records of the water system.

16 Sampling, Testing & Monitoring

16.1 Water Treatment Plant Sampling, Testing & Monitoring Procedures

In accordance with O. Reg. 170/03 – Laboratory Services Notification (Schedule 6, subsection 6-9 (4)) ALS Laboratory is identified as being the licensed laboratory that will perform laboratory testing for the Town of Fort Frances' Drinking Water System.

The Water Treatment Plant (WTP) in Fort Frances has a sampling program based on the requirements set out in O. Reg. 170/03 and Fort Frances Drinking Water System Licence #224-101. The sampling plan and schedule is as follows:

FORT FRANCES WATER SYSTEM Sampling Plan

Table 1: Bacteriological Testing (Minimum Requirements)

Sample location	Frequency (Regulatory Reference)	TC Bacteria	EC Bacteria	Notes
Raw Water- WTP	One (1) sample per week (O. Reg. 170, 10-4)	YES	YES	
* Treated – WTP	One (1) sample per week (O. Reg. 170, 10-3)	YES	YES	
* Distribution – DWS	Sixteen (16) samples per month (O. Reg. 170, 10-2)	YES	YES	If the population increases above 9000, 17 samples must be collected monthly (i.e., minimum 8 plus 1 for every 1000 people served by the system). At least one sample must be collected each week.

* Chlorine residuals must be taken at the same time and location as treated and distribution water samples collected for bacteriological testing.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Sampling, Testing & Monitoring

REVISION #10

QMS REFERENCE: ELEMENT NO. 16

QMS REPRESENTATIVE:

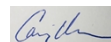


Table 2: Chemical Testing (Minimum Requirements)

	Sample Type	Frequency (Regulatory Reference)	Notes
Inorganics (Schedule 23)	Treated	One (1) sample every 12 months (O. Reg. 170, 13-2)	
Organics (Schedule 24)	Treated	One (1) sample every 12 months (O. Reg. 170, 13-4)	
Nitrate & Nitrite	Treated	One (1) sample every 3 months (O. Reg. 170, 13-7)	
Sodium	Treated	One (1) sample every 60 months (O. Reg. 170, 13-8)	
Lead	Private Residences (Plumbing System)	40 sample locations during each period (O. Reg. 170, 15.1)	In every third 12-month period samples are to be taken in each sampling periods (December 15 to April 15 and June 15 to October 15). Require for two consecutive periods. (3 samples to be taken at each location and tested for lead, total alkalinity & pH)
	Non-Residences (Plumbing System)	4 sample locations during each period (O. Reg. 170, 15.1)	
	Distribution System (**)	8 sample locations during each period (O. Reg. 170, 15.1)	
Total Alkalinity pH	Distribution System (**) Only when lead testing is not performed as outlined above)	3 sample locations, every 12-month period in each sampling period (O. Reg. 170, 15.1 – 5(10))	Three (3) distribution locations in each sampling periods (December 15 to April 15 and June 15 to October 15) every 12-month period. (2 samples taken at each location and tested for total alkalinity & pH)
Lead		Same sample locations as above, every third 12-month period in each sampling period (O. Reg. 170, 15.1 – 5(10))	In conjunction with total alkalinity and pH testing, in every third 12-month period samples are to be taken in each sampling periods (December 15 to April 15 and June 15 to October 15). (1 sample taken at each location and tested for lead)
THMs	Distribution	One (1) sample every 3 months (O. Reg. 170, 13-6)	Must be collected from a point that is likely to have elevated THMs.
Haloacetic Acid	Distribution	One (1) sample every 3 months (O. Reg. 170, 13-6.1)	To be taken at random locations near the water treatment facility.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Sampling, Testing & Monitoring

REVISION #10

QMS REFERENCE: ELEMENT NO. 16

QMS REPRESENTATIVE: 

A competent certified operator oversees all water sampling taken at the Water Treatment Plant (WTP). A competent certified operator performs in-house testing at least once per day and the results are recorded on a monthly log sheet. In-house daily testing consists of the following:

- pH testing done on the raw, settled and treated water.
- Turbidity testing done on the raw, settled and treated water.
- Free and total chlorine done on the treated water.
- Fluoride residual is measured on the filtered water.
- Alum residual is measured on the treated water.

On a weekly basis bacteriological samples, consisting of one (1) raw water sample and one (1) treated water sample are taken at the WTP. These samples are sent to an accredited lab for analysis.

Appendix “E” is devoted to identifying and responding to adverse sample results.

The SCADA computer process control system monitors and trends process treatment parameters as well as levels of raw water in the raw water wells, level of treated water in the reservoirs and whether or not the pumps in the WTP are in the “running” position or in “off” position such pumps as the backwash pumps and the low lift pumps and the high lift pumps and the chemical feed pumps (soda ash pumps, polymer pumps, fluoride pumps, carbon pumps and alum pumps). Chemical residuals are also monitored and trended such as chlorine and fluoride. There is a turbidity meter on the downstream side of each one of the four dual media filters, which is monitored and trended. The WTP operators may adjust treatment processes affecting water quality based upon the information and data provided by the SCADA system. Any adjustments made to process treatment parameters are recorded in the daily logbook at the WTP.

16.2 Water Distribution System Sampling, Testing & Monitoring Procedures

Fort Frances’ Water Distribution System has a sampling program based on the requirements set out in O. Reg. 170/03 and its Drinking Water System Licence (Lic. #224-101). See sampling plan and schedule as outlined in Table 1 and 2 in Section 16.1.

A competent certified water system operator oversees all water sampling taken within the water distribution system. Water samples are collected in the distribution system for bacterial and chemical properties. On a weekly basis, four (4) bacteriological samples are taken from the water distribution system, where they are sent to an accredited lab for analysis. Chemical samples are collected as outlined in Section 13 of the O. Reg. 170/03, which are sent to an accredited lab for analysis as well. The water distribution

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Sampling, Testing & Monitoring

REVISION #10

QMS REFERENCE: ELEMENT NO. 16

QMS REPRESENTATIVE: 

system operator records water sampling information, i.e., location, date, time and operator name taking the sample and signs off within a logbook.

When maintenance activities occur within the water distribution system, the operators sample in accordance to the O. Reg. 170/03 and as outlined in the Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs. Lead sampling/testing is done in accordance to O. Reg. 170/03 Schedule 15.

In addition to the bacteriological and chemical testing, free chlorine residuals are taken each time bacteriological samples are obtained. When maintenance activities occur within the water distribution system, operators test according to the O. Reg. 170/03 and as outlined in the Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs. All testing results are kept on file at the Water Treatment Plant.

On a daily basis, the water is tested for free available chlorine (FAC) residual at the Water Tower. The chlorine residual and time of sampling are recorded in the Water Tower logbook.

The Water Treatment Plant operators monitor on a daily basis the free available chlorine (FAC) residual at the Water Tower. This data used by the operator to ensure that secondary treatment within the water distribution system is being maintained. On a regular basis a competent certified operator reviews a spreadsheet outlining all chlorine residuals.

16.3 Communication of Water System Sampling, Testing & Monitoring Procedures with the Owner

The Overall Responsible Operator (ORO) prepares a monthly summary report outlining information in regards to drinking water sampling, testing and monitoring of the entire water system. All levels of management responsible for the drinking water system review this monthly report.

The Operations and Facilities Executive Committee reviews this monthly summary report where the report is accepted and forwarded to the CAO prior to being endorsed or accepted by Council (owner). Annually all water testing and sampling results are summarized in the drinking water system Annual Compliance Report that is submitted to Council for acceptance.

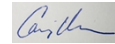
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Measurement and Recording

REVISION #5

QMS REFERENCE: ELEMENT NO. 17

QMS REPRESENTATIVE:



17 Measurement and Recording

All flow meters, portable chlorine analyzers and continuous water quality analyzers are calibrated annually by an outside, qualified contractor. All contractor calibration records are kept on file at the Water Treatment Plant.

Continuous water quality analyzers are calibrated in-house; by competent certified operators in accordance with manufactures specifications.

An electronic maintenance management program records and tracks maintenance activities of the plant's equipment. On a monthly basis a report of these activities are generated for the operator to review.

Qualified Contractors used for performing calibrations are listed in Element 13 (Essential Supplies and Services).

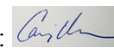
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Emergency Management

REVISION #10

QMS REFERENCE: ELEMENT NO. 18

QMS REPRESENTATIVE:



18 Emergency Management

18.1 Introduction

During the course of developing a new Drinking Water Quality Management System for the Town of Fort Frances water system, several QMS team meetings took place, where a list of potential emergency situations or service interruptions were developed, circulated and agreed upon by the QMS team. The process of approving these potential emergency situations or service interruptions is recorded in the QMS meeting minutes. There are six (6) main emergency situations where Standard Operating Procedures (SOP) were created. An Emergency Response Binder, located in the Water Treatment Plant Control Room has been put together incorporating the six (6) standard operating procedures for each emergency situation, including emergency contact information, contact information for bottled water suppliers and a binder record sheet. Water system staff as part of their training requirements will review this emergency response binder.

18.2 Town of Fort Frances – Water System - Potential Emergency Situations

1. Destruction (Bombing/Major Fire) of Water Treatment Plant or Water Tower - A Standard Operating Procedure is in place. See Standard Operating Procedure No. 1 in the emergency response binder.
2. One or More Water Treatment Plant Operators are Sick and can't perform their duties to ensure a safe continuous supply of potable drinking water is available to the community. See Standard Operating Procedure No. 2 in the emergency response binder.
3. Water Main Breaks & Repairs - A Standard Operating Procedure is in place. See Standard Operating Procedure No. 3 in the emergency response binder.
4. Breakdown or Malfunction of Critical Treatment Process Equipment at the Water Treatment Plant - A Standard Operating Procedure is in place. See Standard Operating Procedure No. 4 in the emergency response binder.
5. Contamination of Raw Water Source - due to a derailment or highway spillage where toxic chemicals are discharged into the river near Water Treatment Plant raw water intake piping. A Standard Operating Procedure is in place. See Standard Operating Procedure No. 6 in the emergency response binder.

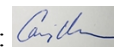
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Emergency Management

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QMS REFERENCE: ELEMENT NO. 18

QMS REPRESENTATIVE:



6. Water Treatment Plant Emergency Standby Generator – A Standard Operating Procedure is in place. See procedure in the emergency response binder.

18.3 Emergency Response Binder

In the Water Treatment Plant Control Room, there exists an Emergency Response Binder that contains the following;

1. All six (6) Standard Operating Produces (SOP) for these emergency situations.
2. A contact list of all water staff, all Public Works staff, the Town Community Control Group members, suppliers of bottled drinking water, and the resource contact list from the Town of Fort Frances Emergency Plan.
3. Record Sheet indicating when the water system staff or supervisors have annually reviewed and/or used the emergency information binder for a training exercise and/or when the information in the Binder has been revised or updated.

The Secretary/Receptionist will update the Emergency Response Binder as necessary when new information or revised information becomes available. The Secretary/Receptionist will be required to fill-in the record sheet contained in the binder once information is updated in the binder.

18.4 Connection to Town's Emergency Community Control Group (Municipal Emergency Planning Measures)

Municipal departments and divisions routinely respond to situations requiring fire, police, ambulance and Public Works services; however, some emergency situations may escalate beyond the scope of normal operations. The Town of Fort Frances has developed an Emergency Plan to aid/assist or guide in the response to any emergency situation. Under Provincial legislation, the Town is required to develop, implement and annually train on its Emergency Plan.

The Operations & Facilities Manager or designate is a key member of the Town Community Control Group. The six (6) potential emergency situations or service interruptions for the water system would eventually trigger the Town Community Control Group to be assembled to assist in the situation.

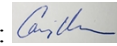
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Emergency Management

REVISION #10

QMS REFERENCE: ELEMENT NO. 18

QMS REPRESENTATIVE:



18.5 Annual Training on Emergency Preparedness

On an annual basis all the staff within the water system will review the Emergency Response Binder and the six (6) potential emergency situations or service interruptions where at a minimum the Standard Operating Procedures or Contingency Plans will be reviewed. The Town's Emergency Community Control Group will annually be involved in a table-top exercise or mock field exercise, which at times may include the water system staff. All training activities will be recorded in minutes of meetings or internal memo minutes. These avenues of record will outline training activities, participants, date and time. A copy of training memos will be placed in all participant personnel file.

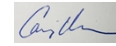
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Internal Audits

REVISION #4

QMS REFERENCE: ELEMENT NO. 19

QMS REPRESENTATIVE:



19 Internal Audits

19.1 Purpose:

This procedure describes the Internal Audit process, which is used to verify that:

- the QMS conforms to the requirements of the DWQMS, and
- the QMS has been effectively implemented and properly maintained.

19.2 Scope:

This procedure is applicable to all process and activities addressed in the Operational Plan for the drinking water treatment and distribution systems in the Town of Fort Frances.

19.3 Definitions and Acronyms:

CAR – Corrective Action Report

DWQMS – Drinking Water Quality Management Standard

19.4 Procedure:

Preparation

- a) Internal audits shall only be conducted by persons having the following qualifications:
 - Internal employees who have completed internal audit training,
 - or
 - Employees of other operating authorities who have completed internal audit training. Outside Auditors shall provide proof of competency prior to conducting an audit.
- b) Internal Audits of the QMS as documented in the Operational Plan are conducted annually. The QMS Representative shall schedule the audits to ensure that all elements of the DWQMS are sampled at least once in a twelve (12) month period.
- c) The audit QMS checklist(s) shall be created and maintained by the Representative jointly with the Overall Responsible Operator or Auditor. The checklist(s) shall be used by the Internal Auditor as a guideline, for record-keeping purposes, and for conducting the interviews and document review during the audit.

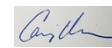
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Internal Audits

REVISION #4

QMS REFERENCE: ELEMENT NO. 19

QMS REPRESENTATIVE:



Conducting the Audit

- a) The Auditor shall observe activities, review records, review previous internal and external audit results, and interview personnel as necessary to ensure that the status of the audited QMS has been effectively covered.
- b) No audits may be planned and/or conducted without the QMS Representative's permission.

Reporting the Results

- a) The Auditor shall submit a completed report, including the DWQMS checklist, to the Overall Responsible Operator (ORO) and QMS Representative within a reasonable time of the internal audit.
- b) The report shall include any corrective actions requests (CARs) required to address discrepancies between the QMS and the DWQMS, or between the QMS and how it is actually implemented, including a reference to the applicable section of the Standard.
- c) The QMS Representative shall designate responses to CARs to the responsible individual.
- d) It shall be the responsibility of the QMS Representative to ensure that all CARs are followed up and responses to the CARs are provided to the Internal Auditor within 45 days of the internal audit.
- e) CARs shall be completed, addressed and filed at the Water Treatment Plant office.
- f) The QMS Representative shall communicate the results of the audit to the Manager of Operations & Facilities.

Corrective Action/Corrective Action Procedure

- a) The purpose of this procedure is:
 - to describe how Corrective Actions are initiated, assigned, documented and verified as being effective.
 - to detect all non-conformities of the QMS with respect to the requirements of the DWQMS and to all drinking water activities within the Town of Fort Frances.

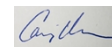
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Internal Audits

REVISION #4

QMS REFERENCE: ELEMENT NO. 19

QMS REPRESENTATIVE:



Procedure

- a) Corrective Actions shall be initiated through the identification of non-conformities within the drinking water treatment and distribution systems or the DWQMS. Non-conformities may be detected by any number of methods including:
 - Internal or External Audits
 - End user complaints
 - Management Reviews
 - Operator feedback
- b) Non-conformities shall be reported to the QMS Representative who shall determine if a Corrective Action is required.

Investigating and Completing a Corrective Action

- a) The QMS Representative shall assign a Corrective Action to appropriate staff when it is determined that a Corrective Action is required. Each non-conformance shall require a separate Corrective Action form.
- b) The Corrective Action form shall be completed with the following information:
 - The date the Corrective Action was initiated
 - A description of the roots cause of the non-conformance
 - A description of the corrective actions being taken
 - Responsibilities and timelines for corrective actions
 - Signoff by the responsible employee once the corrective action(s) is complete
- c) The root cause shall be determined. The “5-why” technique may be used, where the question ‘why’ is simply asked five (5) times and the root cause is usually the answer.
- d) The Corrective Action Assignee shall report progress to the QMS Representative based on established timelines.
- e) Corrective Actions shall be closed out once verified as being effective by the QMS Representative or their designate. The purpose of verifying is to ensure that the corrective root cause was identified and that the solution was effective.

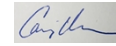
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Internal Audits

REVISION #4

QMS REFERENCE: ELEMENT NO. 19

QMS REPRESENTATIVE:



Tracking of Corrective Actions

- a) The QMS Representative shall maintain a listing of all completed Corrective Actions.

19.5 Associated Documents and Records:

- Record of Auditor Training
- Internal Audit Schedule
- Completed Internal Audit Checklist
- Audit Report
- Correction Action Report (CAR)

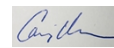
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Management Review

REVISION #5

QMS REFERENCE: ELEMENT NO. 20

QMS REPRESENTATIVE:



20 Management Review

20.1 Review Frequency

Top management shall review the QMS once every twelve (12) months to assess and ensure the continuing suitability, adequacy and effectiveness of the QMS.

Management review(s) shall be included in the internal audit schedule.

20.2 Review Participants

Management review participants shall include:

- CAO
- Operations & Facilities Manager
- Environmental Superintendent (QMS Representative)
- Overall Responsible Operator
- Operator In Charge (Water Distribution System)

The Operations & Facilities Manager may include other personnel at his discretion.

Attendees shall be notified of the management review meeting by e-mail and/or internal memo.

20.3 Review Input

The QMS Representative and the Secretary/Receptionist shall provide a summary of the following information in a suitable format to the management review meeting attendees at least seven (7) days prior to the meeting:

- Incidents of regulatory non-compliance.
- Incidents of adverse drinking-water tests.
- Deviations from critical control-point limits and response actions.
- The effectiveness of the risk assessment process.
- Internal and third-party audit results.
- Results of emergency response testing.
- Operational performance.
- Raw water supply and drinking water quality trends.
- Follow-up on action items from previous management reviews.
- The status of management action items identified between reviews.
- Changes that could affect the QMS.

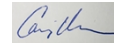
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Management Review

REVISION #5

QMS REFERENCE: ELEMENT NO. 20

QMS REPRESENTATIVE:



- Consumer feedback.
- The resources needed to maintain the QMS.
- The results of the infrastructure review.
- Operational plan currency, content and updates.
- Staff suggestions.

20.4 Review Process

The QMS Representative shall prepare a meeting agenda and distribute the meeting agenda with the management review data.

The management review participants shall review all data presented, and where necessary, identify opportunities for improvements. These may include opportunities for improvement related to the:

- Effectiveness of the QMS and related procedures.
- Ability of the Operating Authority to implement the QMS
- Provision of adequate human and financial resources.
- The level of consumer satisfaction.

For all opportunities identified, the management review participants shall identify action items, personnel responsible for implementing action items and timelines for action items.

Records of management reviews, recommendations, decisions, action items, personnel responsibilities, and timelines shall be forwarded to the Operations & Facilities Executive Committee upon completion for acceptance and then forward to Council (Owner) of the Town of Fort Frances for review and acceptance.

Records shall be maintained by the QMS Representative. The records shall reflect all new action items and any decisions made by the Management Review Team, deficiencies, personnel responsible for action items, and timelines.

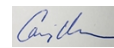
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE:

REVISION #4

QMS REFERENCE:

QMS REPRESENTATIVE:



21 Continual Improvement

Continual Improvement of the DWQMS will be achieved by improving the effectiveness of the DWQMS through the development and use of:

- The Quality Management System Policy;
- Internal/External audit results;
- Corrective Actions;
- Employee Suggestions; and
- The Management Review Process

21.1 Tracking Continuous Improvement

- Review and document all continuous improvements in the annual management review summary report
- Continual improvements to be reviewed at the annual management review meeting

21.2 Implementing Best Practices

Review and consider best practice recommendations from MECP annually with top management at the annual management review meeting and document in the meeting minutes.

21.3 Identify and Manage Corrective Actions

The Corrective Action Request form will identify;

- Root cause of non-conformity
- Corrective immediate short term action to be taken
- Validation that corrective actions are effective

21.4 Identifying and Implementing Preventative Actions And Potential Non-Conformities

Non-conformances will be identified as part of the Internal and External Audit process. The QMS team will take the necessary action to eliminate the cause of these non-conformities in order to prevent reoccurrence.

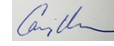
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE:

REVISION #4

QMS REFERENCE:

QMS REPRESENTATIVE:



21.5 General Improvements:

Personnel are empowered to offer suggestions and identify opportunities for improvement to the DWQMS and its performance. Employees can submit suggestions for improvements to the ORO and/or Environmental Superintendent.

Opportunities for improvement will also be identified through a review of customer complaints and comments examined as part of the management review process.

Continual improvements are also addressed in the formal 5-Year Capital Budget and Annual Budget, which outlines suggestions for addressing situations such as staffing issues and upgrade requirements to the water treatment and distribution systems.

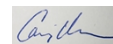
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE:

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QMS REFERENCE:

QMS REPRESENTATIVE:



APPENDICES

The Town of Fort Frances Water System
General QMS Administration

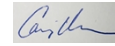
PROCEDURE TITLE: Document Change Request Form

REVISION #4

QMS REFERENCE: Element No. 5 -

APPENDIX "A"

QMS REPRESENTATIVE:



DOCUMENT CHANGE REQUEST FORM

Requested By: _____

Date: _____

Department: _____

Type of Change:

☐ Edit Existing Document ☐ Create New Document ☐ Delete Document

Changes Requested:

Justification for Changes:

Proposed Changes:

Approval:

QMS Representative: _____

Date: _____

Comments:

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Equipment Information Form

REVISION #4

QMS REFERENCE: Element No. 5 -

APPENDIX “B”

QMS REPRESENTATIVE:

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EQUIPMENT INFORMATION FORM

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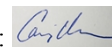
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Outline of Operations/Maintenance Schedules

REVISION #9

QMS REFERENCE: Element No. 15 - APPENDIX "C"

QMS REPRESENTATIVE:



OUTLINE OF OPERATIONS / MAINTENANCE SCHEDULES

The following is a list of the responsibilities and duties carried out at the Water Treatment Plant on a daily, weekly, monthly, quarterly and annual basis.

Daily Operations:

- Flow Readings
- Chemical Readings
- AM or PM Residual Testing
- Backwash Filters
- Check Chemical Feed Systems
- Check poly pumps
- Check Sample Pumps
- Check Clarifiers (blow down and mixing)
- Adjust Flows and Chemical Feeders according to demand
- Jar Tests if required
- Go to Water Tower and take a Cl₂ residual and if required, add Calcium Hypochlorite and water then mix the day tank
- Check the Calcium Hypochlorite Pump at the Tower
- In the winter during extreme cold temperatures turn the heating system on at the Tower
- Handle Water Customer Complaints - (Distribution System - Pressure and Water Quality)
- Drain Air Compressors and check oil in each one
- Clean poly cup
- Fill out logbook and records in accordance with Ministry of Environment requirements i.e. - operator in charge, time of day of adjustment etc.

Weekly Operations:

- Sampling (Microbiological)
- Filling Chemical Feeders
- Plant and Water Tower yard maintenance (grass cutting and trimming, snow removal)
- Cleaning plant
- Water Meter Repairs
- Water Meter Installations

Monthly Operations:

- Flows and Residuals summary report for each month
- Order Aluminum Sulphate - the main Coagulant

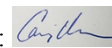
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Outline of Operations/Maintenance Schedules

REVISION #9

QMS REFERENCE: Element No. 15 - APPENDIX "C"

QMS REPRESENTATIVE:



- Equipment Maintenance (greasing of High Low Lift Pumps and Clarifier Drive Systems)
- Run Emergency Standby Generator
- Monthly Reports

Quarterly Operations:

- DWSP Samples
- WTP and Water Tower Quarterly Samples
- Airport Samples
- Ordering of Chemicals (Chlorine, Fluoride and Soda Ash)
- Cleaning and Inspection of the Inline Aluminum Sulphate Mixer

Annual Operations:

- Clean Clear Wells
- Clean Raw Water Wells
- Clean Clarifier Wells
- Clean Contact Chamber
- Take each Filter off line and check media loss and also check underneath each filter
- Annual Report
- Advertise for Chemical Suppliers for the year
- Prepare Capital List for budgeting purposes
- Building Maintenance

Miscellaneous Operations:

During the Winter months (low demand season - November to March) is when the Operators perform annual inspection work such as, draining and cleaning of clear wells, clarifiers, raw water wells, and the contact chamber.

Also try to do any building maintenance and pump rebuilds and/or motor rebuilds and maintenance such as oil changes.

Chlorine samples are taken at water main breaks and at new water main installations

Along with increased record keeping and reporting, sampling has also increased. We also handle any day-to-day customer complaints in regards to pressure and water quality.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: SOP for Flushing of Water Mains

REVISION #9

QMS REFERENCE: Element No. 8 - APPENDIX "D"

QMS REPRESENTATIVE: 

Standard Operating Procedure for Flushing of Water Mains

1. PURPOSE:

To provide a procedure which outlines the events and responsibilities of Town employees for flushing of water mains.

2. RESPONSIBILITY:

All individuals in the Operations & Facilities Division workforce, at all levels and functions, are responsible for understanding and carrying out the responsibilities and duties outlined in the policy.

3. PROCEDURE:

A. GENERAL:

- i. Flushing of the water mains is done initially to remove any debris or dirt left in the pipe after installation. After installation is completed, the distribution system should be maintained by flushing at a minimum frequency of once per year.
- ii. Swabbing may be required if the integrity of the distribution system cannot be maintained by flushing.
- iii. Notify the Water Treatment Plant Operator(s) of which water mains will be flushed.

B. GUIDELINE:

- i. Pre-plan an entire day's flushing using the available distribution system maps. Traffic control and warning devices are to be used where traffic is being affected.
- ii. Determine which sections of the mains are to be flushed at one time, the valves to be used and the order, which the pipelines will be flushed.
- iii. Notify all customers who will be affected of the dates and times of the flushing through billings, newspaper, local radio or T.V. announcements. Explain the intent and objective of the flushing program.
- iv. Start at or near a source of supply and work outward into the distribution system.
- v. Assure that an adequate amount of flushing water is available at sufficiently high pressures. A minimum flushing velocity of 0.75 m/sec (1.50 m/sec preferred) or 2.5fps (5.0 fps preferred) should be used. One or more fire hydrants may be used for flushing so that minimum velocities can be obtained. Please see the chart below for pipe diameter and number of hydrants required to flush effectively.
- vi. Isolate the section to be flushed from the rest of the system. Close the valves slowly to prevent water hammer.
- vii. Open the fire hydrant or blow-off valve slowly.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: SOP for Flushing of Water Mains

REVISION #9

QMS REFERENCE: Element No. 8 - APPENDIX "D"

QMS REPRESENTATIVE: 

- viii. Direct flushing water away from traffic, pedestrians and private property. Avoid erosion damage to streets, lawns and yards by the use of tarpaulins and lead-off discharge devices such as diffusers. Avoid flooding, which can cause traffic problems.
- ix. Open hydrant fully for a period long enough (5-10 minutes) to stir up the deposits inside the water main. Assure that the system pressures in nearby areas do not drop below 138 kPa (20 psi).
- x. Record all pertinent data regarding the flushing operation as well as a description of the appearance and odour of the water flushed.
- xi. Collect two (2) water samples from each flowing hydrant, one in the beginning (about 2 to 3 minutes after the hydrant is opened) and the second sample when the discoloured water turns clear (just before closing the hydrant). After the flushing water becomes clear test the free chlorine residuals to ensure they are at the 0.2 mg/L range with the minimum being 0.05 mg/L and record this information on the Hydrant Maintenance Report. Slowly close the hydrant or blow-off valves.
- xii. After one section of pipe has been flushed, move on to the next section to be flushed and repeat the same procedures.
- xiii. Prepare a record of inspection and maintenance operations and any repair work to be done. (See Appendix A; Water Main Flushing Report).

A record of the hydrant performance should be kept on an individual basis and records maintained in GIS.

Pipe Diameter (Minimum)		Required Flow Rate*		No. of Hydrants Required
Inches Open**	Millimetres	GPM	L/S	
4	100	100	6	1
6	150	200	13	1
8	200	400	25	1
10	250	600	38	1
12	300	900	57	2
16	400	1600	100	2

*Based on 0.75 m/s (2.5 ft/s) at 280 kPa (40 psi) pressure

**Based on hydrant with one 63 mm (2 1/2 in.) outlet.

Coordinate with flushing aspects of "Hydrant Maintenance" program.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Procedure for Identifying &
Responding to Adverse Sample Results

REVISION #9

QMS REFERENCE: Element No. 16 - APPENDIX "E"

QMS REPRESENTATIVE: 

**NOTIFICATION REQUIREMENTS
FOR WHEN
WATER DOES NOT MEET
ACCEPTABLE STANDARDS
FOR LARGE
MUNICIPAL RESIDENTIAL SYSTEMS**

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Procedure for Identifying &
Responding to Adverse Sample Results

REVISION #9

QMS REFERENCE: Element No. 16 - APPENDIX "E"

QMS REPRESENTATIVE: 

**THE FOLLOWING PROCEDURES MUST BE FOLLOWED WHEN
TEST RESULTS EXCEED HEALTH RELATED PARAMETERS OR
INDICATE ADVERSE WATER QUALITY**

- The Laboratory must notify the M.O.E. and the local Medical Officer of Health and the owner of the Waterworks.
- The Waterworks owner after being notified by the Lab must immediately inform the M.O.E. and the Local Medical Officer of Health even though the Laboratory has already done so.
- All notifications must be made to a live person and be followed up in writing within 24 hours.
- The Medical Officer of Health is responsible for declaring that the drinking water is unsafe and advising the public of any precautions that should be taken, such as boiling water.
- The Ministry of the Environment is responsible for ensuring that the Waterworks owner takes corrective action.
- The M.O.E. Spills Action Center must be notified when the Waterworks owner becomes aware of a M.A.C. or I.M.A.C. exceedances or an adverse water quality condition.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Procedure for Identifying &
Responding to Adverse Sample Results

REVISION #9

QMS REFERENCE: Element No. 16 - APPENDIX "E"

QMS REPRESENTATIVE: 

CORRECTIVE ACTIONS

- The Waterworks owner must also provide confirmation that corrective action is being taken.

Correction Action may include:

- Re-sampling
- Increasing the chlorine dose
- Flushing water mains

In addition, direction may also be given by the local Medical Officer of Health and the Ministry of the Environment.

The most important action to take is to notify the local Medical Officer of Health and the Ministry of the Environment.

If it is a Microbiological problem, making sure there is an appropriate level of Chlorine Residual in the distribution system is vital.

RE-SAMPLING

Re-sampling should consist of a minimum of three samples for each positive site. One sample should be collected at the affected site, one at an adjacent location on the same distribution line and the third sample should be collected upstream toward the water source. A Chlorine Residual must be recorded at each sampling site.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Procedure for Identifying &
Responding to Adverse Sample Results

REVISION #9

QMS REFERENCE: Element No. 16 - APPENDIX "E"

QMS REPRESENTATIVE: 

MEDICAL OFFICER OF HEALTH

Regular Office Hours

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

Telephone: 807-468-3147

After Hours: 807-468-7109 for the answering service to relay messages
or 1-800-830-5978 after hours

NORTHWESTERN HEALTH UNIT - KENORA

Regular Office Hours

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

Telephone: 807-468-3147

or 1-800-830-5978 (Toll Free)

Fax: 807-468-4970

SPILLS ACTION CENTER

Telephone: 1-800-268-6060 (Toll Free)

Fax: 1-800-268-6061

MINISTRY OF THE ENVIRONMENT – KENORA AREA OFFICE

Telephone: 807-468-2718

or 1-888-367-7622 (Toll Free)

Fax: 807-468-2735

NORTHWESTERN HEALTH UNIT – FORT FRANCES

Telephone: 807-274-9827

or 1-800-461-3348 (Toll Free)

Fax: 807-274-0779

Brian Norris Cell #274-9480

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Procedure for Identifying &
Responding to Adverse Sample Results

REVISION #9

QMS REFERENCE: Element No. 16 - APPENDIX "E"

QMS REPRESENTATIVE: 

THE TOWN OF FORT FRANCES

NEW CELLULAR PHONE NUMBERS

WATER TREATMENT PLANT

RANDY WHITE (ORO)	275-8733
BRAD WEBB (Alternate ORO)	275-5215
PAUL LEMESURIER (Operator)	275-5045

DISTRIBUTION SYSTEM

GREG WIEDENHOEFT	275-8814
JAY BRUYERE	271-2925
BRYAN PATTERSON	276-7379
JOEL NICOLAY	861-0399

PUBLIC WORKS STANDBY (After Hours)	275-9754
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FORT FRANCES AIRPORT	275-9760
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LANDFILL SCALES	275-5147
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OPERATIONS & FACILITIES MANAGER TRAVIS ROB	275-9757
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ENVIRONMENTAL SUPERINTENDENT CRAIG MILLER	271-1661
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TRANSPORTATION SUPERINTENDENT MILT STRACHAN	275-5255
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The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Internal Audits

REVISION #9

QMS REFERENCE: Element No. 19 APPENDIX "F"

QMS REPRESENTATIVE: 

CORRECTIVE ACTION FORM

CAR #	Number assigned from log
Date	
Element	
Description of Nonconformance	
Root Cause	<p>Core reason for non-conformance</p> <p>Use the '5Y' method – ask 'why it occurred 5 times, and discover the root cause</p> <p>Often related to lack of training, procedures, resources, etc.</p>
Description of Corrective Action Taken	
Sign-off: Corrective Action Complete	Name and Date
Long-Term Corrective Action	If applicable
Validation Sign-off – Corrective Action Effective	

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Infrastructure Maintenance, Rehabilitation & Renewal REVISION #9

QMS REFERENCE: Element No. 15 APPENDIX "H"

QMS REPRESENTATIVE:



Summary of Rehabilitation, Renewal and Routine Maintenance Activities for the Water System.

The spreadsheet identifies the most recent 5-year capital budget items as it pertains to the rehabilitation and renewal of the water system (water distribution system & water treatment plant).

O & F Division -Draft - 2017 to 2022 Capital Budget	2017	2017	2017	2018	2018	2018	2019	2019	2019	2020	2020	2020	2021	2021	2021
	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's
6-Year Capital Budget	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost
Water System															
Water Distribution System															
Replacing main line water valves/hydrants (Carry-over)	\$100,000.00		\$100,000.00	\$100,000.00		\$100,000.00	\$100,000.00		\$100,000.00	\$100,000.00		\$100,000.00	\$100,000.00		\$100,000.00
GIS Equipment and Mapping	\$4,580.00		\$4,580.00	\$25,000.00		\$25,000.00	\$5,000.00		\$5,000.00	\$5,000.00		\$5,000.00	\$5,000.00		\$5,000.00
Design for Infrastructure Renewal Project	\$37,500.00														
2009-Phase 1 - Reconstruction - Scott Street - Reid Ave. to Colonization Rd. East	\$528,600.00		\$528,600.00				\$528,573.48		\$528,573.48						
Phase 2 - Reconstruction - Scott Street - Reid Ave. to Colonization Rd. East										\$464,924.11		\$464,924.11			
General Miscellaneous Tools/Equipment	\$12,000.00		\$12,000.00	\$10,000.00		\$10,000.00	\$10,000.00		\$10,000.00	\$10,000.00		\$10,000.00	\$10,000.00		\$10,000.00
Front Street - East of Crowe to South of Scott Street - 1355 meters				\$468,897.00		\$468,897.00									
Upgrades to Water Distribution System as a result from Infiltration & Inflow Study				\$400,000.00		\$400,000.00	\$400,000.00		\$400,000.00	\$400,000.00		\$400,000.00	\$400,000.00		\$400,000.00
Mowat Ave. - Scott St. to First St. E. (130 m)															
First St. E. - Mowat Ave. to Central Ave. (152 m)													\$152,000.00		\$152,000.00
2nd Street- Mowat Ave. to Portage Ave. (175 m)	\$60,500.00		\$60,500.00												
5th St. W. - Wright Ave. N. to McIrvine Rd. (823 m)							\$1,000,038.00		\$1,000,038.00	\$1,000,000.00		\$1,000,000.00			
Phair Ave. - Third St. E. to Fifth St. E. (206 m)															
Phair Ave. - Fifth St. E. to Sixth St. E.(190 m)			\$0.00												
Colonization Rd. W. - Armstrong Pl. to E.of Riverview Cemetery (481 m)	\$247,700.00	-\$165,133.33	\$82,566.67												
Lane between Webster Ave. and Lillie Ave. (135m)															
3rd Street East - Minnie Ave. to Colonization Road East- 470 meters													\$289,372.00		\$289,372.00
Mill Road Overpass - Water Distribution Replacement	\$231,500.00		\$231,500.00												
Nelson St. - Mosher Ave. west to mid block	\$138,000.00		\$138,000.00												
Modelling of Water System							\$20,000.00		\$20,000.00						

O & F Division -Draft - 2017 to 2022 Capital Budget	2017	2017	2017	2018	2018	2018	2019	2019	2019	2020	2020	2020	2021	2021	2021
	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's	Total	Grants or LTD or	Town's
6-Year Capital Budget	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost	Cost	Trust Fund	Cost
Water System															
Water Treatment Plant															
Miscellaneous Small Capital Equipment	\$60,000.00		\$60,000.00	\$40,000.00		\$40,000.00	\$40,000.00		\$40,000.00	\$40,000.00		\$40,000.00	\$40,000.00		\$40,000.00
Sealing & Painting of Interior & Exterior of Clear wells				\$25,000.00		\$25,000.00									
Upgrades and Repairs to Back-up Polymer Chemical Feed System															
Sealing & Painting of Interior Media Filters				\$25,000.00		\$25,000.00							\$25,000.00		\$25,000.00
Replace/Upgrade Soda Ash Dust Control System										\$55,000.00		\$55,000.00			
Replace Auto Dialer (included in \$60,000)												\$0.00			
Replace/upgrade existing security system (included in \$60,000)															
Office Upgrades - flooring, painting, equipment, etc.						\$0.00			\$0.00	\$25,000.00		\$25,000.00			
Subtotal Water System	\$1,422,397.00	-\$163,116.33	\$1,219,763.67	\$1,095,915.00	\$2,018.00	\$1,095,915.00	\$2,105,630.48	\$2,019.00	\$2,105,630.48	\$2,101,944.11	\$2,020.00	\$2,101,944.11	\$1,023,393.00	\$2,021.00	\$1,023,393.00

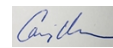
The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Drinking Water System

REVISION #9

QMS REFERENCE: Element No. 6 APPENDIX "I"

QMS REPRESENTATIVE:

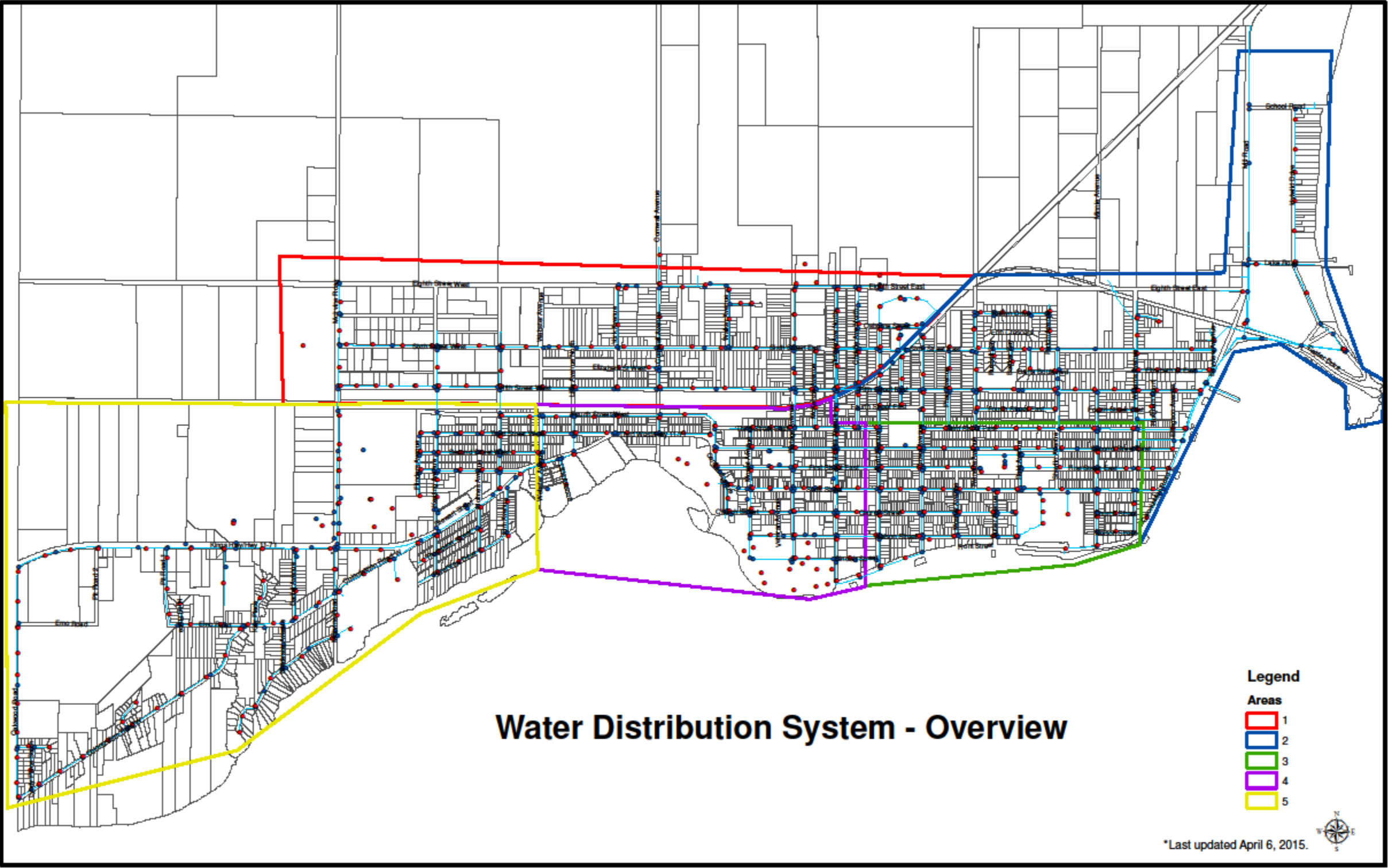


Town of Fort Frances' Drinking Water Distribution System:

A single map showing the Town of Fort Frances' entire drinking water distribution system with five (5) additional maps, further breaking down the system into sections showing more detail.

PROCEDURE TITLE: Drinking Water System
QMS REFERENCE: Element No. 6 APPENDIX “I”

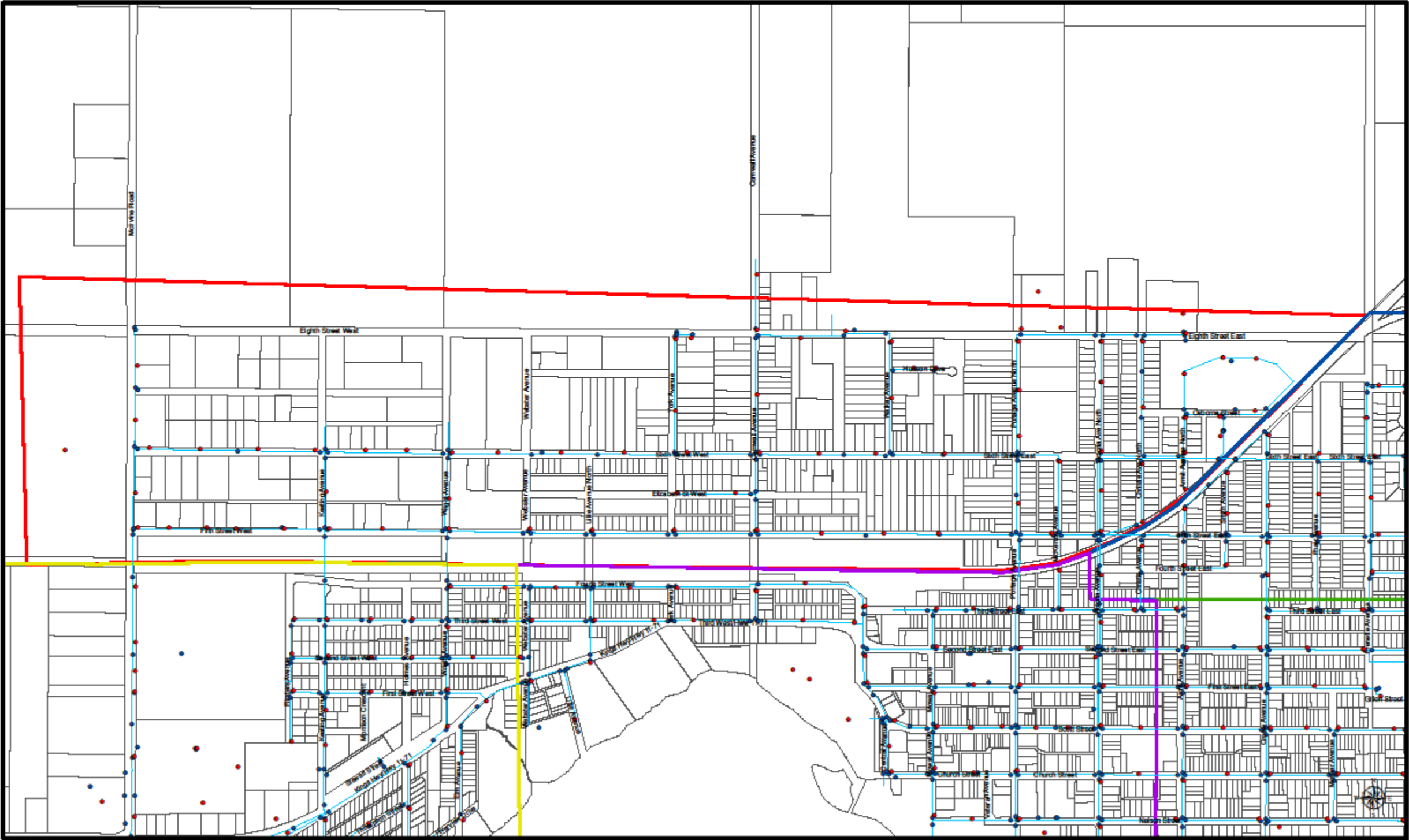
REVISION #9
QMS REPRESENTATIVE: 



PROCEDURE TITLE: Drinking Water System
QMS REFERENCE: Element No. 6 APPENDIX “I”

REVISION #9
QMS REPRESENTATIVE: 

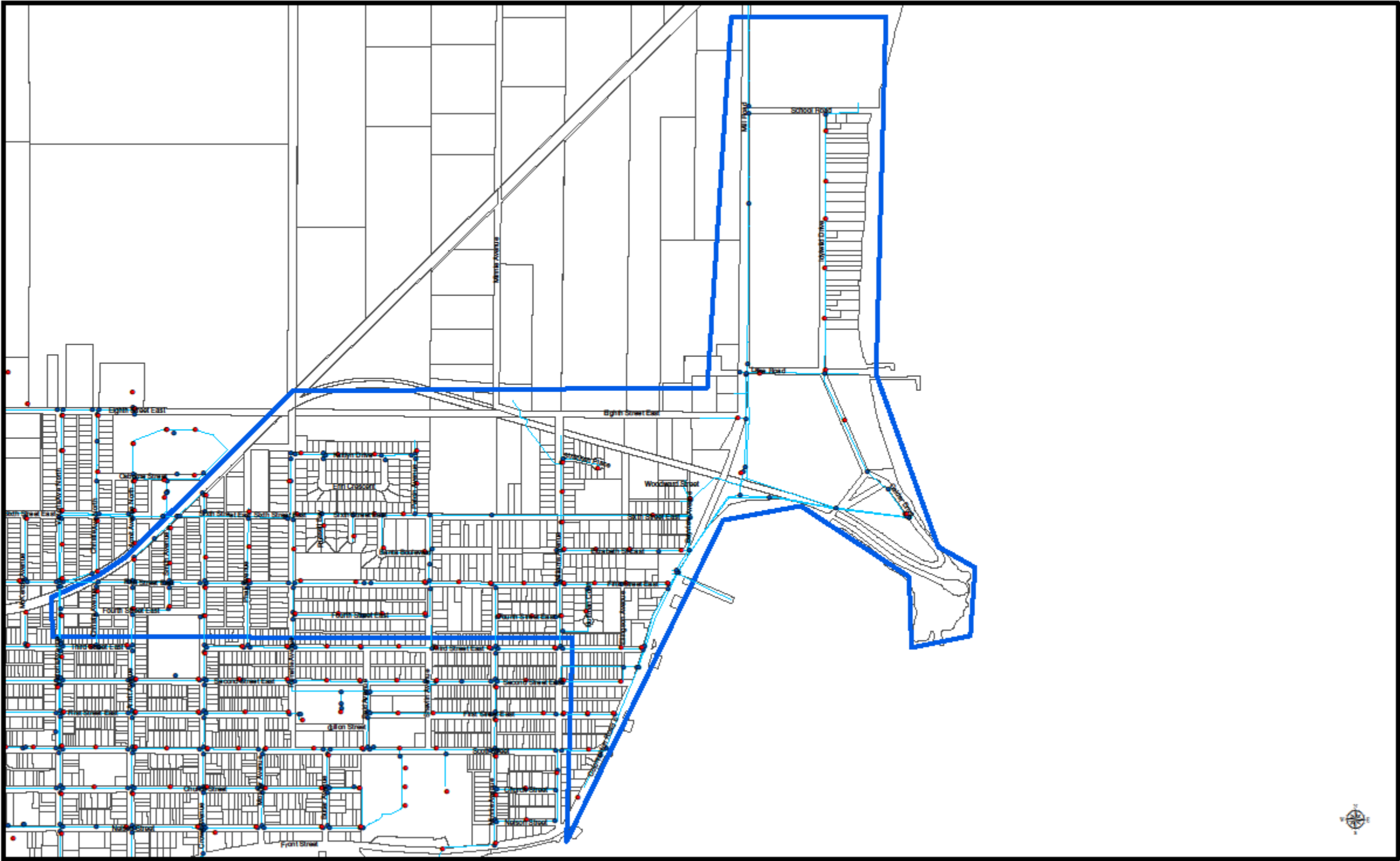
Area 1



PROCEDURE TITLE: Drinking Water System
QMS REFERENCE: Element No. 6 APPENDIX “I”

REVISION #9
QMS REPRESENTATIVE: 

Area 2



Created: June 2012. Last updated: April 2016.

PROCEDURE TITLE: Drinking Water System
QMS REFERENCE: Element No. 6 APPENDIX “I”

REVISION #9
QMS REPRESENTATIVE: 

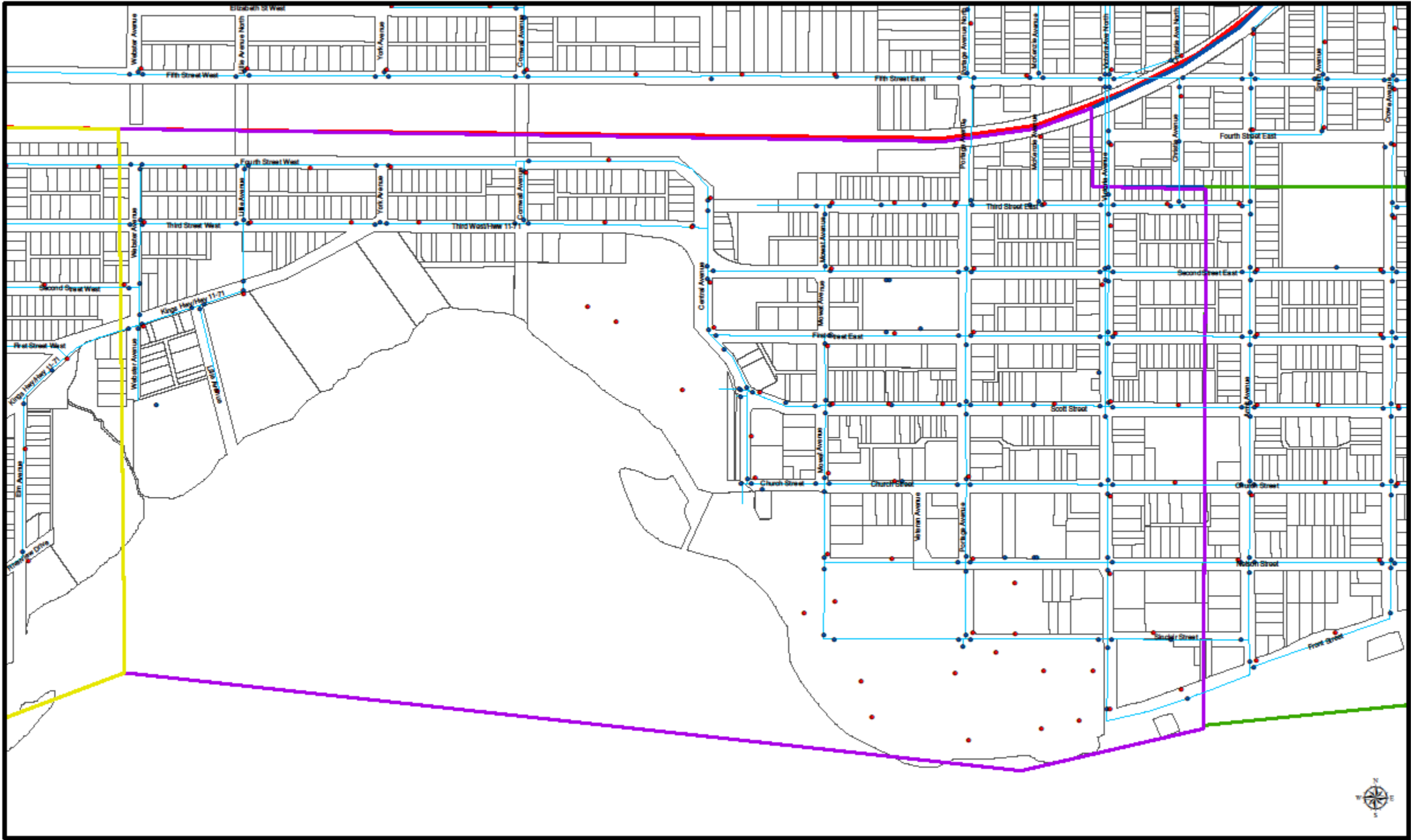
Area 3



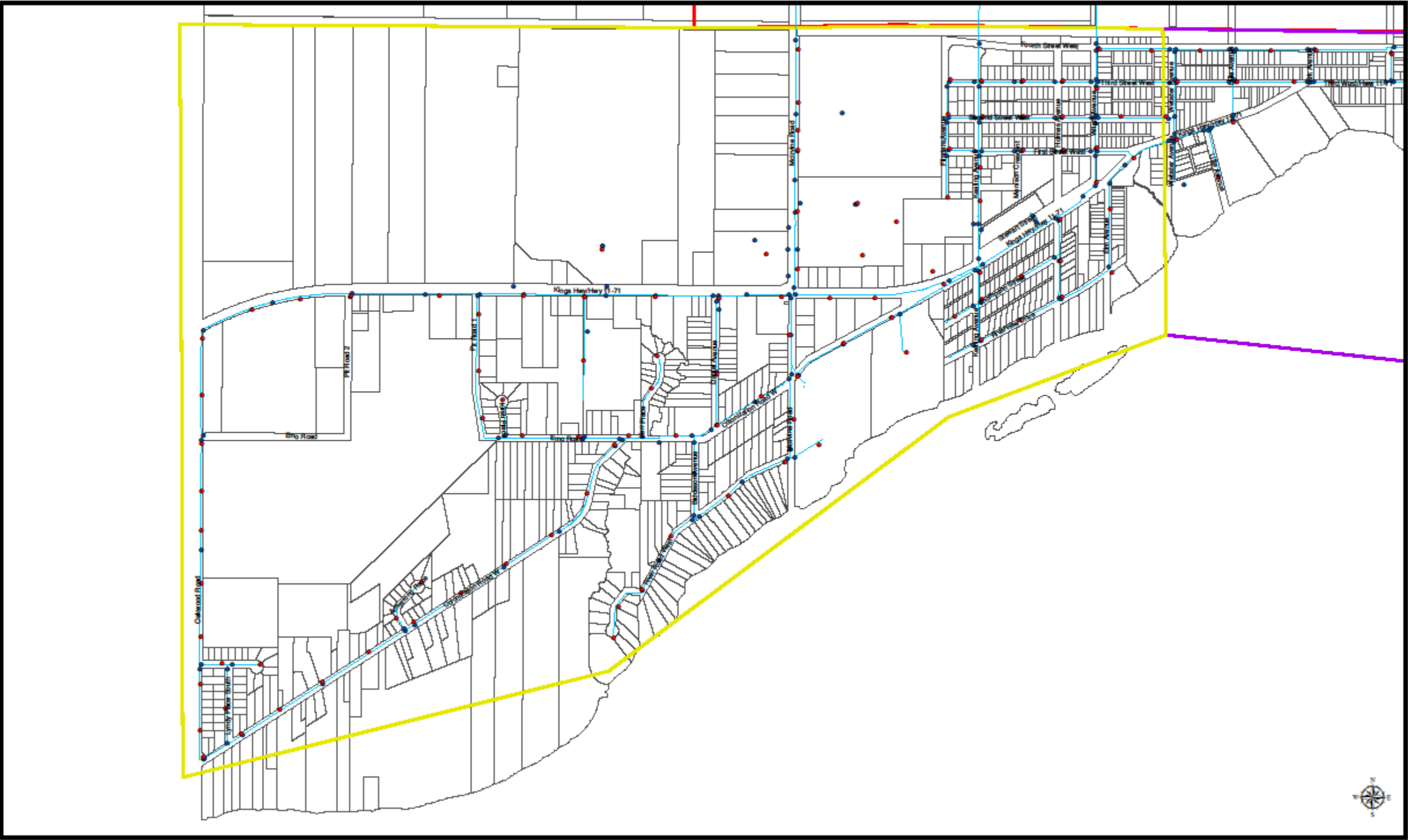
PROCEDURE TITLE: Drinking Water System
QMS REFERENCE: Element No. 6 APPENDIX “I”

REVISION #9
QMS REPRESENTATIVE: 

Area 4



Area 5



The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Drinking Water System

REVISION #7

QMS REFERENCE: N/A

QMS REPRESENTATIVE: 

Schedule "C"

Subject System Description Form Municipal Residential Drinking Water System

Owner of Municipal Residential Drinking Water System:

The Corporation of the Town of Fort Frances

Name of Municipal Residential Drinking Water System:

Fort Frances Drinking Water System

Subject Systems

Name of Operational Subsystems (If Applicable)	Name of Operating Authority	DWS Number(s)
<input type="checkbox"/> Check here if the Municipal Residential Drinking Water System is operated by one operating authority. Enter the name of the operating authority in adjacent column.	The Corporation of the Town of Fort Frances	220000978
Operational Subsystem 1:		
Operational Subsystem 2:		
Operational Subsystem 3:		
Operational Subsystem 4:		

Add attachments if there are additional "Operational Subsystems"

Contact Information

Name	Title	Phone Number	email address
Travis Rob	Operations & Facilities Manager	(807) 274-9893 ext. 1316	trob@fortfrances.ca
Douglas Herr	Environmental Superintendent	(807) 274-9893 ext. 1313	cmiller@fortfrances.ca

April 17, 2019

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

RE: Capital Replacement of 2000 Sand Truck

The replacement of the Town's 2000 Sand Truck was included in the Operations and Facilities 2019 Capital Budget for a cost of \$215,000.00. This capital item was cut from the budget; however, the condition of our current sanding truck is still such that we need to move on a replacement soon. In 2018 the Town spent \$12,898.09 on the maintenance of this vehicle including \$6,058.71 in parts alone. Attached to this report you will find a number of pictures highlighting the condition of this piece of equipment.

It should be understood that this vehicle's only use is to apply de-icing materials to the roadways in the Town of Fort Frances, materials that are both abrasive and corrosive. In addition, this unit is parked inside a heated shop when not in use to insure it is ready when needed, however, accelerating the corrosion caused by salt. Some of the areas of greatest concern are not directly visible, things such as the rear brakes, electrical system, air lines, tanks and cylinders are severely corroded and deteriorated, and we have difficulty getting to these pieces annually to complete our safety checks. Further a failure of one component may result in the need to complete a major overhaul.

The Operations and Facilities Division does have a separate combination sander plow truck, however it is utilized first for plowing the roads, so if we need to be out sanding and plowing at the same time, that piece of equipment is not available to us to use. Also, we have a smaller sand truck at the Airport, however that truck runs a specific type of sand only as salt can not be applied to the airport surfaces. If we were to use that truck to apply salt to our roadways, we would first have to empty the truck and there would be a lengthy decontamination process we would have to do prior to re-utilizing it at the Airport and for that time the Airport would likely be closed to air traffic.

We have been informed by vendors in the industry that the delivery of new trucks is in the neighborhood of 10 to 12 months related directly to the time to secure a cab and chassis. To be sure that we have a replacement on its way such that it is available for some of the 2020 winter season, The Operations and Facilities Executive Committee is recommending tendering for and potentially awarding the purchase of a new tandem axle dump truck with sand spreading box in 2019 with delivery in 2020.

Respectfully Submitted



Travis Rob, P.Eng

<p>Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee to tender for and potentially awarding the purchase of a new tandem axle dump truck with sand spreading box in 2019 with delivery in 2020.</p>
--

Manager of Operations and Facilities

2019Apr Sand Truck Purchase









April 17, 2019

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

RE: 2019 Purchase of another Columbarium – Riverview Cemetery

In the 2019 Capital budget, originally was the installation of the foundation works for another Columbarium at the Riverview Cemetery. Through the budget process, the scope was increased to include the purchase of the columbarium structure. As we work toward a tender for the structure, Council needs to make a determination on the next person to honour on the columbarium.

Currently the persons honoured are as follows:

	Location	Date of Installation
Lady Frances Simpson	Fort Frances Cemetery	May 1998
Sieur De La Verendrye	Riverview Cemetery	May 1998
J.A. Mathieu	Riverview Cemetery	May 2007

In 2015 Council reviewed the opportunity to install another columbarium in Riverview Cemetery, however it was thought that there may have been more interest in Lady Frances Columbarium in Fort Frances Cemetery if there was a shortage in Riverview Cemetery, this has not been the case, see attached report dated September 15, 2015 where naming of another columbarium was discussed.

I have again reached out to Sherry George, Museum Curator to ask if she had any ideas on a person of historical importance to the Town of Fort Frances to honour on the columbarium. Here suggestions were:

1. Dr. David Croal McKenzie
2. Herbert Williams
3. Nancy Loutit Calder

Attached you will find a brief bio of each of these persons.

With both persons featured in Riverview Cemetery being male, it is the recommendation of the Operations and Facilities Executive Committee that a female person be selected. Further it is recommended that Nancy Loutit Calder be the next person of historical significance to be honoured on the columbarium at the Riverview Cemetery.

Respectfully Submitted



Travis Rob, P.Eng

Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that that a female person be selected. Further it is recommended that Nancy Loutit Calder be the next person of historical significance to be honoured on the columbarium at the Riverview Cemetery.

Manager of Operations and Facilities

2019Apr Columbarium Person Selection

September 15, 2015

Report To: Mayor & Council

From: Doug Brown, Manager of Operations & Facilities

Subject: Decision on installing a New Columbarium – Riverview Cemetery

Presently the Town has 3 Columbariums; Two at the Riverview Cemetery and the other at the Fort Frances Cemetery. Each columbarium has 112 niches where each niche holds up to 2 urns or a total of 224 urns. See table below outlining pertinent information on each columbarium.

Columbarium	Cemetery	Installation Date	Approximate cost without Foundation	Remaining Niches	Sold Niches
Lady Frances Simpson	Fort Frances	May of 1998	\$ 41,554	85	27
Sieur de Lavernedrye	Riverview	May of 1998	\$41,554	0	112
JA Mathieu	Riverview	May of 2007	\$ 49,418	17	95

The reason for this report at this time is a decision needs to be made in the near future either to install another columbarium at the Riverview Cemetery or limit the supply of niches in order to sell the remaining niches in the Lady Frances Simpson Columbarium at the Fort Frances Cemetery. There is approximately one year supply of niches remaining in the JA Mathieu Columbarium. Sherry George, Museum Curator is investigating and suggesting who will be the next forefather/mother to be carved into the exterior side of the next new Columbarium at the Riverview Cemetery.

As you are fully aware, back in November of 2005, the Town suggested relocating the Lady Frances Simpson columbarium from the Fort Frances Cemetery to the Riverview Cemetery. However some of the owners of niche spaces within the Fort Frances Cemetery columbarium couldn't agree to this suggestion.

As a result of having 102 niches available for sale in columbariums, the Operations & Facilities Executive Committee recommends at this time that no new columbarium be planned to be installed in the Riverview cemetery in 2016.

Respectfully Submitted
Operations & Facilities Division

A handwritten signature in cursive script that reads "Doug Brown".

Doug Brown, P. Eng.
Operations and Facilities Manager

Council approval of this report will agree with the recommendation from the Operations and Facilities Executive Committee that at this time no new columbarium be planned to be installed in the Riverview Cemetery in 2016.

Dr. David Croal McKenzie was born in 1870 in Durham, Ontario. He came to the Rainy River District in 1897 after graduating from the University of Toronto with a medical degree.

Dr. McKenzie opened a medical centre in Mine Centre — at the time, a bustling mining town.

Shortly after, he moved to Fort Frances where he built the McKenzie Hospital (now an apartment building on Third Street West), the first hospital in the district.

McKenzie played an active role in municipal affairs and was mayor of Fort Frances for a number of terms, totalling six years.

During the First World War, Dr. McKenzie was a colonel of the 98th regiment. Later he organized the 141st Bull Moose Battalion, a forestry battalion that recruited experienced loggers and lumbermen to cut the forests of Britain and France to provide the necessary building materials for the trenches. In 1916, as colonel and commanding officer, he took his battalion overseas.

McKenzie was often referred to as the father of the Canadian Legion in Fort Frances, serving as one of its first officers. He and fellow associates made the club rooms available to the community.

McKenzie supported local athletics, and often lent a hand to various sporting organizations such as football, hockey and baseball. An excellent curler, he held an honorary life membership with the Fort Frances Curling Club.

McKenzie was credited with organizing a town band, and was prominent in Masonic and Shrine circles.

A close friend and college classmate of Prime Minister McKenzie King, Dr. McKenzie was always a strong supporter of the liberals.

Dr. McKenzie passed away on Oct 21, 1939.

Herbert Williams - Fur Trader, Business Man and Community Leader

The Fort Frances Times of March 7, 1940 reports that Herb Williams, revered old timer, was laid to rest. "Fort Frances, in his passing, lost one of its most colourful characters, pioneer, fur trader, Hudson's Bay Company post factor, business man, benefactor of many who knew him, a willing and capable civic administrator." It was noted he died in "typically characteristic setting – playing chess".

Herbert Williams was born in Plymouth, Devonshire, England on April 30, 1861. Williams came to Northwestern Ontario in 1882, entering the services of the Hudson's Bay Company under chief factor Donald Matheson. He served in Fort Frances for a brief time in 1885, but returned to make a permanent home with his bride Agnes in 1894, assuming the position of chief factor of the post.

Williams resigned from the Hudson Bay Company in 1896 to start his own business as the H. Williams and Company Limited. The general store sold groceries, hardware, dry goods, house furnishings, boots and shoes. Williams not only sold retail, but also ran a wholesale business, supplying the camps with provisions. One story relates that an order of 150 cases of tomatoes, 2 1/2 tons of pork and some 30 or 40 sacks of sugar was referred to as a small order.

Williams employed a number of people who later rose to prominence in Fort Frances. Ambitious men like Bruce Lloyd, Alfred Watson, William Elliot, Frank Warner, Henry Cruso and Byron Stuart all worked as clerks behind his counter. Williams assisted them and many others by giving them sound advice and, at times, even financial backing for their projects.

Williams continued in business until the 1905 fire that razed his store along with many others. He then retired from the firm re-organizing as Watson and Lloyd. He built the Williams Block on the corner of Front and Church where Watson and Lloyd and the Bank of Commerce operated for a period of time. (Torn down in 1955 to make way for a customs facility.)

Following the 1905 fire, Williams turned his attention to civic matters. In 1906, he was elected to town council, and a year later, became mayor. He proved to be a capable administrator and remained in office until the end of 1910. In 1917-1918 he served as mayor once again.

During William's term in office, Fort Frances experienced a construction boom: the paper mill was built and most of the waterworks for the town was laid. During the sewer project when the town's credit ran out, Williams raised the 20,000 dollars on his own personal note to finish the work.

Williams was also responsible for negotiating the favourable electric power rates from the power company. At the time, dam construction was behind schedule, and Mr. Williams, being a good trader, saw the opportunity of getting something substantial in return for agreeing to an extension of time.

Williams was also an active member in the Granite Lodge.

Nancy Loutit Calder was born in 1849 in the Lockport, Manitoba area, the mixed blood daughter of Lowe Loutit, a Scot, and Jane McDougall, a Metis woman (Scot & Cree heritage). She married William Calder at Fort Alexander in 1870 and moved with him and their infant son, Peter, to Lac La Pluie. The trip from Fort Garry (near Winnipeg) was undertaken first by the old Dawson stagecoach trail to the Northwest Angle and then by canoe up Rainy River, the only means of travel at that time.

Arriving in Fort Frances in 1871, she found literally nothing. The only building was the Hudson's Bay trading post and the factor's quarters. These buildings were set in a small clearing overlooking the falls (paper mill offices on Third Street West).

The family spent their summers in Fort Frances, but wintered at Eagle Lake, where William collected furs for the Hudson Bay Company. Most of their eleven children were born in the wilderness, often delivered by William and Nancy themselves. Their home in Fort Frances, a log cabin, was situated behind the Wells Hardware Company (McTaggart's) and is still standing – one of the oldest buildings in our community. They later moved to a larger log cabin near what we know as First Street and Victoria Avenue.

Nancy, like her mother-in-law, Maria (Gibson) Calder was a mid-wife and nurse. She brought many children into this world, caring for both babies and their mothers until they were strong enough to resume their arduous duties of pioneer wife and mother. She was also called upon in times of illness during a period when doctors were not readily available. She remained active all her long life, keeping busy with sewing, knitting and making quilts. Well known and revered in the community, she was affectionately referred to in later years as Granny Calder.

Suffering a stroke in her final year, she died on February 14, 1943 at the age of 94.

It should be noted that women of that time worked in equal partnership with their husbands whether it was on the farm or in a business. However it was not the custom to recognize their participation. Someone today looking for an obituary of a grandmother (say Jane Smith), may only find a Mrs John Smith or a Mrs George Smith. Women were rarely accorded a write-up that included their birth name. That Nancy Calder is noted so often in our newspapers speaks to her respect in the community.

On a side note, the Calders are credited with being the second family to arrive in Fort Frances and remaining to make it their home. In truth you could say that they are the fathers and mothers of our community as their descendants and those of their siblings (numbering over 2000) make up a significant portion of the population of Fort Frances and district.

In 1876, William's father James was appointed by the Hudson's Bay Company as interpreter to Kettle Falls. The date of his appointment coincides with his son William's appointment to Eagle Lake. James and Maria and their children, soon followed William and Nancy to this area. Daughter Margaret married William McDonald; daughter Maria married Alexander Briere (Bruyere), brother Robert married Marie Jourdain, daughter Mary Jane married George Constantine Allan.

April 17, 2019

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

RE: Replacement of Ice for Kids Condenser Prior to start of the Fall 2019 Ice Season

With the mid season failure of the Ice for Kids ice plant condenser causing substantial ice to build up on the roof of the Ice for Kids compressor room, the replacement of this key component of the ice system was included in the 2019 Capital Budget.

CIMCO Refrigeration is the entity that provides service to both of our ice plants at the Memorial Sport Centre and is whom we are working to setup a service agreement with moving into the future. In March of 2019 we received a quotation from CIMCO for the replacement of the condenser with a few different options, including the repair of the current unit.

The most favourable option is to replace the current wet condenser with a new larger type of condenser that can operate in the cold winter months dry, alleviating the need to apply water in winter months, and mitigating the risk of icing up the roof again in the future.

The delivery of these units is long as they are built upon order and after the design works are complete. CIMCO's proposal was a turn key proposal including Engineering installation and commissioning. Given the late passing of the 2019 Capital Budget coupled with the long delivery time, the Town would not be able to tender this purchase and still have the unit on site and installed ready for ice in until well into September, possibly October. Further with CIMCO being the service provider, it is imperative that the unit purchased can be serviced by CIMCO and included in our future service agreement.

Because of these constraints, article 4 (E), Emergency Purchases, in the Procurement Policy was utilized given that the timely issuance of a purchase order directly impacts our ability to install ice in the fall. CIMCO has been engaged to design, supply, install and commission a new condenser unit at a cost of \$142,500.00. \$175,000 has been included in the 2019 Capital budget for this item plus additional roof repairs. This report is for Council's information surrounding the emergency budgeted capital purchase of a replacement condenser at the Memorial Sports Centre for the Ice for Kids ice surface.

Respectfully Submitted



Travis Rob, P.Eng

<p>This report is for Council's information surrounding the emergency budgeted capital purchase of a replacement condenser at the Memorial Sports Centre for the Ice for Kids ice surface.</p>

Manager of Operations and Facilities



REPORT

TO: Mayor Caul & Council

FROM: Jason Kabel, Community Services Division Manager

DATE: April 12, 2019

RE: **Memorial Sports Centre Canteen Agreement**

BACKGROUND

In July 2017, the Community Services Division undertook a competitive Request for Proposals (RFP) process to select a concessionaire for the Memorial Sports Centre canteens (Main Lobby & Ice For Kids Rink). The lone proprietor to submit a proposal was Wasaw Enterprises.

The existing 2 year agreement with Wasaw concludes on June 30, 2019. There is an option in the agreement to renew for another 2 year term that would expire June 30, 2021. Wasaw has approached the Community Services Division with their interest to renew as per the agreement option.

A summary of the agreement particulars follows:

Operating Hours	Weekdays 03:30 p.m. to 10:00 p.m. Weekends 08:00 a.m. to 10:00 p.m.
Vending Machines	Not included in contract - revenue & responsibility MSC
Financial	\$18,000/year +HST (\$2,250 x 8 months – September to April inclusive)

The Community Services Division proposes renewing the agreement with Wasaw Enterprises for two winter seasons, September 1, 2019 to June 30, 2021.

RECOMMENDATION

The Community Services Executive Committee recommends renewing the agreement with Wasaw Enterprises for a 2-year term for the purposes of providing canteen services in the Memorial Sports Centre from September 1, 2019 to June 30, 2021 with an option for an additional 2-year term as attached.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Jason Kabel".

Jason Kabel

<p>Council approval of this report will endorse renewing the agreement with Wasaw Enterprises for the purposes of providing canteen services in the Memorial Sports Centre for a 2-year term (September 1, 2019 to June 30, 2021) as attached.</p>

THIS AGREEMENT to come into effect the **1st day of July, 2019.**

B E T W E E N :

THE CORPORATION OF THE TOWN OF FORT FRANCES

hereinafter called the "Town".

- A N D -

WASAW ENTERPRISES

hereinafter called the "Concessionaire, or Operator, or Canteen Operator".

WHEREAS the Town is the owner of the Memorial Sports Centre situated within the Town of Fort Frances;

AND WHEREAS the Concessionaire is desirous of contracting with the Town for the operation of the two (2) Concessions situated within this facility;

NOW THEREFORE, in consideration of the covenants and promises herein contained, the parties hereby agree as follows:

1. DEFINITIONS

In all documents forming part of this Contract, unless the context requires otherwise:

"Town Equipment" means the equipment supplied to the Concessionaire on an "as is" basis and owned by the Town as described in Schedule "A".

"Facility" means the buildings within which the concession areas (as are described in the Agreement) are located, includes the entire Memorial Sports Centre.

"Gross Sales" means, when used in relation to any period of time, the entire amount charged by the Concessionaire on all concession sales of merchandise, foods, beverages, services and any other products or services whatsoever which are provided under this Contract during any such period of time whether or not such sales are made on a cash basis or on credit, paid or unpaid, collected or uncollected, including deposits not refunded to customers, but gross sales shall not include, to the degree that the Concessionaire has included them therein:

any sales or excise tax imposed by any government authority and added to the price of a sale or service or absorbed therein and collectable from the customer;

the amount of money recovered on any return of goods to suppliers of the Concessionaire; and

the amount of any credit or refund for any merchandise returned or exchanged or any allowance made for loss of or damage to merchandise sold.

2. THE CONCESSION

The Town hereby grants to the Concessionaire/Operator the exclusive rights to sell at the Concessionaire's sole expense, food, beverages, services and miscellaneous products (subject always to the approval of the Town through the Community Services Division Manager), in the concession areas more particularly detailed in section four (4) hereinafter set out. The Concessionaire agrees to operate the concessions and to sell the said food, beverages, services and miscellaneous products during the term of this Agreement in a good and professional like manner subject always to all terms of the Agreement.

3. EXCEPTED SALES AND SPECIAL EVENTS

Although the Concessionaire has the authority to sell the products (in the discretion of the Town) that are herein provided in the concession locations specified in section four (4), the Concessionaire acknowledges and agrees as follows:

Circus - The Town has historical arrangements with the Shriners that allow them to sell candy floss, peanuts, plus novelty, and souvenir items.

The Concessionaire must agree and adhere to this stipulation under this contract and any subsequent extensions to other groups as deemed appropriate by the Town.

Socials and Weddings – The Town rents the Auditorium to community members for socials, youth dances, weddings, beer gardens, and banquets where they can provide their own food and beverage or contract to a caterer. It is therefore agreed that the Concessionaire would have the option to provide these services subject to all terms & conditions herein. The concessionaire can provide services at the renter's request that would be subject to all terms & conditions herein, including the gross sales calculation payable to the Town. The Concessionaire agrees to not limit, inhibit, or otherwise obstruct this past practice.

Festivals and Trade Shows – the Town rents the arenas for a variety of events when the ice is out, including but not limited to Pow-Wows, Employee Appreciation Days, Trade Shows, and the like where the renter provides food and beverage as part of the activities. This agreement will not limit, inhibit, or otherwise obstruct the renter's ability to provide food & beverage for their activities. The concessionaire can provide services at the renter's request that would be subject to all terms & conditions herein.

4. CONCESSION AREAS

The said concession areas, in addition to being detailed below, are more particularly outlined on the plans attached hereto as Schedule "B":

Memorial Sports Centre: Main Foyer contains approximately 64 square meters of concession's space inclusive of receiving and storage area. Ice For Kids Arena concession – 2nd floor.

5. PAYMENT FOR PRIVILEGES

In consideration of the Concessionaire's rights herein to provide services, the Concessionaire shall pay to the Town \$18,000 annually (\$2,250/month for 8 months (September to April inclusive)); herein this Agreement sometimes referred to as 'percentage charges'. These charges shall be payable on the fifteenth (15) day after the end of each month throughout the term of the agreement.

In the event that this Agreement or the concession privileges hereby granted are terminated prior to the end of the term hereof, the payment to the Town shall be apportioned to the date of termination and paid forthwith by the Concessionaire to the Town, all without prejudice to any other claims entitlement of the Town.

6. RECEIPTS FROM CONCESSION OPERATION

The Town shall have the right to have access to all financial information of the Concessionaire in the Facilities, the Concessionaire shall be entitled to retain all receipts derived from the Concession for its own use absolutely.

7. ALTERATIONS AND ADDITIONS

The Concessionaire shall not alter, add to, or in any way vary a Concession area or Town property without first obtaining consent in writing of the Town from the Community Services Division Manager.

8. REPORT OF ACCIDENTS:

The Concessionaire shall give immediate notice to the Town of any accident arising out of the operation of any Concession and any damage to any part of the facility.

9. TERM

This Agreement shall be for a term of two winter ice seasons commencing on the 1st Day of July 2019 and terminating on the 30th day of June 2021.

10. EQUIPMENT AND FACILITIES

The Town equipment shall be maintained and repaired by the Town. In those circumstances where damage was a direct result of neglect by the concessionaire, any of its employees or agents, the concessionaire shall be solely responsible for repairs. The Concessionaire shall be responsible for any additional or new equipment necessary for the efficient operation of the concessions. The Concessionaire will maintain the premises and fixtures in a clean and wholesome condition at all times. The Concessionaire will not allow refuse or other objectionable material to accumulate on or around the premises and will keep the premises in a clean and tidy condition at all times.

11. COMPLIANCE WITH REGULATIONS

The Concessionaire agrees to comply with all laws and regulations, including Federal, Provincial, Municipal, and all Municipal bylaws and regulations pertaining to the storage and serving of food goods and refreshments. The Concessionaire agrees to comply with all labor and employment laws & regulations in the operation of the concession and will, at his or her own expense, obtain and pay for all required licenses or permits that may be required.

12. COVENANT TO OPERATE

The Concessionaire shall provide its concession services in the concession areas at Memorial Sports Centre during the operating hours and seasons hereinafter set out, the Concessionaire may extend the hours, if business demand dictates with the approval of the Town.

i. OPERATING HOURS

Weekdays 03:30 p.m. to 10:00 p.m. and weekends 08:00 a.m. to 10:00 p.m. These hours are only subject to change in order to meet the program needs of the Sports Centre upon written agreement by both parties.

ii. CLOSING OF FACILITIES

The Town at all times reserves the right to close the Facilities, or part of them, in the Town's sole and absolute discretion. The Town may consider closing the Facilities during inclement weather, for repairs, or in cases of an emergency. The Town may also close parts of the facility in the event that a season is shortened due to lack of interest in the use of the facility. In such event, the operating hours and days for which the facilities are not opened shall be correspondingly reduced in this agreement.

13. VENDING MACHINES

The Memorial Sports Centre staff will assume the responsibility of the vending machines and they will not be subject to revenue for the concessionaire in any way. The concessionaire hereby relinquishes any right or privilege to the revenue generated by the vending machines and will not otherwise inhibit the ability for such to generate revenue for the facility.

14. OCCUPANCY OF PREMISES

Notwithstanding anything herein contained, the Concessionaire is not and shall not be a tenant of the Town and is not and shall not be entitled to exclusive possession or occupancy of any part of the Facilities or concession areas. The use of the Facilities is limited to their use in order to provide the services under this Contract by the Concessionaire, to the extent necessary to do so and only to that extent. The Town and its authorized personnel shall have access to all parts of the Facilities, including the concession areas without any prior notice for any and all purposes, including, but not limited to Public Health and Fire Inspections. The Town shall use reasonable best efforts not to interfere with the performance of services hereunder.

15. TERMINATION Notwithstanding the foregoing:

- i) Either party to this Agreement shall have the right to terminate this Contract giving sixty (60) days written notice to the other and neither party, in the event of exercising its right of early termination, shall have to provide any reason whatsoever for terminating the Contract.
- ii) If the Concessionaire is in default hereunder, the Town shall have the right to immediately terminate this Contract by the delivery of written notice to the Concessionaire, in which case this contract shall be at an end and the parties shall have no further obligations except any

outstanding payments due, one to another, save and except.

iii) The Concessionaire shall be responsible for any obligations incurred in this agreement or breaches of this agreement up to date of termination.

iv) The Concessionaire will be obligated to continue to account and provide all information and payments under this Agreement with respect to any net profit made or transacted before the termination hereof.

v) The right of the Town to any and all financial and sales information for the period up to termination will survive beyond the termination of this Agreement for at least one year.

16. DEFAULT

For the purpose of this section, the Concessionaire will be deemed to have defaulted under the terms of this Contract upon incidence of any of the following:

i) The Concessionaire breaches any of the terms or conditions of this contract.

ii) The Concessionaire violates any law, commits or becomes involved in any situation or occurrence which, in the opinion of the Town or Community Services Division Manager, would tend to bring the Town into public disrepute or dishonor.

17. VERBAL AND OTHER ARRANGEMENTS

This Contract may not be amended, modified, or in any way changed except by a written document of equal formality herewith.

18. DAMAGE TO PROPERTY OF THE TOWN

In carrying out the operation from its inception and until the conclusion of the same, the Concessionaire shall make good any damage, due to neglect, caused to property of the Town at its own expense.

19. DAMAGES AND INDEMNITY

The Concessionaire shall be responsible for any and all claims, demands, damages, law suits, other proceedings, causes of action, liabilities, claims for lien, civil and criminal penalties and charges, costs and other expenses including reasonable legal fees done or caused by it, its employees or patrons, or resulting from the prosecution of the operation or caused by reason of the existence or location or condition of the premises or of any equipment used therein, or which may happen by reason thereof, or any and all claims, demands, damages, law suits, other proceedings, causes of action, liabilities, claims for lien, civil and criminal penalties and charges, costs and other expenses including reasonable legal fees whatsoever which may arise as a result of the operations of the Concessionaire, the Concessionaire's servants, agents or employees, or arising or related to the use or the occupation of the concession areas and Facilities or the exercise of any privileges herein granted or arising from any failure, neglect or omission on their part, or on the part of any of their employees, to do or perform any or all of the several acts or things required to be done by them under and by these conditions, and covenants and agrees to hold the Corporation harmless and indemnified for all such claims, demands, damages, lawsuits, other proceedings, causes of action, liabilities, claims for lien, civil and criminal penalties and charges, costs and other expenses including reasonable legal fees; and in case of the Concessionaire's failure, neglect or omission to observe and perform faithfully and strictly, all the provisions of these Conditions, the Town may either with or without notice (except where in these Conditions notice is specially provided for, and then upon giving the notice therein provided for), take such steps, procure such materials and workers, do such work or things as deemed advisable toward carrying out and enforcing the same, and any and all expenses so incurred may be deducted or collected by the Town from the Concessionaire, and any such action by the Town as herein empowered to take, shall not in any way relieve the Concessionaire from any liability under this Contract.

20. CONCESSIONAIRE'S EQUIPMENT

Equipment and property of the Concessionaire are not protected against fire, theft, vandalism or other risks by the Town, and the protection of such, and any damage caused too such, is the sole and complete responsibility of the Concessionaire.

21. CONCESSIONAIRES' REPORTS AND AUDITS

i) The Concessionaire shall submit to the Town on or before the 15th day following the end of each calendar month and partial calendar month during the term of this agreement, written statements signed by the Concessionaire certified to be true and correct showing the amount of gross sales for

the preceding month or partial calendar month, together with the payment to the Town of the appropriate percentage charges set out in section five (5) hereof.

ii) For the purpose of ascertaining the amount payable under section five (5) and for permitting verification by the Town, the Concessionaire shall keep at the Facilities or at its office, for a period of not less than 3 years following the end of each calendar year or a part thereof within the term of this Contract adequate books and records including but not limited to records of inventories, purchases and receipts of merchandise and all sales and other transactions by the Concessionaire.

iii) In addition to any other right of the Town, the Town, its employees and authorized representatives may require an audit of the books and records of the sales and expenses of the Concessionaire and all persons conducting business on or from the premises necessary to verify "Gross Sales". The report on the audit made by the Town's auditor will be final and binding upon the Concessionaire and the Town upon all questions relating to financial matters or compensation. Acceptance by the Town of any payments under this Contract is without prejudice to the Town's right to an audit of the books and records of the Concessionaire.

22. WORKPLACE SAFETY AND INSURANCE BOARD (ONTARIO)

Upon the execution of this Contract, the Concessionaire shall deliver to the Town, certificates of good standing from the Workplace Safety and Insurance Board of Ontario, with respect to all the employees of the Concessionaire and shall provide such additional certificates as often as is deemed necessary by the Town during the term, but in any event shall provide such a certificate at least annually on the anniversary date of the commencement of the term. The Concessionaire shall be responsible, at its expense, for the charges, assessments or other payments required to be paid to the WSIB with respect to the Concessionaire's employees. The Concessionaire shall pay to the Workplace Safety and Insurance Board of Ontario all assessments and levies owing to the Board in respect to this contract and any unpaid assessments or levies shall be the sole responsibility of the Concessionaire.

23. OCCUPATIONAL HEALTH AND SAFETY ACT

The Concessionaire shall be solely responsible for employee safety and for compliance with the Occupational Health and Safety Act and Regulations and the Concessionaire shall, at its sole cost and expense, ensure that all contractors, agents, servants and employees comply with the Act and Regulations and the Concessionaire shall indemnify the Town against any contravention thereof whatsoever.

24. TAXES

The Concessionaire shall be solely responsible for the payment of all taxes and necessary permits of any kind whatsoever including, but not limited to, income, sales, business, employer health and all other applicable taxes which may be assessed or levied against the Concessionaire or which may relate to the Concessionaire, its operations. The Concessionaire shall reimburse, indemnify and save harmless the Town of and from any liability for all such taxes.

25. UTILITIES

The Town shall provide all heat, electrical power, fuel, refrigeration, ventilation and air conditioning (where installed), and utility services reasonably required for the efficient provision of services under this contract.

26. GLASS OR CROCKERY

In the Arena Facilities the Concessionaire shall not use glass or crockery or bottles for the service of food, tea, coffee, milk or beverages, but shall use paper or plastic containers for this service.

27. CONCESSION SEATING AREA

During specified hours of operation, the concessionaire is responsible for cleaning and housekeeping of the concession seating area in the lobby of the Arena and shall keep all tables clean and remove used dishes and refuse there from.

28. ITEMS FOR SALE

For the purpose of providing Food Service, the Concessionaire agrees to offer commonly accepted fast food items, snacks and abide by the contractual requirements between the Town and Pepsi Cola Limited. The Town will provide at the cost to the concessionaire all the necessary products from Pepsi for resale. The sale of sunflower seeds and peanuts in the shell is not permitted.

29. PRICES TO BE DISPLAYED

Prices must be displayed in prominent places, in order that the patrons may be kept informed of such prices. Menus must be displayed at each of the concession areas in the facility.

30. ALCOHOL

The Concessionaire and its employees, agents and representatives, shall not offer for sale, sell, serve, store, consume or permit to be consumed, any liquor or alcohol products in the concession areas and Facilities. Such rights are reserved to the Town in the Facilities and the Concessionaire acknowledges that the Town may carry on liquor and alcohol sales as aforesaid. As well, the Town may permit any other groups, clubs, persons to sell liquor or alcohol products in its facilities as the Town in its absolute discretion deems advisable. The Concessionaire specifically acknowledges the Town's exclusive rights in this regard.

31. SECURITY

The Concessionaire shall be responsible for his/her own cash control and handling procedures, including insuring that cash is picked up on a daily basis.

32. INSURANCE

The Concessionaire shall provide and maintain during the term of the Contract Comprehensive General Liability insurance acceptable to the Corporation of the Town of Fort Frances and subject to limits of not less than \$2,000,000.00 inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof.

33. NO ASSIGNMENTS

Neither this Contract and the rights granted to the Concessionaire hereunder nor any part thereof are assignable by the Concessionaire without the prior written approval of the Town to such assignment, which approval may be withheld without reason by the Town.

34. MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

i) All of the records and documents of the Concessionaire referred to and cited in this Agreement where such records and documents have been created in order to comply with the terms, provisions, requirements and obligations of the Concessionaire as set out in this agreement are "records" of the Town as "records" are defined in the Municipal Freedom of Information and Protection of Privacy Act.

ii) The records and documents referred to in the paragraph above are, for the purposes of this Agreement, in the joint care and custody of the Concessionaire and of the Town; and

iii) The Concessionaire hereby agrees with the Town that the records and documents referred to in the first paragraph above will be managed and administered in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act.

35. NOTICE

To the Concessionaire by mailing the notice to:

Wasaw Enterprises

P.O. Box 352 320 Harry's Rd. Fort Frances, ON P9A 3M7 Attention: Ron Archie, CEO

To the Town by mailing the notice to:

The Corporation of the Town of Fort Frances

320 Portage Avenue Fort Frances, ON P9A 3M3 Attention: Lisa Slomke, Clerk

OR to such other address as each party may advise the other by notice in writing. Notice given in this manner shall be deemed to have been given and effective as of the fifth day following the date of mailing.

IN WITNESS WHEREOF the Town hereto has affixed its Corporate Seal and attested by its proper Officers duly authorized on their behalf and has hereunto set

SIGNED SEALED
AND DELIVERED

) THE CORPORATION OF THE TOWN
) OF FORT FRANCES

MAYOR:_____

CLERK: _____

Per:_____Printed:_____

Per:_____Printed:_____

Witness:_____Printed:_____

SCHEDULE "A" Town Owned Canteen Equipment

One Quest gas grill and oven combination One

Quest two basket deep fryer

One popcorn machine Four deep

freeze chests

Two Bunn coffee machines with glass pots

One Gaggia Espresso/ Cappuccino coffee machine One hot

chocolate dispenser

One microwave oven Two

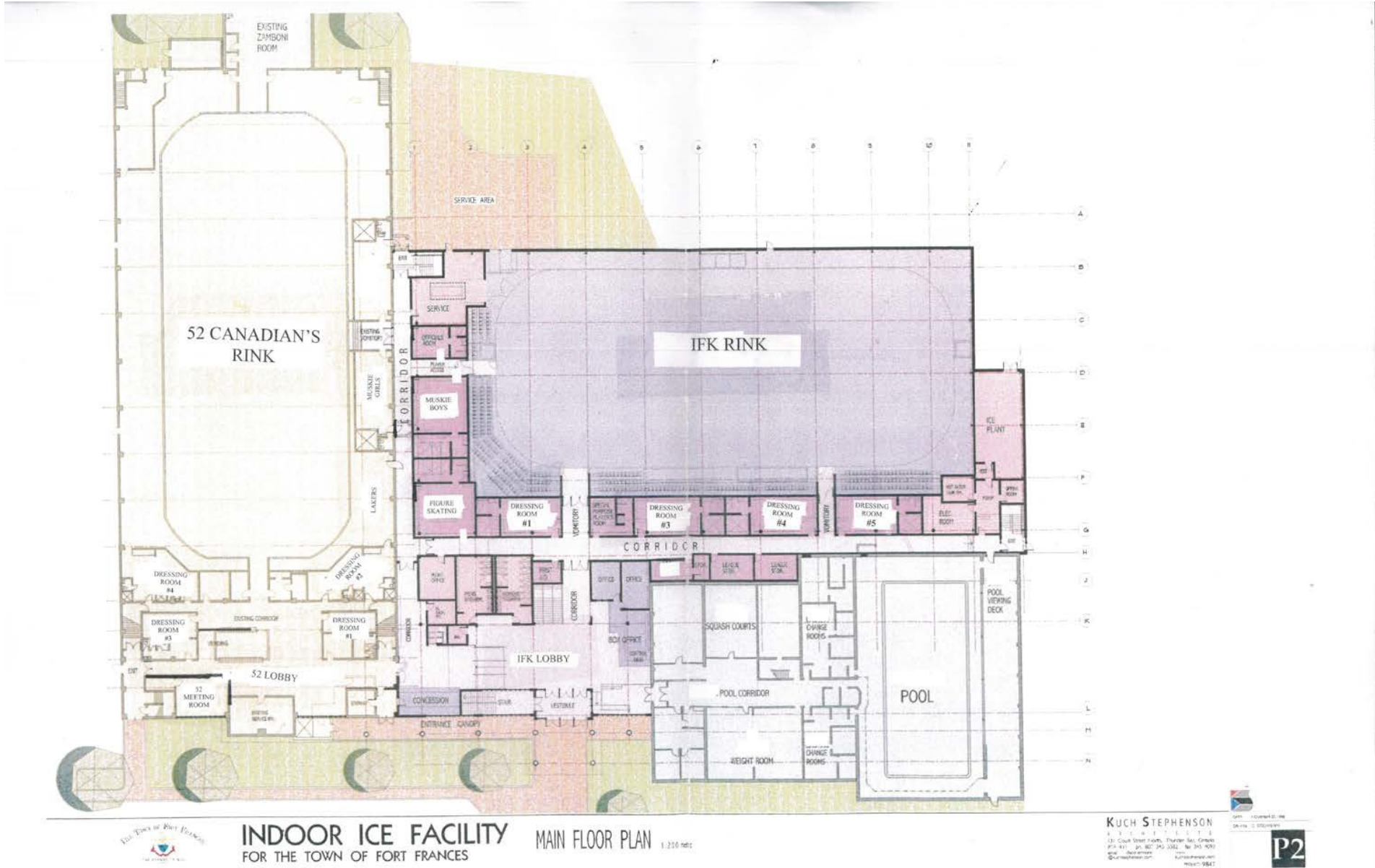
coffee percolators One kettle

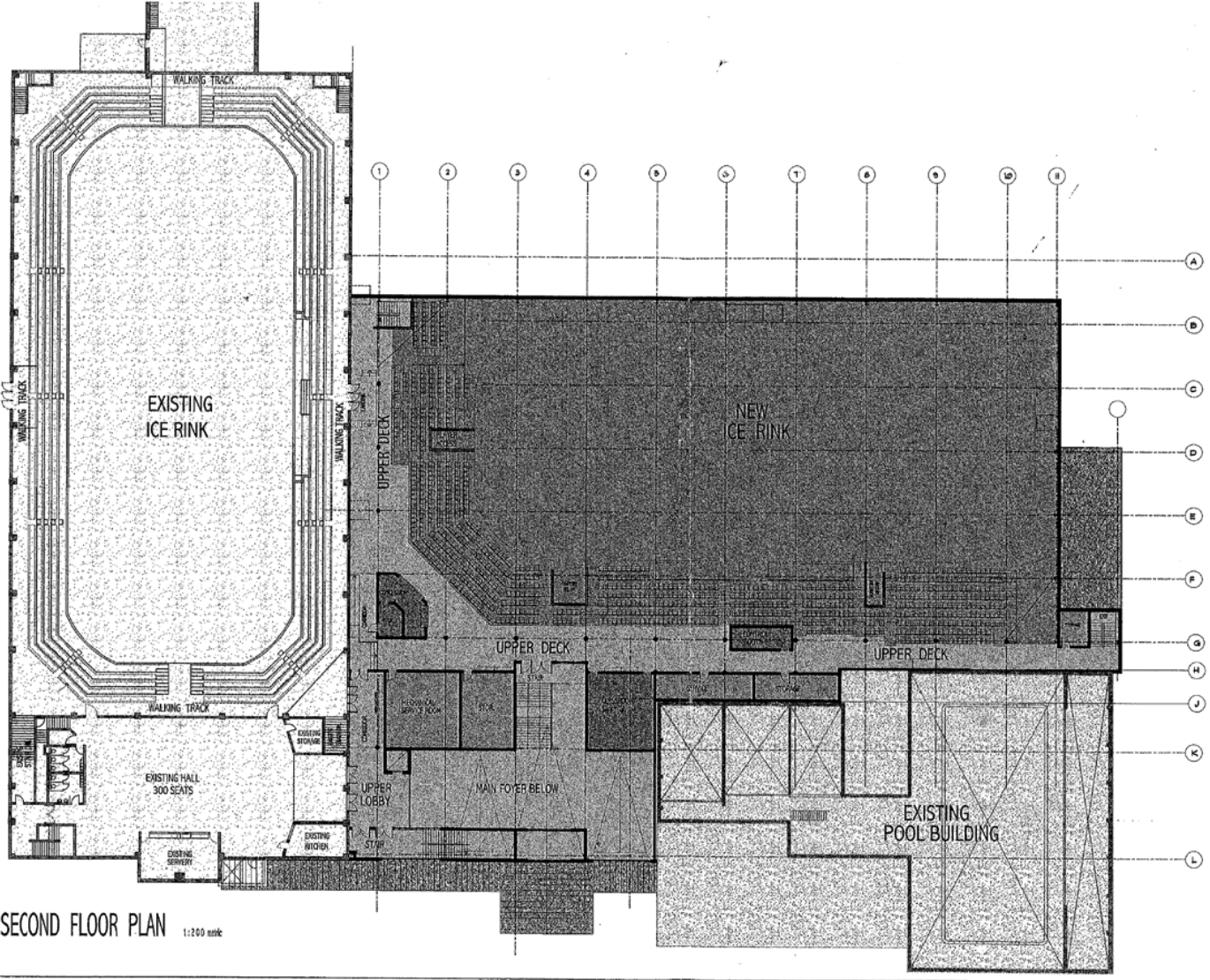
Various pots, utensils, can opener, etc. Display

racks

2 Pepsi Display Coolers

SCHEDULE "B" Concession Areas – Two drawings attached



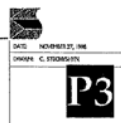


SECOND FLOOR PLAN 1:200 scale



INDOOR ICE FACILITY
FOR THE TOWN OF FORT FRANCES

KUCH STEPHENSON
ARCHITECTS
131 Court Street North, Thunder Bay, Ontario
P7A 4V1 ph. 807 345 5582 fax 345 4093
email: dkuch@kstephenson.com kstephenson.com
©KuchStephenson.com PROJECT 15047



P3

2019 RESERVE FUNDS

Account Name	G/L Account #	Balance as at Dec 31/18	Line %	2019 Interest Earned 1st Quarter	Subtotal 1st Quarter
Museum Projects	30-002-0000-0810-20805	34,767.20	0.266%	152.66	34,919.86
Handi-Transit MTO Gas Tax	30-002-0000-0810-20809	45,008.59	0.345%	197.63	45,206.22
Children's Complex Projects	30-002-0000-0810-20811	66,154.15	0.507%	290.47	66,444.62
Daycare/Toy Library Donations	30-002-0000-0810-20812	2,752.11	0.021%	12.08	2,764.19
Parks & Cemeteries Projects	30-002-0000-0810-20823	47,327.39	0.363%	207.81	47,535.20
Public Library & Technology Centre	30-002-0000-0810-20827	203,400.59	1.558%	893.10	204,293.69
Sister Kennedy Centre Projects	30-002-0000-0810-20832	21,895.36	0.168%	96.14	21,991.50
Post Landfill Closure	30-002-0000-0810-20851	746,146.84	5.716%	3,276.21	749,423.05
Waterworks & Sanitary Sewer	30-002-0000-0810-20860	5,554,164.26	42.547%	24,387.42	5,578,551.68
Watermeter Replacement	30-002-0000-0810-20870	113,259.54	0.868%	497.30	113,756.84
Townshend Theatre	30-002-0000-0810-20871	115,134.94	0.882%	505.54	115,640.48
Corporate Vehicles/Equipment	30-002-0000-0810-20874	1,207,735.25	9.252%	5,302.97	1,213,038.22
Corporate Building	30-002-0000-0810-20875	1,804,881.06	13.826%	7,924.94	1,812,806.00
Corp. Projects Reserve	30-002-0000-0810-20876	1,803,223.14	13.813%	7,917.66	1,811,140.80
Corporate Contingency	30-002-0000-0810-20877	1,288,461.44	9.870%	5,657.42	1,294,118.86
Federal Gas Tax Reserve	30-002-0000-0810-20878	-	0.000%	-	-
Tax Rate Stabilization Reserve	30-002-0000-0810-20880	-	0.000%	-	-
		13,054,311.86	100.00%	57,319.35	13,111,631.21
Library Building	30-002-0000-0811-20828	402,289.70			402,289.70
		13,456,601.56		57,319.35	13,513,920.91
Cemeteries-High Interest Savings Account	80-001-0000-0010-10040	1,024,209.26			1,024,209.26



FIRE & RESCUE SERVICE

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MARCH 2019 REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Total Hours: Incidents; Training; Public Education; and Public Service	Training Sessions:	Public Ed & Prevention; Public Events; Public Service:	Fire Safety Standards Enforcement Inspections / Re-inspections for 2018:	Fire Drills	EMS Calls:	Fire Calls:	Fire Loss estimated values in Dollars:
13	3	1	23	0	2	3	\$80,000
Alarm Calls:	MVC Calls:	Ice / Water Calls:	(CO) Carbon Monoxide / Gas Leak Calls:	Hazmat Calls:	Mutual Aid Calls:	Other Calls:	Tickets Issued:
1	0	0	1	0	0	1	0

TEAM MEMBERS RESPONDED TO 8 EMERGENCY RESPONSE CALLS DURING MARCH 2019.

Total Hours:

- 4 Hours was spent on responding to emergency incidents.
- 3 Hours was spent on public service and public education.
- 6 Hours was spent on training.

Time of Day:

During this month, **50%** of our calls for service occurred on the Day Shift between 07:00 & 19:00 and **50%** of our calls for service occurred during the Night Shift between 19:00 & 07:00.

Fire Response Calls:

There were **3 (three)** Fire Response Calls:

- 1 (one) was an oven fire.
- 1 (one) was a power-vent motor in a furnace, which failed.
- 1 (one) was an actual structure fire.

Fire Prevention Inspections / Re-inspections:

23 (twenty-three) inspections / re-inspections were completed in March, which brings our total to **51** inspections / re-inspections completed since January 1st, of this year.

Emergency Medical Services (EMS) Response Calls:

There were **2 (two)** Emergency Medical Services (EMS) Calls.

Fire Alarms:

There was **1 (one)** False Fire Alarm Calls.



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MARCH 2019 REPORT

FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

(CO) Carbon Monoxide / Gas Leak Calls:

There was **1 (one)** false (CO) Carbon Monoxide Calls.

Other Calls:

There was **1 (one)** potential medical aid call on the ice in front of Rusty Myers Flying Service. An individual had been travelling on a snow machine ... when they ended up getting the snow machine stuck in the slush and ice. The individual ended up leaving the scene before our Fire & Rescue Service Team Members arrived.

Training:

Training consisted of three separate 2-hour training sessions; each month a third training session is scheduled as a make-up session for members to attend who missed the previous two training sessions.

Public Fire Safety Education / Public Events / Public Service / Highlights:

Weekly Fire & Life Safety Tips continue to be published in the Thursday edition of the Fort Frances Bulletin, as well as on our towns official Facebook Page.

As well, our Captain of Training provided a presentation to a group of building construction students and their instructor, which included the basic chemistry of fire and some basic fire safety education.

Meanwhile, for next month our team members will be taking part in the Business & Community Expo 2019 at the Fort Frances Curling Club. Last year, over 700-plus people attended the Friday evening and all-day Saturday event.



FORT FRANCES FIRE & RESCUE SERVICE

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**2018 ANNUAL REPORT
FROM: TYLER MOFFITT – FIRE CHIEF/CEMC**



FORT FRANCES FIRE & RESCUE SERVICE

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2018 ANNUAL REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Message from Tyler Moffitt, Fire Chief/CEMC



2018 was a productive year for our community's Fire & Rescue Service; we completed **213 Fire Safety Inspections** and **Re-Inspections**, as well as **7 major public awareness and education events**.

As well, By-Law 31/10 was repealed in its entirety and replaced with By-Law No. 58/18, which establishes and regulates the level of service our Fire & Rescue Service provides to our community, and district.

As we look towards 2019 as being a very exciting year, we must look back at 2018 as being a successful year.

We could not provide our level of service without the aid and assistance of all our community partners and Town Divisions. I would like to thank everyone who was a part of helping us serve our Town residents, businesses, and visitors in 2018.

Our Fire and Rescue Team Members are truly committed to safely protecting life, property, the environment, and the economy of the Town of Fort Frances through Public Fire Safety Education, Fire Safety Inspections and Initiatives, and when all else fails ... Emergency Response.

Meanwhile, as a long-time resident of the Town Fort Frances, my roots and background run deep within our Fort Frances Fire & Rescue Service; I have truly enjoyed serving my community for over 32-plus-years.

I look forward to the future and working with all stakeholders ... to ensure the protection of lives, property, the environment, and the economy of the Town of Fort Frances.

Yours in Fire and Life Safety,

A handwritten signature in cursive script that reads "Tyler Moffitt".

Tyler Moffitt, Fire Chief/CEMC
Fort Frances Fire & Rescue Service

FORT FRANCES FIRE & RESCUE SERVICE

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2018 ANNUAL REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Team Members – Fort Frances Fire & Rescue Service

Name	Rank
Tyler Moffitt	Fire Chief/CEMC
Dave Crichton	Captain of Apparatus and Equipment
Wayne Riches	Captain of Fire Prevention and Education
Rob Dokuchie	Captain of Training
Doug Wright	2nd Class Firefighter
Gavin Payne	3rd Class Firefighter
Brad Townson	4 th Class Firefighter
Daryl Eyolfson	Part Time Firefighter
Tyson Dennis	Part Time Firefighter
Greg Wiendenhoeft	Part Time Firefighter
Real DeGagne	Part Time Firefighter
Rob Smith	Part Time Firefighter
Dean Tibbs	Part Time Firefighter
Mike Barlow	Part Time Firefighter
Tim Beaulne	Part Time Firefighter
Bruce Roth	Part Time Firefighter
Tyler Yatchuk	Part Time Firefighter
Jarid Sandelovich	Part Time Firefighter
Kyle Pace	Part Time Firefighter
Jeff Rousseau	Part Time Firefighter
Kevin Douse	Probationary Part Time Firefighter
Katelynne Stearns	Probationary Part Time Firefighter
Andrew Roth	Probationary Part Time Firefighter
Tyson Durbin	Probationary Part Time Firefighter
Marc-Andre Michon	Probationary Part Time Firefighter
Richard Levesque	Probationary Part Time Firefighter
Paul Dobransky	Probationary Part Time Firefighter

Part Time Firefighter Hiring's

In 2018, we welcomed six new members to the part time ranks. Tyson Dennis was hired in February, Andrew Roth was hired in April, Tyson Durbin was hired in July, Marc-Andera Michon and Richard Levesque were hired in August, and Paul Dobransky was hired in September.

FORT FRANCES FIRE & RESCUE SERVICE

"PRIDE & HONOUR"

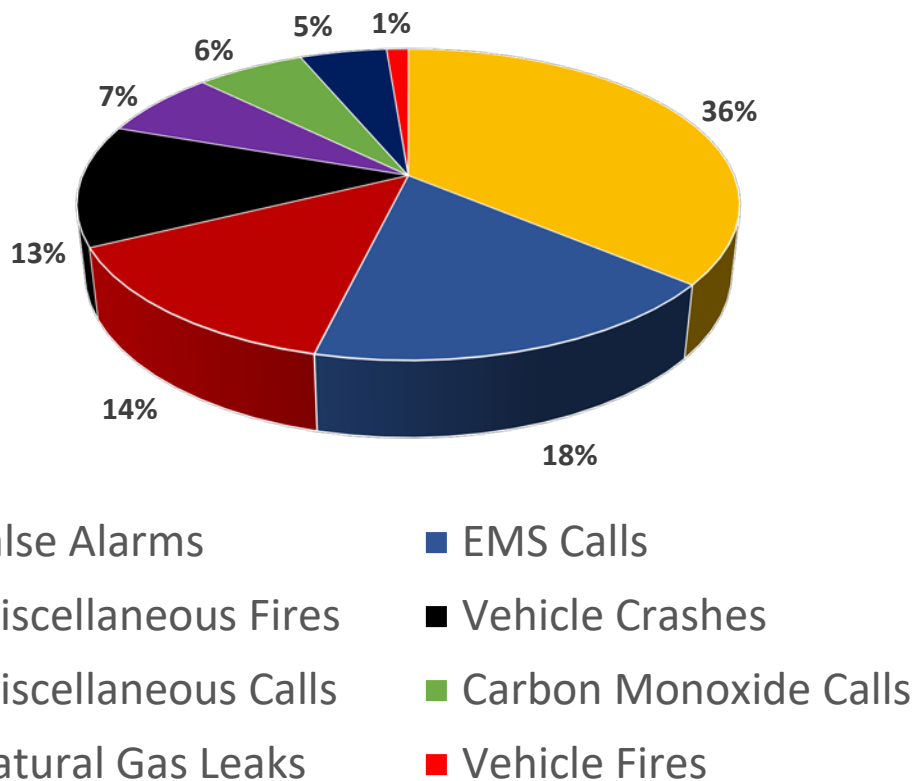
Leadership - Commitment - Empower - Engage - Succeed - Continual Improvement

2018 ANNUAL REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Emergency Response Calls for 2018

Note: The Miscellaneous Fire category includes cooking or pot/pan on stove fires, electrical equipment fires, electrical pole fires, ignition of fumes, dumpster fires, chimney or flue fires, grass and rubbish fires. The Miscellaneous Calls category includes power lines down, and/or arcing, flood in buildings, public assistance, gas, fuel, oil leaks, etc. The following graph shows our Emergency Response Calls by event type.

2018 Emergency Response Calls (Total 158)



FORT FRANCES FIRE & RESCUE SERVICE

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2018 ANNUAL REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

2018 Breakdown of 158 Emergency Response Calls	
False Alarms	57
EMS (Emergency Medical Services) Calls	28
Miscellaneous Fires	22
Vehicle Crashes	20
Miscellaneous Calls	11
Carbon Monoxide Calls	10 (2 actual calls)
Natural Gas Leaks	8 (2 actual calls)
Vehicle Fires	2
Structure Fires	0
Mutual Aid Calls	0

2018 Percentage Breakdown of 158 Emergency Response Calls

In **2017**, our team responded to **350** Emergency Response Calls. For **2018**, we responded to **158 (192 less)** Emergency Response Calls, which is a **55%** reduction in calls as compared to **2017**.

False Alarms: Accounted for **36%** of our calls.

EMS Calls: Accounted for **18%** of our calls. In **2017**, our team responded to **208 EMS** calls. For **2018**, we responded to **28 (180 less)** EMS calls, which is an **86%** reduction in calls as compared to **2017**. This is due in part of the new agreement with the Rainy River District Social Services Board, which took effect mid-way through **2017**.

Miscellaneous Fires: Accounted for **14%** of our calls.

Vehicle Crashes: Accounted for **13%** of our calls. Of the **20** Vehicle Crashes our team responded to ... two of the calls were actual Vehicle Extractions.

Miscellaneous Calls: Accounted for **7%** of our calls.

Carbon Monoxide Calls: Accounted for **6%** of our calls.

Natural Gas Leaks: Accounted for **5%** of our calls.

Vehicle Fires: Accounted for **1%** of our calls.

Structure Fires: There were no Structure Fires in 2018.

Mutual Aid Calls: There were no Mutual Aid Calls in 2018.

FORT FRANCES FIRE & RESCUE SERVICE

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2018 ANNUAL REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Historic Accomplishment

We went the entire year of 2018 without a structure fire in the Town of Fort Frances, which is a remarkable accomplishment for our community!

With regards to our records and knowledge ... the Fort Frances Fire & Rescue Service has never gone an entire calendar year without having a structure fire within our community.

Thanks, and praise needs to go out to our Professional Staff, our Part Time Staff, as well as to the people of Fort Frances for taking the responsibility to embrace Fire & Life Safety behaviors ... in protecting yourself and others from the hazards of fire.

Fire Safety Inspections ... we inspect to correct

A total of **213 Inspections / Re-inspections** were completed in 2018, which is a **19% increase** from last year 2017 (**172 Inspections / Re-inspections**), and a **60% increase** from 2016 (**85 Inspections / Re-inspections**).

Our team continues to move in the right direction with our **Fire Safety Inspection Program**.

As well, during these inspections, many violations had been found, and subsequently had been repaired or corrected.

Measurable Things

Operating Budgets

For 2018, the Operating Budget Forecast was: \$1,019,176; our Actual Operating Budget for 2018 was \$1,011,082.41.

By comparison, the 2017 Operating Budget Forecast was \$977,545, but the Actual Operating Budget for 2017 was \$914,546.71, which was \$62,998.29 under budget. In fact, this was operating our service with an **additional 6th Fulltime Firefighter for 9-months (April 1st to December 31st)**.

As well, the 2017 Actual Operating Budget was \$48,286.81 **less than** the 2016 Actual Operating Budget, and **only** \$958.76 over the 2015 Actual Operating Budget. **(In 2015 & 2016, we had only 5 Fulltime Firefighters).**

Municipal Emergency Plan:

Back in March 2018 ... our Municipal Emergency Plan was updated and amended. This was necessary to ensure compliance with the Emergency Management and Civil Protection Act (EMCPA).

In closing, a **big thank you** needs to go out to Patrick Briere who is an Alternate CEMC (Community Emergency Management Coordinator) for the Town of Fort Frances. Patrick took the lead role in getting our Municipal Emergency Plan updated and amended. Well done Patrick!



Fort Frances Museum & Cultural Centre

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www.fortfrances.ca/museum
sgeorge@fortfrances.ca

Find us on Instagram & Facebook!

April 2019

Special Dates of Interest

- **Taking Back Our Natural World** runs April to June!
- **Mon April 22** —
Earth Day!
- **Opening for 'Taking Back Our Natural World'**
Wed April 24, 4-6 p.m.
Winners of art contest announced, sponsored by New Gold.
- **Tree Care Workshop**,
Diana McGhee, MNR
Sat Apr 27.
- Watch for other workshops & seminars around **climate change**.
- **May long weekend**:
summer hours begin
- **open daily, 10-5 p.m.**
Admission fees apply.
Includes Hallett & tower.
- **Thurs May 30** — AGM & elections of officers for Friends of the Museum, 5:15 p.m.
- **Echoes in the Ice: Finding Franklin's Ship** runs July - Sept. Soft opening June 29.
- **Grand Opening for Franklin exhibit**—
Wed July 3rd.
- **Thurs July 4**:
Tea & Scones begins.
- **Tuesday afternoons during July & August** at the Rainy Lake Square—programming for kids!

Hello, Spring!

It's been a rather long winter, and as much as we've all been grateful that spring took its time about getting here — lessened the risk of flooding — we are all eager to welcome warmer temperatures and more days spent outdoors. Finally!

As the seasons change, so do the exhibits at the museum, and the programming that go with them. Saturday workshops will be wrapping up in early May for another year, students are back around the same time, and planning for our tourist season has already begun.

In conjunction with all that, the rest of our year is shaping up nicely. Mark your calendars! Some things aren't to be missed!

First, the Museum is hiring a full time assistant — *very exciting!* For a number of years, we have been very fortunate to receive grants through the **Northern Ontario Heritage Fund Corporation** to hire interns that have accomplished some very important projects for the museum... transferring old databases to new collections software, digitizing our weekly newspapers, inventorying our artefacts and maximizing storage, developing interactive components for our permanent exhibits, and community outreach. The latter helped us re-evaluate past practices and adopt new strategies for including all members of our communities.

All have greatly increased the museum's functionality and ensured the best care of our collection. In addition, our museum is well placed on our journey forward. But even as we've streamlined tasks, traffic continues to increase. More people visit exhibits, make use of research materials and attend workshops. To ensure we are fully meeting the needs of our community, we require staffing. We thank town council for supporting this request.

Taking Back Our Natural World, our climate change exhibit will be opening soon. Various workshops and presentations around this theme are in planning stages. Once we pin down dates and times, these will be advertised. *Open House is planned for Wed Apr 24, 4-6 p.m.*

Echoes in the Ice: Finding Franklin's Ship comes to our museum this summer! Created by *Ingenium, Canada's Science & Technology Museum*, this is a first class exhibit and the biggest our museum has brought in on loan. We will be raising rates for summer admissions to help with costs. We hope you will support us by coming in to see it. You won't be disappointed! This is a Canadian story that has garnered attention from around the world.

Taking Back Our Natural World

This exhibit will deal with climate change, probably the most important issue facing our world... *ever!*

The more I research, the more I wonder why there isn't more fuss. Yes, there are those who deny it and will continue to deny it until they've made the last dollar they can off the profits that can be made by pretending it isn't so.

But that's not most of us. And yet... ??

We all know that climate change is with us now. The evidence is around us in more wild fires, less arctic ice, thawing of the permafrost, a retreat of the world's glaciers, species disappearing or moving their range, severe flooding and drought that will cause mass migrations of people on a level that we've not seen before.

Scientists are clearly concerned. With so many of the greatest minds in the world strongly lobbying for drastic change, one can't be faulted for thinking that they will come up with something.

As for governments... We are habitually reluctant to put our trust in our politicians, and understandably so. Hasn't our provincial government just dismissed their environmental commissioner? They are also challenging the carbon tax when leaders from around the world agree that although costly, the carbon tax is one of the most important deterrents to fossil fuel reliance and production — both climate-crippling practices that must be minimized now.

Yes, we are concerned about prices at the pump, but the truth is... *it's time to pay the piper.* The years of nearly-free energy and oil-dependent travel are unfortunately drawing to a close.

What will the world look like for our children and grandchildren, if we don't? Will there be fresh water and clean air? What about animals, birds, insects? What happened to red-bellied garter snakes? Bats? Bees? Water beetles? At what point do we take notice of their plight? When fewer become none?

Will parts of our world be so uninhabitable due to droughts, flooding or overcrowding, that this beautiful world we love be changed beyond recognition?



We need to ask ourselves these questions. And, at the very least, we need to be learning everything we can about this high-priority topic. And perhaps we need to be asking more questions of our governments... why has the province dismissed their environmental commissioner? Why now with climate change critical? If neither the commissioner nor the carbon tax are considered necessary, what is to be the alternative?

Should we not be hearing 'no' more in response to fossil fuel production, and 'yes' more when it comes to solar, wind and water power? When money must be invested in energy, should it not be green energy?

Indigenous elders have spoken out on every continent. Living close to nature, they see that temperatures have risen to the point that feed for reindeer has vanished, that without sea ice, seals cannot safely birth or raise their young, that glaciers have retreated by miles, thus driving more change to weather patterns. Are we hearing their concerns?

Thousands of youth have rallied in the streets. They want answers as to what we plan to do. How will we respond?

The good thing is, it's not all gloom and doom. Around the world, people are stepping up to the crises they are facing. Some innovative solutions are being proposed. Many see the problems as an opportunity to fix the things that are broken in our society... the imbalance of wealth, and the power wielded by giant corporations. For example: Why is it that solutions to climate change can be challenged in the courts simply because they will impact the profits of a company that has made billions on oil production with few safeguards for environmental or individual rights?

But yes, many governments and fossil fuel producers are listening and proposing change. Some countries are saying 'no' to fracking and even oil exploration. Others have passed laws that require car manufacturers to significantly reduce emissions — costly changes that will eliminate profits.

Man has changed earth dramatically. Can we stop this course we're on? And can we do it in time?

'Taking Back Our Natural World' runs until June 22nd. Opening: Wed Apr 24, 4-6 p.m. Please join us.

In conjunction with the climate change exhibit, there will be workshops and presentations on the following:

- Sat **Apr 27**, 9-12 at museum, 1-3:30 outside - **Tree Care Workshop**, led by **Diana McGhee**, Partnership Specialist with Ministry of Natural Resources & Forestry; participants must pre-register at museum.
- Afternoon & evening presentations by **IISD Experimental Lakes Area** on the impact of climate change on local lakes (water temperatures and clarity, and effects on fish, algae bloom, mercury); date to be announced.
- Composting by **Peter Kirby**; date to be announced.
- Effects of climate change on insurance by **Myles Kuharski, Gillons**; date to be announced.

All workshops are free to the public, but space will be limited, so pre-registration will be required.

In addition, we have plans to show **Edward Burtynsky's film, *Anthropocene: the Human Epoch***, an award winning documentary on climate change. Exhibitions of Edward Burtynsky's photographs are making the rounds at the world's most famous art galleries. We are very pleased that 20 of these photographs are included in **Taking Back Our Natural World**, *courtesy of Edward Burtynsky*.



Winners!

Our winner for the People's Choice Award in our Fibre Arts Festival is Caren Fagerdahl. Caren worked with felt to create stuffed animals, the characters from the book: *The Mitten*. We congratulate Caren on a job well done.

The piece to receive the second largest votes was Camie Gray's *Lady in Red*, a very striking, queen-sized quilt.

We thank all those who contributed pieces to our fibre arts exhibit. We love seeing the creativity and effort that goes into these works of art and are always blown away by what are locals are doing in their down time.

We intend to do this again in 2-3 years, so watch for updates and start planning.

Tues Apr 16 was the last day that we accepted art for inclusion in our climate-change exhibit. Winners will be announced at our exhibit opening on Wed Apr 24th. Prizes will be awarded for 1st and 2nd place.

Thank you to all artists who submitted pieces. Art will hang for the duration of the **Taking Back Our Natural World** exhibition, until June 22.

We thank **New Gold** for providing cash prizes for our event.

newgold



THIS SUMMER!

June 29 - September 22, 2019
10 a.m. - 5 p.m. daily
**Fort Frances Museum
& Cultural Centre**



Echoes in the Ice

FINDING FRANKLIN'S SHIP

**Grand Opening:
Wed July 3rd**

Admission Fees Apply

Using artifacts, images, audiovisual presentations, and art, **Echoes in the Ice: Finding Franklin's Ship** decodes the mysteries of the Franklin Expedition of 1845, in which an entire crew vanished in the Arctic during an ill-fated search.

The exhibition is a co-production of Gone West Productions and the Canada Science and Technology Museum in Ottawa, with the generous support of Natural Resources Canada and Parks Canada.



CANADA SCIENCE AND
TECHNOLOGY MUSEUM
MUSÉE DES SCIENCES
ET DE LA TECHNOLOGIE
DU CANADA

Artefact

An interesting piece in the museum's collection is a flintlock pistol. Rather than see it remain locked in our gun cabinet as it has done for many years, we decided it was time to put it on display.



Fortunately for us, we know a very good craftsman who likes to tinker away in his workshop at various projects. Just weeks after being asked, Eric Fagerdahl, a Friend of the Museum, brought back the flintlock encased in a fine wooden display case that is now featured in our fur-trade exhibit.

For those of you who may not know much about pistols, flintlock is a general

term for any firearm that uses a flint-striking ignition mechanism. These pistols were introduced in the early 17th century, and quickly replaced earlier technologies such as the matchlock and wheel-lock pistols.

A matchlock — as the name implies — held a slow-burning match in a clamp at the end of a small curved lever known as the *serpentine*. Upon the pull of a lever protruding from the bottom of the gun and connected to the serpentine, the clamp dropped down, lowering the match into the flash pan and igniting the priming powder.

A wheel-lock replaced the matchlock with a friction-wheel mechanism that caused the spark for lighting the gunpowder. It was the next major development in firearms technology after the matchlock and the first self-igniting firearm.

A typical flintlock mechanism has a piece of flint which is held in place on the end of a short hammer. When released by the trigger, the spring-loaded hammer moves forward, causing the flint to strike a piece of steel called the "frizzen". The frizzen is pushed back, allowing the cover over the gunpowder pan to open. As the flint strikes the frizzen, a spark is created that ignites the powder.



The flintlock continued to be in use for over two centuries and would likely have been carried by some of our early explorers. The piece on the right — the badly rusted mechanism from a similar weapon — was found on a sandbar on Rainy Lake.

The **Indigenous Workshop Series** is going well. A successful beading class was held over the past weekend at Kay-Nah-Chi-Wah-Nung Historical Centre and was sponsored by New Gold.

Continue to watch for news of additional workshops as we work out details with instructors.

We thank our partners: New Gold, TD Bank, Kay-Nah-Chi-Wah-Nung Historical Centre, Seven Generations Education Institute, Fort Frances Public Library Technology Centre, Friends of the Fort Frances Museum, Sunset Country Metis, Project Sunset, Gizhewaadiziwin Health Access Centre, and a multitude of other community members.

newgold