



Town of Arnprior

Regular Meeting of Council Agenda

Date: Monday, February 27, 2023

Time: 6:30 p.m.

Location: Council Chambers – 105 Elgin Street West, Arnprior

- 1. Call to Order**
- 2. Roll Call**
- 3. Land Acknowledgement Statement**
- 4. Adoption of Agenda (Additions/ Deletions)**
- 5. Disclosures of Pecuniary Interest**
- 6. Question Period**
- 7. Adoption of Minutes of Previous Meeting(s) (Except Minutes of Closed Session)**
 - a) **Regular Meeting of Council – February 13, 2023** (Page 1-11)
- 8. Awards/ Delegations/ Presentations**
 - a) **Delegations**
 - i. **Ontrac Employment Resource Services**, Ashley Cavanagh and Chelsie Gordon (Page 12-24)
- 9. Public Meetings**
 - a) **Zoning By-law Amendment (24 Sheffield Street)** (Page 25-26)
- 10. Matters Tabled/ Deferred/ Unfinished Business**
 - a) **Communications Plan**, Erin Coyle, A/MEDO (deferred on September 26, 2022) (Page 27-29)

- b) **Communications Plan**, Lindsay Wilson, MEDO and Alix Jolicoeur, Manager of Community Services / Planner (Page 30-41)

11. Staff Reports

- a) **2022 Drinking Water Quality Management System (DWQMS) Audits and Management Review Results** Deanna Nicholson, Environmental Engineering Officer (Page 42-115)
- b) **2022 Annual Reports – Arnprior Water Pollution Control Centre and Arnprior Drinking Water System**, Scott Matthews, Waterworks Supervisor (Page 116-142)
- c) **2020-2023 Strategic Plan Status Report**, Robin Paquette, CAO (Page 143-154)

12. Committee Reports and Minutes

13. Notice of Motion(s)

Moved by Councillor Couper

That Council support the humanitarian efforts in with a \$1000.00 donation to the Canadian Red Cross Earthquake in Türkiye & Syria Appeal to be funded from the Municipal Grants account (1-5-7600-6999).

14. County Councillor's Report from County Council

15. Correspondence & Petitions

a) Correspondence

- i. Correspondence Package I-23-Feb-04

16. By-laws & Resolutions

a) By-laws

- i. **By-law Number 7361-23** – TPA Amending Agreement – Telecom Modernization (Page 155-158)
- ii. **By-law Number 7362-23** – Appoint County Councillor Lynch to the Committee of Adjustment / Property Standards Committee (Page 159-160)
- iii. **By-law Number 7363-23** – Appoint Council Representatives to the Arnprior Airport Commission and Arnprior McNab/Braeside Archives Board (Page 161)
- iv. **By-law Number 7364-23** – Procedure By-law (Page 162-197)

b) Resolutions

i. COVID-19 Restrictions and Barriers

Whereas in 2022 the Province of Ontario shifted their pandemic response including removal of masking and other regulatory requirements in most businesses; and

Whereas while Council passed a by-law on March 28, 2022 repealing the Town's mandatory COVID-19 Vaccination Policy for current staff, restrictions still remain in place regarding mandatory vaccination for new staff and physical barriers of acrylic panels in Council Chambers; and

Whereas as health guidance from the Province of Ontario reflects a balanced response to live with and manage COVID-19 for the long-term, it is apt to remove the remaining COVID-19 restrictions in place.

Therefore Be It Resolved That Council of the Corporation of the Town of Arnprior authorize remaining COVID-19 restrictions be rescinded including full vaccination requirements for new staff and the removal of acrylic panels in Council Chambers.

17. Announcements

18. Media Questions

19. Closed Session

20. Confirmatory By-law

By-law No. 7365-23 to confirm the proceedings of Council

21. Adjournment

Please note:. Please see the Town's [website](#) to view the live stream. The meeting will be uploaded to YouTube for future viewing.

The agenda is made available in the Clerk's Office at the Town Hall, 105 Elgin Street West, Arnprior and on the Town's [website](#). Persons wishing to receive a print item on the agenda by email, fax, or picked up by hand may request a copy by contacting the Clerk's Office at 613-623-4231 ext. 1818. The Agenda and Agenda items will be prepared in an accessible format upon request.

Full Distribution: Council, C.A.O., Managers and Town Administrative Staff

E-mail to: Metroland Media; Oldies 107.7/My Broadcasting Corporation; Valley Heritage Radio; Ottawa Valley Business



ARNPRIOR

**Minutes of Council Meeting
February 13, 2023 6:30 PM**

Town Hall, Council Chambers – 105 Elgin St. W. Arnprior, ON.

Council and Staff Attendance

Council Members Present (In-Person):

Mayor Lisa McGee
County Councillor Dan Lynch
Councillor Lynn Grinstead
Councillor Chris Toner
Councillor Chris Couper
Councillor Billy Denault

Council Members Present (Electronic):

Councillor Tom Burnette

Council Members Absent:

Town Staff Present:

Robin Paquette, CAO
Maureen Spratt, Town Clerk
Jennifer Morawiec, General Manager,
Client Services / Treasurer
John Steckly, GM, Operations
Lucas Power, Programs and Events
Coordinator
Graeme Ivory, Recreation Director
Oliver Jacob, Client Services Coordinator

Also Present: Gary Scandlan, Watson &
Associates Economics Ltd. (Electronic)

1. Call to Order

Mayor Lisa McGee called the Regular Council Meeting to order at 6:30 PM and welcomed those present. Mayor McGee noted Members of Council were observing Wear Red Canada Day celebrated annually across Canada on February 13th to raise awareness about women's cardiovascular health.

2. Roll Call

The roll was called, with all Members of Council being present.

3. Land Acknowledgement Statement

Mayor Lisa McGee asked everyone to take a moment to acknowledge and show respect for the Indigenous Peoples as traditional stewards of the land we operate on, by stating:

I would like to begin by acknowledging that the land on which we work, and gather is the traditional unceded territory of the Anishinaabe People. This Algonquin Nation have lived on this land for thousands of years, long before the arrival of the European settlers, and we are grateful to have the opportunity to be present in this territory.

4. Adoption of Agenda

Resolution Number 044-23

Moved by Dan Lynch

Seconded by Chris Couper

Be It Resolved That the amended agenda, for the Regular Meeting of Council dated Monday, February 13, 2023 be adopted.

Resolution Carried

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5. Disclosures of Pecuniary Interest

Chris Couper declared the following:

“I, Chris Couper declare a pecuniary interest in Item(s) 11a and b, and 16a and b on the February 13, 2023 Council agenda. I am making this declaration because I live in close proximity to the proposed development.”

6. Question Period

None

7. Adoption of Minutes of Previous Meeting(s)

Resolution Number 045-23

Moved by Billy Denault

Seconded by Lynn Grinstead

That the minutes of the Regular Meeting and Special Meetings of Council listed under Item 7 (a) and (b) on the Agenda be adopted.

Resolution Carried

8. Awards/Delegations/Presentations

- a) FamFest, Lucas Power, Program and Events Coordinator provided a PowerPoint presentation on FamFest, the 3rd event of its nature, providing barrier free recreation through community collaboration and community sponsorship, taking place on Family Day, February 20th, 2023.

9. Public Meetings

- a) Proposed Development Charges By-law, Gary Scandlan, Watson Economists and Associates Ltd.

Resolution Number 46-23

Moved by Dan Lynch

Seconded by Chris Couper

That Council move into a Public Meeting in accordance with Section 12 of the Development Charges Act.

Resolution Carried

Gary Scandlan, Watson & Associates Economists Ltd. provided a PowerPoint presentation, attached as Appendix A and forming part of these minutes, on the Development Charges Background Study prepared for the Town of Arnprior by Watson & Associates Economists Ltd. Mr. Scandlan highlighted the background study was made available on the town's website since January 10th and the mandatory public meeting is to receive input from the public on the proposed policies and charges. Mr. Scandlan advised Council will consider the DC By-law on March 13, 2023. A question and answer period ensued with no questions from the public.

Resolution Number 47-23

Moved by Councillor Grinstead

Seconded by Councillor Denault

That Council resume to the Regular Meeting of Council

Resolution Carried

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10. Matter Tabled/ Deferred/ Unfinished Business

None

Councillor Couper stepped away from the Council table.

11. Staff Reports

a) Lift and Transfer Block 49 on Plan 49M-108

Resolution Number 048-23

Moved by Dan Lynch

Seconded by Chris Toner

That Council approves lifting of the 0.3 m reserve, being Block 49 on Plan 49M-108, and transferring Block 49 on Plan 49M-108 back to Marshall's Bay Regional Inc.

Resolution Carried

b) Phase 3 and 4A Marshall's Bay Meadows Subdivision Agreement (47-T-14002)

Resolution Number 049-23

Moved by Lynn Grinstead

Seconded by Billy Denault

That Council adopt a by-law to authorize the Mayor and Clerk to enter into a Subdivision Agreement for Phase 3 and 4A of the Marshall's Bay Meadows Subdivision (47-T-14002) with the final form and content of the Agreements being to the satisfaction of the CAO, in consultation with the Town Solicitor

Resolution Carried

Councillor Couper returned to the Council table.

c) Recommendations to address impacts of Bill 23, the *More Homes Built Faster Act, 2002*

Resolution Number 050-23

Moved by Lynn Grinstead

Seconded by Dan Lynch

That Council receives Staff Report 23-01-23-03, as information regarding Bill 23, the *More Homes Built Faster Act 2022*.

And Further That Council directs staff to

1. Proceed with a Town-initiated official plan amendment to permit additional dwelling units as prescribed in the Act, and to require parkland conveyance for development or redevelopment subject to site plan control or consent.
2. Proceed with a Town-initiated zoning by-law amendment, as part of a housekeeping amendment, to permit additional dwelling units as prescribed in the Act and to provide provisions for these types of units.
3. Prepare the municipal heritage register in a format that is accessible and can be shared publicly in anticipation of the coming into force of changes to the *Ontario Heritage Act*.

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4. As part of a review the site plan control by-law, prepare a draft amendment, to include amendments to reflect site plan control is required for any new land lease community homes and is not required for any new residential building with ten units or less, for Council consideration.
5. Review the building by-law and draft an amendment that includes amendments to require grading and drainage plans be submitted in support of a building permit application for multi-unit residential buildings with ten units or less for Council consideration.
6. Draft a parkland conveyance by-law that includes requiring parkland conveyance for development or redevelopment subject to site plan control or consent as permitted under the Planning Act for Council consideration.
7. Provide communications to the public outlining changes to processes as a result of Bill 23, including explaining the changes in the scope of site plan reviews for compatibility, that public meetings are no longer required to be held for subdivision applications, and the reduced appeal rights for minor variances and consent applications.

Resolution Carried

d) Procedure By-law Review

Resolution Number 051-23

Moved by Chris Toner

Seconded by Lynn Grinstead

That Council passes a new procedure by-law at the February 27, 2023 meeting of Council.

Resolution Carried

Following discussion on the content of the procedure by-law, more specifically related to the representation at Renfrew County Council the following motion was entertained:

Resolution Number 052-23

Moved by Dan Lynch

Seconded by Chris Toner

That Council direct staff to bring a report forward in January 2024 regarding a review of council composition and representation at the County of Renfrew.

Resolution Carried

e) Proclamation – Rare Disease Day (February 28, 2023)

Resolution Number 53-23

Moved by Lynn Grinstead

Seconded by Billy Denault

That Council proclaim February 28, 2023 as Rare Disease Day in the Town of Arnprior

Whereas Rare Disease Day was established in 2008 and is coordinated by EURORDIS and 65+ national alliance patient organization partners; and

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Whereas Rare Disease Day is the globally coordinated movement on rare diseases, working towards equity in social opportunity, healthcare, and access to diagnosis and therapies for people living with a rare disease; and

Whereas Rare Disease Day has played a critical part in building an international rare disease community that is multi-disease, global, and diverse, but united in purpose; and

Whereas there are more than 6,000 known rare diseases, including over 200 rare cancer types; and

Whereas up to 5.9% of the population has a rare disease with 79% of these diseases being classified as genetic disorders; and

Whereas [Rare Disease Day](#) takes place on the last day of February each year and is recognized globally; and

Whereas the colours of Rare Disease Day are blue, green, pink, and purple. Various monuments around the world are lit up in these colours, on the last day of February each year, to show support for individuals living with rare diseases.

Now Therefore I, Lisa McGee, Mayor of the Town of Arnprior, do hereby proclaim February 28, 2023 as Rare Disease Day in the Town of Arnprior, Ontario. I further note the Town of Arnprior Clock Tower will be lit up with the colours of blue, green, pink and purple on February 28th, 2023 to show our support.

Resolution Carried

12. Committee Reports and Minutes

None

13. Notice of Motions

Councillor Couper advised he will be bringing a motion forward to Council to consider a donation to the Canadian Red Cross Earthquake in Türkiye & Syria Appeal.

14. County Councillor's Report from County Council

County Councillor Lynch reported the following from Renfrew County Council:

- The Eastern Ontario Wardens' Caucus (EOWC) appointed Renfrew County Warden Peter Emon to serve as the Chair and Peterborough County Warden Bonnie Clark to serve as the Vice-Chair for 2023.
- Congratulations to local resident, Mr. Darrel O'Shaughnessy of Arnprior who was awarded the 2022 Warden's Community Service Award on January 27, 2023.
- The Ontario Winter Games have concluded, and on behalf of Warden Emon, thank you to all the volunteers and venue managers at the Ontario Winter Games (Graeme Ivory – Nick Smith, Kim Lough - Arnprior Curling Club, Bryan Baird – Arnprior District High School) that made these games a success. County Councillor Lynch acknowledged the volunteers for the games including dentists, retired folks, business owners, and business employees and folks with free time, as well as identifying those persons who assisted in ensuring the Wushu event held at the high school was a success including: Councillor Grinstead; Glenn Arthur, the Wushu Event Manager; Cory Nicholas, the Arnprior Fire Department; and Graeme Wyatt and his students

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from Arnprior District High School; who without them the event wouldn't have taken place. These students included Tizianna Castolini Pastoris; Eric Wyatt; Madison Robinson; Avery Moore; Jacob Glofcheskie; Avery Stanton; Abdul Rehman; Camryn Buffam; Conner Hopper; Mika Clifford; Ty Von Boetticher; Bryson Leckie; Kiera Desarmia; Kane Sheldrick; and Molly Sheldrick.

- John Steckly, General Manager, Operations is presenting at the February 14, 2023 Operations dealing with the realignment of Edey and Daniel Street.

15. Correspondence & Petitions

a) Correspondence Package – I-23-Feb-03

Resolution Number 54-23

Moved by Tom Burnette

Seconded by Dan Lynch

That the Correspondence Package Number I-23-Feb-03 be received as information and filed accordingly.

Resolution Carried

County Councillor Lynch noted the following items:

- Page 16 - The Ontario government is investing \$4.75 million to expand the “One Stop Talk” virtual “walk-in” counselling program to connect children, youth, and their families with more convenient and timely ways to access mental health counselling no matter where they live. “This program offers modern, convenient options for youth to connect to help in ways that they’re used to communicating.” The “One Stop Talk” service offers convenient ways to talk to a clinician by phone, video conference, text and chat without an appointment.
- Page 48 - The Ministry of Transportation has published a new Transit Technology Toolkit for small and medium sized municipalities, indigenous communities, and transit systems. The kit helps communities to navigate new transit technologies. Information is available at mto.smart.mobility@ontario.ca.
 - On question of County Councillor Lynch, the CAO responded that the Transit Technology Toolkit provides resources to assist transit providers to make a more efficient public transportation system. Staff review the material and keep it as a resource.
- Page 48 – The next intake for the RED program opened on January 23, 2023 and will close on February 23, 2023 at 5pm.
 - On question of County Councillor Lynch, the CAO noted staff are reviewing some Economic Development initiatives which may fit this intake and will be submitting prior to the deadline.

b) Correspondence Package A-23-Feb-03

Resolution Number 55-23

Moved by Chris Couper

Seconded by Lynn Grinstead

That the Correspondence Package Number. A-23-Feb-03 be received, and that the recommendations outlined be brought forward for Council's consideration.

Resolution Carried

Resolution Number 56-23

Moved by Chris Couper

Seconded by Lynn Grinstead

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That Council of the Corporation of the Town of Arnprior receive the Municipal Grant (In-Kind Support) request from the Arnprior Regional Health Auxiliary; and

Whereas the Arnprior Regional Health Auxiliary is an eligible organization under the Municipal Grants Policy and is hosting their Annual Recognition Luncheon event on June 19th, 2023;

Therefore Be It Resolved That Council approve the request for waiving the Nick Smith Centre Community Hall rental fees, including set up and tear down (valued at approximately \$350.00), for the Arnprior Regional Health Auxiliary on June 19th, 2023 to host their 2023 Annual Recognition Luncheon; and

Further That the Arnprior Regional Health Auxiliary be advised that it is mandatory to carry sufficient liability insurance and have the Town of Arnprior added as an additional insured for the event.

Resolution Carried

Councillor Couper stepped away from the Council table.

16. By-laws & Resolutions

a) By-laws

Resolution Number 57-23

Moved by Lynn Grinstead

Seconded Chris Toner

That the following by-laws be and are hereby enacted and passed:

- By-law Number 7353-23 – Lifting and Transferring of 0.3m Reserve (Marshall's Bay Meadows)
- By-law Number 7359-23 – Authorize Subdivision Agreement for Phase 3 and 4 A (Marshalls Bay Meadows)

Resolution Carried

Councillor Couper returned to the Council table.

Resolution Number 58-23

Moved by Lynn Grinstead

Seconded by Billy Denault

That the following by-laws be and are hereby enacted and passed:

- By-law Number 7354-23 – Amend By-law 7348-23 Appoint Shane Kramer to the Arnprior Public Library Board
- By-law Number 7355-23 – Appoint Robin Paquette as Deputy Clerk
- By-law Number 7357-23 Works in Progress
- By-law Number 7358-23 Adopt User Fees and Charges By-law

Resolution Carried

Resolution Number 59-23

Moved by Dan Lynch

Seconded by Chris Couper

That the following by-law be and are hereby enacted and passed:

- By-law Number 7356-23 Adopt 2023 Operating and Financial Budgets

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At the request of Councillor Grinstead, a recorded vote was taken:

Councillor Burnette	Yes	
Councillor Couper	Yes	
Councillor Denault	Yes	
Councillor Grinstead		No
County Councillor Lynch	Yes	
Councillor Toner	Yes	
Mayor McGee	Yes	

Resolution Carried

b) Resolutions

2024-2043 Long Range Capital Forecast

Resolution Number 60-23

Moved by Dan Lynch

Seconded Chris Toner

Whereas the Long Range Capital Forecast is a snap shot in time of known future budget pressures, relies on master plan and asset management data, is subject to various changing factors and is set on a twenty-year timeframe to align with the nature and longevity of municipal infrastructure; and

Whereas the 2024-2043 Long Range Capital Forecast was presented to Council on January 9, 2023 and further discussed on February 6, 2023;

Therefore Be It Resolved That Council approve the 2024-2043 Long Range Capital Forecast as a financial planning tool, to be used to inform the annual budget process, as well as other financial planning processes and documents; and

Further That staff continue to update the Long Range Capital Forecast as part of the annual budget process

Resolution Carried

Seniors Active Living Centre (SALC) – In-Kind Contribution

Resolution Number 61-23

Moved by Lynn Grinstead

Seconded Billy Denault

Whereas Council of the Town of Arnprior, at their budget meeting of December 7, 2022 received a request for \$15,000 of cash support and \$5,000 of in-kind support from the Seniors Active Living Centre (SALC); and

Whereas as the actual facility use of the Nick Smith Centre in 2022 was higher than the \$5,000 resulting in a charge to Seniors Active Living Centre, there is a financial benefit for additional in-kind support; and

Whereas at the February 6, 2023 budget meeting, Council directed that cash support for the Senior's Active Living Centre be included in the 2023 budget at an amount of \$12,500;

Therefore Be It Resolved That the Council of the Corporation of the Town of Arnprior authorize \$7,500 of in-kind support for services including staff and facility use of the Nick Smith Centre

Resolution Carried

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Arnprior Airport Grant

Resolution Number 62-23

Moved by Dan Lynch

Seconded by Lynn Grinstead

Whereas the Council of the Town of Arnprior at their budget meeting of December 7, 2022 received a request for a 2023 grant of \$55,000 from the Arnprior Airport; and

Whereas the Arnprior Airport stopped their previous practice of providing annual audited financial statements to support their financial operations; and

Whereas the completion of audited annual financial statements helps ensure fiscal responsibility, appropriate internal controls and the identification any material misstatements;

Therefore Be It Resolved That the Council of the Corporation authorize the \$55,000 annual grant to the Arnprior Airport on the condition that the Airport return to providing annual audited financial statements to support their financial operations.

Resolution Carried

17. Announcements

Councillor Grinstead made the following announcement(s):

- Acknowledged the passing on January 29, 2023 of Hazel McCallion, former Mayor of Mississauga. Also known as “Hurricane Hazel”, McCallion was first elected in 1978 and served as Mayor for 36 years until her retirement in 2014, retiring in her 94th year.
- SALC’s Seniors Information & Active Living Fair is scheduled on Friday, February 17th from 12 – 4p.m.

County Councillor Lynch made the following announcement(s):

- The Arnprior Special Olympics are hosting a BBQ Fundraiser on March 4th at ADHS in support of the basketball team attending a tournament in Huntsville.
- The third leg of the “Fun” Knights\Legion Euchre Challenge is over with Council chamber sides being tied. The East being represented by Councillor Denault and the West by County Councillor Lynch. Funds raised are donated to local charities.
- Acknowledged the passing of a local resident, World War II Veteran, Edward Levesque, better known as “Fast Eddy”. He was 102 years young.
- The Arnprior Hospital Catch the Ace is up to \$24,945 with another draw tomorrow night.

Councillor Denault made the following announcement(s):

- Reported on his attendance at the ROMA Conference. The theme of the conference was “Breaking New Ground” symbolizing the challenges rural Ontario is facing in the wake of the post-covid recovery from inflation, housing pressures, labour shortages and economic mobility to the expansive opportunity rural Ontario has moving forward. Councillor Denault offered congratulations to Jennifer Murphy, Mayor of Bonnechere Valley, on being elected as the ROMA Zone 6 representative.

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Councillor Couper made the following announcement:

- Congratulations to Maddie Cazabon, a true competitor, who represented Arnprior at the recent Ontario Winter Games held at Arnprior District High School competing in the sport of Wushu.

Mayor McGee made the following announcement:

- A fun hockey game is scheduled on February 25th, at the Nick Smith Centre, between West Carleton High School and Arnprior District High School

Mayor McGee reported on the following:

- Meetings over the past few months with several business owners to hear their ideas and concerns in many areas, with the intent to visit most of the core and beyond in the next few months, following which will share those discussions with Council. While it is too early to tell if there are any commonalities, the business owners are appreciating the dialogue.
- Attended opening day of Lincoln Mae Interiors, in a new location beside Jim's Restaurant.
- Pleased to have attended the Arnprior Regional Health Masquerade on January 28, 2023 in support of the Arnprior Hospital.
- Attended the ribbon cutting event for the renovations at Metro along with MP Cheryl Gallant and MPP John Yakabuski. Congratulations to Jason Spratt and team.
- Privileged to have been part of the opening ceremonies of the Ontario Winter Games in early February, as well as the ribbon ceremony at Ringette championship. While there, took the opportunity to walk through the stands speaking to visitors, many who will return to Arnprior due to their experience during the Games.
- Privileged to attend the Wushu event at Arnprior District High School handing out ribbons, where I was able to speak to a major sponsor Pascal Lepine who advised it is a breath of fresh air to deal with small towns as opposed to larger cities, same rules, less frustration, and better support.

18. Media Questions

None

19. Closed Session (8:14 p.m.)

Resolution Number 63-23

Moved by Billy Denault

Seconded by Lynn Grinstead

That Council meet in closed session pursuant to Section 239 (2) (b) of the *Municipal Act, 2001* to discuss one personal matter about an identifiable individual, including municipal or local board employees (Striking Committee).

Resolution Carried

Open Session (8:24 p.m.)

Resolution Number 64-23

Moved by Lynn Grinstead

Seconded by Billy Denault

That Council resume to open session

Resolution Carried

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Resolution Number 65-23

Moved by Chris Couper

Seconded by Lynn Grinstead

1. **That** Council direct staff to facilitate the annual appointment of a member of Council, being County Councillor Lynch to the Committee of Adjustment/Property Standards Committee.
2. **That** Council direct staff to facilitate the appointment of Councillor(s) Burnette and Denault to the Arnprior Airport Commission.
3. **That** Council direct staff to facilitate the appointment of Councillor Toner to the Arnprior McNab/ Braeside Archives Board

Resolution Carried

20. Confirmatory By-Law

Resolution Number 66-23

Moved by Billy Denault

Seconded by Lynn Grinstead

That By-law No. 7360-23 being a By-law to confirm the proceedings of the Regular Meeting of Council held on February 13, 2023 and it is hereby enacted and passed.

Resolution Carried

21. Adjournment

Resolution Number 67-23

Moved by Tom Burnette

Seconded by Dan Lynch

That this meeting of Council be adjourned at 8:25 p.m.

Resolution Carried

Signatures

Lisa McGee, Mayor

Maureen Spratt, Town Clerk

ontrac Employment Resource Services

Overview of Services

Background

ontrac is contracted as an Employment Service Provider with Serco Canada Inc., to deliver Employment Ontario programs

ontrac has been part of the Arnprior community since 1999

Mission Statement



Our goal is to help individuals in Arnprior, and area become employed and self-sufficient.



Our services are FREE and CONFIDENTIAL

Our office provides...



Access to one-on-one employment coaching



Support from Job Developers working directly with local employers



Access to Employment Ontario programs



Group, 1:1, on-line, and virtual workshops to support job search success



A self-directed Resource Centre

Employment Ontario Programs

Better Jobs Ontario

Canada-Ontario Job Grant

Job Matching, Placement
& Incentives

Better Jobs Ontario

The program aims to support unemployed individuals in need of skills training to help find employment in in-demand occupations with demonstrated labour market prospects in Ontario.

Canada-Ontario Job Grant

The Grant supports workforce development and encourage greater employer involvement in training through cost-sharing arrangements to train individuals.

Job Matching, Placement and Incentives

- ▶ This component matches client skills and interest with employment opportunities and employer needs
- ▶ Clients using this component need a work experience or on-the-job training placement

Workshops

All of the workshops we develop, and deliver are created with the objective of providing our clients with skills/knowledge or certification to help them gain employment.

Workshops & Certification Topics

WORKSHOPS

- Resume Development
- Interview Skills
- Creating Online Job search Profiles and Email
- Networking
- Dress for Success
- Savvy Communication

CERTIFICATIONS

- Working at Heights
- WHMIS
- CPR/First Aid
- Workers Health & Safety Awareness
- Soft Skills
- AODA

Resource Centre Services

Information on Employment Ontario Programs and Registration for Services

One-on-one assistance when needed; resume updates, computer and online application assistance

Access to Internet, Fax, Photocopy and Telephone

Community Resource and Agency Information

Education and Training information

Job Search, volunteer, workshop and event boards

Client Rights and Responsibilities



To be respected and to be respectful



To expect quality service



To be an active participant in their job search



To be heard and valued



To be informed

For more information...

LOCATION

Kenwood Corporate Centre
Suite #120, 16 Edward Street, S.
Arnprior, ON K7S 3W4
Email: Arnprior@getontrac.ca
Visit: www.getontrac.ca

HOURS OF OPERATION

Monday - Friday
8:30am - 4:00pm



**The Corporation of the Town of Arnprior
Notice of Application for Zoning By-Law Amendment
ZBLA-2/22 and Notice of Public Meeting**

Take Notice that pursuant to the requirements of the Planning Act, the Corporation of the Town of Arnprior advises that an application for amendment to Comprehensive Zoning By-law No. 6875-18, as amended, has been received and was deemed a complete application.

And Further, Take Notice that an in-person public meeting giving the public an opportunity to make representations in respect of the zoning amendment will be held on **Monday, February 27th, 2023** at 6:30 p.m. in Council Chambers, Town Hall, 105 Elgin Street West, Arnprior.

Subject Lands: The lands affected by the Amendment are known as vacant land along Sheffield St, legally described as McNab Concession C, Part of Lot 3, being parts 7 to 9 on registered plan 49R16063.

Purpose, Effect & Location of the Amendments: The purpose of the proposed amendment to Comprehensive Zoning By-law 6875-18 is to amend the zoning of the subject property from Residential Two with Holding Symbol H1 (R2(H1)) to Residential Two exception 43 with Holding Symbol H1 (R2*43(H1)). The amendment would increase the maximum height from 10.5 m to 17 m and increase the balcony encroachment into the front yard setback from 1.5 m to 1.7 m in order to permit construction of a four-storey, 37-unit condominium development with balconies and a rooftop terrace as proposed.

Additional applications: The proposed project and subject lands are the subject of a site plan application (SPC 10/22) under the Planning Act.

More Information: Copies of the proposed amendment, material provided under Section 34 of the Planning Act and any additional information relating to the proposal, are available for inspection by contacting the Planning office at 613-623-4231 during regular office hours or by emailing planning@arnprior.ca.

Any Person may participate in the public meeting and/or make written or verbal representation either in support of or in opposition to the amendment.

If a person or public body would otherwise have an ability to appeal the decision of the Town of Arnprior to the Ontario Land Tribunal (OLT), but the person or public body does not make oral submissions at a public meeting or make written submissions to the Town of Arnprior before the by-law is passed, the person or public body is not entitled to appeal the decision.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the Town of Arnprior before the by-law is passed, the person or public body may not be added as a party to the hearing of an appeal before the Ontario Land Tribunal (OLT) unless, in the opinion of the Tribunal, there are reasonable grounds to do so.

If you wish to be notified of the decision of Town of Arnprior on the proposed zoning by-law amendment, you must make a written request to Town of Arnprior c/o Alix Jolicoeur, Manager of Community Services/Planner, Town of Arnprior, 105 Elgin St. W., Arnprior ON K7S 0A8.

If you are receiving this notice because you are the owner of property in the area of the amendment that contains seven or more residential units, you must also post this notice in a location that is visible to all of the residents of your property.

Privacy Disclosure: As one of the purposes of the Planning Act is to provide for planning processes that are open and accessible, all written submissions, documents, correspondence, e-mails or other communications (including your name and address) form part of the public record. The Town to such persons, will disclosed/make this information available as the Town deems appropriate, including anyone requesting such information. Please note that by submitting any of this information, you are providing the Town with your consent to use and disclose this information as part of the planning process.

Dated at the Town of Arnprior this 6th day of February 2023.

Maureen Spratt, Clerk
Town of Arnprior
105 Elgin Street West, Arnprior, ON K7S 0A8



ARNPRIOR

Town of Arnprior Staff Report

Subject: Communications Plan

Department: Community Services Branch

Report Number: 22-09-26-01

Report Author: Erin Coyle, A/MEDO

Meeting Date: September 26, 2022

Recommendations:

That Council adopt the Communications Plan prepared by Redbrick Communications for use as a long-range planning tool to guide and inform communication efforts over the next 3 years.

Background:

Council's 2020-2023 Strategic Plan highlighted, in the area of Operational and Financial Efficiencies, a high level goal of "Communication Improvements", including the creation and implementation of a Communication Strategy. In late 2021, staff engaged Redbrick Communications, a leader in strategic communications counsel and training with clients in a broad range of public and private sector clients, to assist in development of the Strategy. The consultant reviewed the Town's current communication practices, interviewed various stakeholders and staff to understand the needs, undertook a survey of residents and focused on opportunities to increase two-way communication with the public including improving internal efficiencies.

Discussion:

The Strategy, or Communication Plan, has a goal to create a clear direction for the Town's communication efforts over the next 3 years. The Plan indicates that there are 5 main strategic communication goals:

1. Create a culture of communications at the Town
2. Ensure factual, timely information is easy to find and share
3. Tell a more consistent and positive story about the Town
4. Enhance public engagement efforts
5. Ensure proactive issues mitigation and management

The Plan outlines a phased approach to guide the efforts of the Town over the next several years to a) analyze needs, b) set up for success and c) increase efficiency. The plan includes an ambitious 21 Objectives with multiple Actions associated with each to move forward in achieving the goals.

As with all our strategies, the plan will be used by staff as a guiding document to achieve the goals in a timely manner but isn't to suggest that the plan will not be flexible and fluid in the undertaking of the actions. There will be overlap and adjustments made to move the plan forward and ensure success.

As we move to implement, staff will be reviewing the resources available and how we can meet the objectives with the resources we have on hand, and what resources we may need to increase in the coming years to ensure the actions are included in work plans and monitored.

Options:

Council may wish to further consider any part of the Communication Plan and provide, through a Council Resolution, direction on any amendments. However, staff at this time are recommending that Council adopt the Plan as presented.

Policy Considerations:

The Strategic Plan includes in the area of Operational and Financial Efficiencies, an overall goal of "Communication Improvements", including the creation and implementation of a Communication Strategy.

Financial Considerations:

Implementation may include the need to provide resources to achieve the objectives. As with other strategies, budgetary implications will be brought forward for Council consideration during the upcoming budget approvals.

Meeting Dates:

N/ap

Consultation:

Redbrick Communications

Documents:

Communications Plan 2022 to 2024

Signatures

Reviewed by Department Head: Robin Paquette

Reviewed by General Manager, Client Services/Treasurer: Jennifer Morawiec

CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt



ARNPRIOR

Town of Arnprior Staff Report

Subject: Communications Plan

Department: Community Services Branch

Report Number: 23-02-27-01

Report Author: Lindsay Wilson, MEDO and Alix Jolicoeur, Manager of Community Services/Planner

Meeting Date: February 27, 2023

Recommendations:

That Council adopt the Communications Plan prepared by Redbrick Communications for use as a long-range tool to guide and inform communication efforts over the next 3 years.

That Council directs staff to bring annual Communications Plan progress update reports to Council for consideration and further direction.

Background:

On September 24, 2022, the Acting Economic Development Officer and Andrea Montgomery from Redbrick Communications presented the Town of Arnprior Communications Plan for Council's consideration and adoption. Council deferred the report and potential adoption until the next term of Council.

Discussion:

Communication is integral to any relationship. The relationship between the Town of Arnprior and residents is no exception. Improving communications between the Town of Arnprior and residents has been identified as an important area for improvement. The need for improved communications is clear from the feedback we have received and response rates to public engagement initiatives such as surveys.

In 2022, the Town of Arnprior worked with Redbrick Communications to take the first step in improving communications between the Town and residents.

Based on information received through public engagement surveys and interviews with key staff, Redbrick Communications developed a Communication Plan that's purpose is to create a clear framework for the Town's communication improvements over the next 3 years.

The Communication Plan identifies 5 strategic goals:

1. Create a culture of communications at the Town
2. Ensure factual, timely information is easy to find and share
3. Tell a more consistent and positive story about the Town
4. Enhance public engagement efforts
5. Ensure proactive issues mitigation and management

These strategic goals inform the phased implementation framework that follows. The implementation framework is broken down into 3 phases:

1. Analyze Needs (2023)
2. Set up for Success (2024)
3. Increase Efficiency (2025)

Objectives for each phase are intended to guide actions and communications improvements over the next 3 years. The action items listed are not meant to be an exhaustive, restrictive, or static list but a starting point for staff and Council's work to improve communications between the Town and residents. The goals and objectives of the phased approach act as the guide for action items.

The planning for improving communications does not end with adoption of the Communication Plan. The framework the Communication Plan would establish is one of the first steps in improving communications. Staff, Council and residents will need to continue to work together to detail the action items moving forward; and to identify, implement and customize the action items that best fit the Town.

The communications plan provides overarching goals and objectives for communications improvements and sets up a solid framework for achieving those goals and objectives. Jumping forward to action items without establishing goals and objectives and a solid framework for achieving those goals and objectives could lead to disjointed, ineffective action items that don't achieve strategic communication goals.

Approval and adoption of the Communication Plan is the first, high-level step in a continual process of improving communications with a myriad of additional opportunities for Council and the public to provide feedback and input. Many of the action items identified will come back to Council, for example:

- To provide findings and get further direction such as in considering the current communication capacity and considering the need for a Communications Officer;
- To provide reporting updates on common community update points; and
- To provide communication and public engagement plans as part of all new reports to Council.

To provide updates and regular opportunities for continued input from Council and residents, staff recommend that an annual update on achieving goals and objectives for each phase be provided to Council.

This update would allow Council, staff and the public to identify what may be working well and should continue, as well as gaps, issues and concerns and opportunities for alternative or additional action items. If implementing the Communication Plan is included as an action item in the Strategic Plan, this could also be covered under the annual Strategic Plan updates.

By starting with analyzing needs, which includes increasing monitoring and reporting on common community contact points, staff and Council will be able to gauge the effectiveness of plan implementation and adjust implementation actions to address gaps and opportunities for improvement.

The Communication Plan has been amended to reflect a change in timeline due to the deferral of adoption from 2022 to 2023.

At the presentation to Council, September 26, 2022, there were some questions from Council regarding public engagement.

Public engagement for the Communication Plan included a survey that was widely publicized. The public survey ran for just under a month and was promoted on the website, app, social media, Oldies 107.7, Heritage Radio, the Arnprior Chronical Guide and paper versions and posters were at Town Facilities. The survey results include 121 surveys from the public, 12 from staff and 3 from Council. Although the responses are not from a large sampling of the population, the percentage of respondents by age and gender closely mirrors the age and gender demographics of our population.

This response rate is typical for Town surveys. The Town has struggled with getting higher participation in surveys and other means of public input and consultations in the past with response rates typically being in the low hundreds. Increasing public engagement is one of the items that the Town's communication plan will help address as identified in the Analyze Needs and the Set Us Up for Success Phases.

Council had also requested some examples of other municipal communication plans relative to Arnprior. An example provided that is similar in size to Arnprior is [Huron-Kinloss](#).

There appear to be very few municipalities of similar size as Arnprior, or smaller, that have adopted a communication plan. In adopting a Communication Plan the Town of Arnprior would be taking, what is for a municipality of our size, an innovative and meaningful step in committing to and moving toward improved communication between the Town and residents.

Options:

Council may wish to further consider any part of the Communication Plan and provide, through a Council Resolution, direction on any amendments. However, staff at this time are recommending that Council adopt the Plan as presented recognizing it is the first step to improving communications.

Policy Considerations:

The Strategic Plan includes in the area of Operational and Financial Efficiencies, an overall goal of “Communication Improvements”, including the creation and implementation of a Communication Strategy.

Financial Considerations:

Implementation may include the need to provide resources to achieve the objectives. As with other strategies, budgetary items will be covered in the current operating budgets or additional items to be brought forward for Council consideration during future budget approvals.

Meeting Dates:

September 26, 2022 - Regular Meeting of Council (recording available online)

Consultation:

Redbrick Communications

Documents:

Communications Plan 2023 to 2025

Signatures

Reviewed by Department Head: Alix Jolicoeur

Reviewed by General Manager, Client Services/Treasurer: Jennifer Morawiec

CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt



Town of Arnprior

Communications Plan 2023 to 2025

VISION: A communications program that lays the foundation for success toward a more informed and engaged community

Communications Plan

Introduction

This Communications Strategy represents a first for the Town of Arnprior. Its goal is to set a clear direction for the municipality's communications efforts over the next three years. It details realistic goals and objectives that will help lay a stronger foundation towards a more informed and engaged community.

Through the COVID-19 pandemic, effective communication with internal Town staff and the community became more important than ever. It emphasized the critical role of communications to maintain trust, inspire behaviour change and instill calm in a disruptive time.

As we come out of the pandemic, the Town recognizes the need to continue to enhance communications efforts to better meet changing community needs, improve stakeholder relations and demonstrate transparency and accountability from the Town.

This Communications Strategy is aligned with the Town's Strategic Plan and is informed by the community's input and that of internal leadership, staff and elected officials. It is also informed by municipal best practice. It defines opportunities for the Town to analyze needs, increase two-way engagement with the public it serves and improve internal efficiencies.

This Strategy is a step forward for the Town in meeting its commitment to open, exceptional and highly effective customer service delivery where our residents feel included in the process and decisions being made.

Corporate Values

- Honesty + Integrity
- Teamwork + Collaboration
- Open + Transparent
- Respect, Inclusivity + Accessible
- Accountability, Dependability + Reliability

Community context

Arnprior is a great place to live, work and play. It offers a number of urban conveniences with a small town feel in the beautiful Ottawa Valley. Residents are proud of where they live, and more are moving here to call Arnprior home.

The municipality is facing population growth and working with the community to meet needs and find ways of welcoming and engaging new residents from diverse backgrounds. The Town is putting focus on building and sustaining a strong local economy and increasing the quality and timeliness of its communications using a variety of channels to reach residents where they are.

Communications

Purpose

Communications staff support the organization through:

- Inspiring a positive culture and community
- Fostering an engaged/informed community
- Increasing community pride
- Promoting a vibrant local economy
- Supporting Strategic Plan Deliverables

Guiding Principles

- Proactive
- Collaborative and consistent
- Human and engaging
- Accessible and clear
- Innovative

Core functions

- External communications
- Community engagement
- Media relations
- Digital and social media
- Council support
- Issues management
- Branding and marketing
- Internal communications

Target Audiences

- Residents
- Visitors
- Businesses
- Council
- Staff
- Media
- Renfrew County, neighbours
- Community organizations and agencies
- Targeted
- Diverse communities in Arnprior
- Potential investors

Strategic goals

This strategy outlines five strategic goals for the Town of Arnprior’s communications. These priorities are based on feedback from the community, the Town’s council, leaders, and staff across the organization. They are also based on municipal best practice. They provide the Town with a clear focus to 2024 to enhance how the Town informs and engages the community.

5 strategic communications goals

1. Create a culture of communications at the Town
2. Ensure factual, timely information is easy to find and share
3. Tell a more consistent and positive story about the Town
4. Enhance public engagement efforts
5. Ensure proactive issues mitigation and management

Phased Implementation Plan

To manage resources effectively and efficiently and to ensure realistic timelines, the Town will take a phased approach to achieve each of the five strategic goals. Each year of the communications strategy will have an area of focus to drive actions.

2023: Analyze needs

2024: Set up for success

2025: Increase efficiency

2023: Analyze needs

Objective	Actions
Assess current capacity for communications	<ul style="list-style-type: none"> • Propose establishing a dedicated communications role at the Town • Establish a clear role for the Communications Officer
Increase monitoring and reporting on common community contact points	<ul style="list-style-type: none"> • Monitor and establish regular reporting on Town call volumes, social media activity and media coverage
Maintain communications as top of mind across the organization	<ul style="list-style-type: none"> • Leverage this communications strategy to rollout a “communications roadshow”; include the importance of positive story telling and proactive issues management • Regularly attend department meetings • Add a “Communications and Public Engagement” section to Council reports • Add communications to new employee orientation – brand expectations, contacts, policies etc.
Establish consistent processes for issues monitoring, flagging and reporting	<ul style="list-style-type: none"> • Create a checklist of prompts for staff flagging issues • Create an issues briefing note template, that includes communications and audiences • Establish a clear process of information flow when issues arise and create feedback loops
Develop proactive approaches and messaging to common issues	<ul style="list-style-type: none"> • Identify the top 3 to 5 more common issues faced by the Town (e.g., watermain breaks, snow plowing) • Work with program area staff on consistent processes to alert communications and effectively manage these issues • Develop approved related key messaging and materials (media release, social media content etc.)
Review opportunities to improve Arnprior app and the website	<ul style="list-style-type: none"> • Review app and opportunities for improvement • Rollout enhancements as appropriate – raise its profile • As an area of top community concern, review Construction pages – create consistency, improved mapping
Review best practices in public engagement	<ul style="list-style-type: none"> • Research municipalities who do engagement well and share lessons learned with key staff

2024: Set us up for success

Objective	Actions
Increase staff competency	<ul style="list-style-type: none"> • Identify key individuals who would benefit from specific communications training • Create a communications training plan – media training, plain language writing, writing for the web, issues management, social media and public engagement (IAP2)
Engage and support Council as key influencers in the community	<ul style="list-style-type: none"> • Provide materials and templates for Councillor use (Community Snapshot and newsletter template) • Provide support and messaging on emerging issues, includes crisis communications • Provide communications training to new council following the municipal election
Improve processes to tell a consistent story and to gather content, and share Town achievements and photos	<ul style="list-style-type: none"> • Work with leaders and/or Town staff to develop top key messages about the Town (about the Town, organizational values, etc.) • Share messaging across the organization and embed where appropriate • Launch internal “campaign” to inspire sharing positive stories and keep them top of mind • Improve processes to better showcase all businesses in Arnprior
Provide stronger toolkits, guidelines, resources to staff in all departments	<ul style="list-style-type: none"> • Support staff and develop a clear and easy process for them to take photos/video share stories • Create social media guidelines and photo standards • Provide templates for common communications tactics (for example, posters, newsletters) Review communications tools available – high quality phone/camera, tripods, simple design and video editing tools, lighting, microphones, and consider investing in needed equipment • Develop a public engagement framework guide that details key principles/values and commitments from the Town • Update social media and media relations policies
Enhance the Town’s social media presence	<ul style="list-style-type: none"> • Establish regular, consistent post series, such as weekly social media days – e.g., Recreation Tuesdays, or this week in Arnprior • Humanize staff – profile staff on social; or use them as story tellers on key projects

Objective	Actions
	<ul style="list-style-type: none"> • Increase the use of video by creating and posting 3 new videos per year
<p>Increase public engagement coordination / collaboration across the organization to leverage opportunities to cross promote</p>	<ul style="list-style-type: none"> • Create a central stakeholder list of groups to be engaged • Develop an annual engagement calendar – community event opportunities • Establish a public engagement committee to share lessons learned, best practices, idea sharing
<p>Establish regular opportunities to hear from the public</p>	<ul style="list-style-type: none"> • Promote a monthly social media poll • Conduct a bi-annual short community pulse survey
<p>Increase engagement with media outlets</p>	<ul style="list-style-type: none"> • Engage media to find out how Town can better support them and implement findings • Look for opportunities to pitch stories, beyond media releases
<p>Leverage community partners and build local champions</p>	<ul style="list-style-type: none"> • Identify opportunities to work with and share content with local partners • Identify community influencers and engage in how they might help share Town stories • Offer a seasonal photo contest and feature winners on the website or other channels • Consider launching a “Local heroes” or “#inArnprior” campaign to inspire stories of people making a difference in the community • Consult with Indigenous communities re opportunities to improve engagement and develop a shared understanding or key principles/processes going forward
<p>Increase capacity as needed for issues management support</p>	<ul style="list-style-type: none"> • Consider options to engage a third party as needed for sensitive or high-profile issues management to increase capacity and leverage expertise

2025: Increase efficiency

Objective	Actions
Enhance internal communications	<ul style="list-style-type: none"> • Consider developing an intranet as a central resource for staff • Consider regular CAO email or short video to staff (e.g., monthly) • Create an internal communications committee to work together to keep staff informed and engaged, increasing staff morale
Improve communications measurement and evaluation	<ul style="list-style-type: none"> • Set clear measurement objectives in all communications plans – define up front how success will be evaluated • Consistently measure and report on social media engagement scores – number of shares, likes and comments • Monitor and report on media coverage – sentiment, alignment with Town key messaging, breadth of coverage • Track Town call volumes and top issues
Enhance the use of social media	<ul style="list-style-type: none"> • Develop a strategy for social media use and needed channels • Increase promotion of Town channels • Increase capacity within the Town to manage channels effectively • Include social media in regular program meetings with communications
Establish consistent practices to meet common departmental needs	<ul style="list-style-type: none"> • As an initial pilot, develop a Public Works communications toolkit to inform processes and practices for construction projects.



Town of Arnprior Staff Report

Subject: 2022 DWQMS Audits and Management Review Results

Report Number: 23-02-27-02

Report Author and Position Title: Deanna Nicholson, Environmental Engineering Officer

Department: Operations - Engineering

Meeting Date: February 27, 2023

Recommendations:

That Council receive Report Number 23-02-27-02 authorizing the Chief Administrative Officer and the General Manager, Operations on behalf of Top Management, and the Mayor, on behalf of Council, to endorse the QMS Commitment and Endorsement Policy, to meet the requirements of the Town of Arnprior Drinking Water Quality Management System Operational Plan.

Background:

The Town of Arnprior has an established Quality Management System (QMS) for its drinking water system. DWQMS is mandated through the Safe Drinking Water Act, 2002 (SDWA) with the specific requirements for the QMS coming from the document titled "Ontario's Drinking Water Quality Management Standard – Ver 2.0".

The intention of this staff report is to fulfill communication responsibilities listed between Top Management and the Owner (Council) as outlined in Element 12 of the QMS. Element 12 states:

"The status of the DWQMS and its effectiveness shall be communicated to the Owner by Top Management, or by the QMS Representative as directed by Top Management during scheduled Council meetings summary reports, e-mails, memos, etc."

Discussion:

Internal Audit Results

The QMS rep undertook an internal audit of the Town’s QMS system in October through December 2022, prior to the external audit. The results of the internal audit found four opportunities for improvement (OFI’s) and one carried forward corrective action request (CAR) from 2020. The CAR’s and OFI’s are as follows:

CAR/ OFI #	Requirement	Description	Correction / Improvement Plan	Anticipated Date of Completion
OFI- 2022 - 01	The distribution System Plan shall be updated regularly to reflect any changes to the distribution system.	Appendix 6D – Distribution System Plan requires updating due to new residential developments.	Mostly updated in December 2022, some minor housekeeping issues to be addressed by summer student in 2023. Due to the recent move to GIS online, staff could benefit from training on new system.	Summer 2023
OFI- 2022- 02	MECP’s “Potential Hazardous Events...” document, as of 2022, requires the assessment of “cybersecurity threats”.	Element 7&8 will require updating to include new requirement to assess “cybersecurity threats”.	DWQMS Emergency Response procedures now includes cybersecurity as an agenda item for discussion. IT continues to address and maintain robust cybersecurity initiatives.	DWQMS OP was updated and QMS requirement was met in December 2022. Further non-DWQMS, IT initiatives anticipated in 2023/2024.

CAR/ OFI #	Requirement	Description	Correction / Improvement Plan	Anticipated Date of Completion
OFI- 2022 - 03	<p>Element 16 of the DWQMS requires:</p> <p>A procedure that describes how sampling, <u>testing and monitoring results are recorded</u> and shared between the Operating Authority and the Owner, where applicable.</p>	<p>Hydrant numbering stickers have been identified as a opportunity for improvement to ensure sampling locations (hydrants) are more accurately and consistently described during sampling events, such as during chlorine residual monitoring.</p>	<p>Unique numbering stickers have been tested during previous winter season to ensure quality and will now be rolled out across all hydrants in Spring 2023 during flushing activities.</p>	<p>Late spring 2023.</p>
OFI- 2022- 04	<p>Element 17 - Measurement and Recording Equipment Calibration and Maintenance Procedure</p> <p>Section 8.3: The frequency of calibration shall be at a minimum, the frequency of calibration that is required by O.Reg. 170/03, or suggested by the manufacturer, whichever is more often. (Annually)</p>	<p>The QMS and regulatory requirements to calibrate meters is being met (each meter is calibrated annually); however 'best practices' suggest that confirming calibration through the use of 'secondary standards' on a regular basis should be considered. The frequency of using secondary standards to confirm accurate calibration throughout the year is driven by the amount of use of each meter is subjected to. The Town's handheld chlorine meters</p>	<p>Calibration standards should be purchased and put into use as soon as possible.</p> <p>A written procedure on how often confirmatory calibration should be undertaken should be developed.</p>	<p>Standards purchased and put into use in November 2022.</p> <p>A written procedure to be developed and added to the WTP Manual or DWQMS OP should be completed in 2023.</p>

CAR/ OFI #	Requirement	Description	Correction / Improvement Plan	Anticipated Date of Completion
		are used frequently and would greatly benefit from additional confirmatory calibration checks.		
CAR # 2020- 02	<p>This CAR was first identified in 2020. The DWQMS states the following:</p> <p>The Waterworks Supervisor maintains a schedule for when equipment requires maintenance such as calibration, as well as the service contractor that is responsible for completing the calibration.</p> <p>The frequency of calibration shall be at a minimum, the frequency of calibration that is required by O.Reg. 170/03, or suggested by the manufacturer, whichever is more often.</p>	<p>There continues to be difficulty scheduling and completing mechanical maintenance activities at the WFP, due to two issues:</p> <ul style="list-style-type: none"> • Older maintenance tracking software that is no longer supported by the developer; and • The availability of reliable contracted millwright services to complete both large repair projects but also regularly required mechanical maintenance. 	<p>The 2023 budget includes funding for the hiring of a Mechanical Technician for the WTP.</p> <p>The 2023 budget includes funding for the completion of a Building Condition Assessment (BCA) of the WFP.</p> <p>The BCA will establish an inventory of the WFP's mechanical equipment and define their required maintenance schedules.</p> <p>The combination of the up to date BCA information and the new in-house Mechanical Technician, staff are confident that an effective WTP maintenance system will be developed to better manage the</p>	<p>2023 / 2024</p> <p>An assessment of the timeliness and completion rate of maintenance work orders should be undertaken in 2024 to gauge the effectiveness of the addition of the in-house Mechanical Technician and BCA outcomes.</p>

CAR/ OFI #	Requirement	Description	Correction / Improvement Plan	Anticipated Date of Completion
			WTP's mechanical maintenance requirements.	

As a reminder, items identified during the internal audit or management review processes should be looked upon positively, as they demonstrate to the external auditors that the Town reviews its processes critically and continually works to improve its QMS. Improvements made to the QMS help to proactively name issues with the Town's Drinking Water System, helping to ensure the continued delivery of safe drinking water in Arnprior.

For complete internal audit results, the internal audit checklist for 2022 is attached as Appendix 1.

External Audit Results

On October 21, 2022, SAI Global, the Town's external auditor, completed a systems audit (an off-site desktop audit) of the Town's QMS for 2022.

On November 2, 2022 SAI Global, completed an on-site re-accreditation audit.

The 2022 audits were completed as Year 1 of the 3-year audit cycle. Next year's audit (for the year 2023) will be a Year 2 surveillance audit.

The audit reports provided by SAI Global found that there were no non-conformities identified. The auditor identified five (5) opportunities for improvement (OFI's) in the Systems audit and 4 OFI's during the Re-accreditation audit.

OFI's from External Desktop Audit

Each OFI identified by the external auditor is shown in italics below.

Element 1 - Consider including a copy of the Subject System Description Form in the OP and confirming that the OP version audited by the accreditation body is retained for 10 years.

- The Subject system form was already included in the DWQMS OP and has been for several years. This form is a separate document that was mistakenly not included as part of the package provided to the auditor. A link to the form has now been built into the OP so it will not be missed in the future.

Element 7 & 8: The OP should now include assessment of "cybersecurity threats".

- Cybersecurity threats was added to the OP Risk Assessment under Element 7/8. Cybersecurity threats with respect to the drinking water system were assessed during the 2022 Risk Assessment exercise on December 12, 2022. Cybersecurity is already a key priority for IT staff with a robust monitoring system in place and continuous learning to keep current.

Element 8 & 15: Consideration should be given to setting the Critical Control Limit (CCL) for chlorine residuals in line with the “acceptable disinfectant concentration” definition included in the Ministry’s 2020 Watermain Disinfection Procedure.

- The auditors’ suggestion was thoroughly discussed both internally and with the auditor. Waterworks staff have established that an appropriate CCL for Arnprior’s distribution system is 0.75 mg/L. Various policies and forms in the DWQMS OP have been updated to reflect this adjustment.

Element 11: Consider describing in OP s.8.11 Personnel Coverage and/or PW-DWQMS-11 Personnel Coverage procedure the latest provisions and Ministry requirements in the use of “emergency substitute operators” as now more fully described in [O. Reg. 128/04](#) and [O. Reg. 129/04](#) (the links provided are to the Environmental Registry decision notices).

- The OP has been updated to provide a statement that O Reg 128/04 now provides for several allowances related to staffing and operator licencing during emergency and lock-out and strike situations. Management has confirmed that O. Reg. 128/04 allowances do not appear to conflict with the current collective bargaining agreement.

Element 17: Consider updating s.8.2 of PW-DWQMS-17 to also reflect the calibration requirements specified in the MDWL’s Schedule C s.4.0 Calibration of CT Monitoring System.

- The QMS OP has been updated with the addition of section 8.1 of element 17 to reflect the MDWL calibration requirements.
- Operators have identified issues with respect to calibrating the elevation of a transducer in Clearwell #2. This sensor is not used in normal plant flow and therefore not expected to impact CT calculations. Establishing a known elevation to accurately calibrate the sensor is a work in progress. The QMS rep was able to confirm that the transducer in Clearwell #1 (that is normally used for CT calculations) can be properly calibrated.

OFI’s from Onsite – External Audit Report

El. 5: Consider using SharePoint to improve availability of documented information to operators (noted Microsoft products are used – SharePoint may be an available option through corporate Microsoft account).

- No Action will be taken with respect to El. 5. SharePoint does not work with Filehold the Town’s digital filing system.

El. 15: Consider including the chlorinators’ annual service on a maintenance reminder schedule.

- The Waterworks supervisor will set a digital reminder to schedule the chlorinators maintenance in 2023 and for the Chlorinator to be serviced annually.
- The BCA being undertaken in 2023 will capture this equipment. The BCA outcomes and Mechanical Technician position will specifically address this and other similar maintenance issues from re-occurring.

El. 17: Consider using DPD-Chlorine-LR Secondary Standards for ongoing verification of colorimeters (and note the certificate of analysis included inside that confirms acceptable ranges specific to the lot #).

- DPD Chlorine secondary standards were ordered & received in November 2022 and have been in use since. The waterworks department goal, both for the treatment and distribution chlorine analyzers is to undertake secondary standard calibration confirmation monthly.
- The QMS representative will confirm in spring 2023 that the monthly use of the secondary standards has been implemented.

El. 17: Consider adding the level transducer for Clearwell #1 and #2 (as back-up) to the list of calibrated equipment that forms part of the monitoring system for CT (as required by MDWL Schedule C s.4.0 Calibration of CT Monitoring System).

- The QMS OP has been updated to include the clearwell level transducers in section 8.0 of of element 17 to reflect the MDWL calibration requirements.

The Systems Audit and Re-accreditation Audit reports are attached as Appendix 2 and 3.

Top Management Review

The Top Management review meeting was completed on December 13, 2022. This meeting covered both DWQMS activities of 2021 and 2022. A Top management meeting was not previously held for 2021; however as the 2021 activities were addressed during this meeting and before the end of the 2022, a CAR was not required to be issued.

Action items discussed during the Top Management Review that require follow up by Staff in 2023 include:

ACTION PLAN:	ASSIGNED TO:	COMPLETION DATE
Confirmation of elevation of water level transducer in clearwell #2 – work in progress	ScM	QMS Review fall 2023
Chlorinator servicing reminder	ScM	QMS Review fall 2023
Monthly use of secondary standards for chlorine colorimeter	ScM & StM	Beginning Dec 2022
CAR # 2020-02 – GM Operations to arrange meeting with union to discuss mechanical technician position in 2023.	JS	2023, re-assess in Fall
Distribution System Plan updating – Requires printing to meet requirements. Future map to include hydrant numbering.	JS/QMS Rep/ Summer Student	Immediate & summer 2023 with student

ACTION PLAN:	ASSIGNED TO:	COMPLETION DATE
IT cybersecurity updates, continuous monitoring and training initiatives ongoing throughout 2023.	WS	ongoing
Hydrant sticker numbering – to be completed during spring 2023 flushing	StM	Spring 2023

Commitment and Endorsement by the Owner

Element 3 of the Standard states that the Owner and Top Management are responsible for ensuring that the Quality Management System is implemented through their commitment and endorsement of the DWQMS.

A copy of the Commitment and Endorsement Policy is attached for your review (Appendix 3). The policy must be endorsed by the CAO and the General Manager, Operations (Top Management) and by the Mayor on behalf of Council as the Owner.

The Operational Plan for the Town of Arnprior, titled "Town of Arnprior Walter E. Prentice Water Filtration Plant and Distribution System, Drinking Water Quality Management Standard Operational Plan" is available for your review in hard copy or digital from the Environmental Engineering Officer (QMS Rep).

Options:

N/A

Policy Considerations:

This report is in keeping with the Strategic Plan's Vision of Improved infrastructure and Guiding Principle of Accountability, Dependability and Reliability.

Ontario's Drinking Water Quality Management Standard (Ver 2)

Safe Drinking Water Act (SDWA), 2002.

- O. Reg. 170/03
- O. Reg. 128/04

Financial Considerations:

N/A

Meeting Dates:

N/A

Consultation:

John Steckly - General Manager, Operations
Scott Matthews - Waterworks Supervisor
Steve McLean - Supervisor, Roads and Services

Documents:

Attached

Appendix 1 – Internal Audit Checklist – 2022

Appendix 2 – SAI Global System Audit – November 6, 2022

Referenced Documents/By-laws:

Town of Arnprior Walter E. Prentice Water Filtration Plant and Distribution System, Drinking Water Quality Management Standard Operational Plan

Signatures

Reviewed by Department Head: John Steckly, General Manager, Operations

Reviewed by General Manager, Client Services/Treasurer: Jennifer Morawiec

CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt



Policy No.	PW-DWQMS-FR7
Policy/Procedure/Document:	Appendix 19A - Internal Audit Checklist
Author:	QMS Representative
Approval Authority:	Owner and Top Management
Date of Original Procedure:	October 1, 2009
Date of Last Review:	October 18, 2022
Date of Last Update:	December 5, 2017

Date	Auditor	Elements Reviewed
October & November 2022	Deanna Nicholson	Element 1 - 21

Opening Meeting	Date:	Staff:
Comments:		
Agenda:		

Closing Meeting	Date:	Staff:
Comments:		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>1. Quality Management System PLAN – the Operating Authority shall document a Quality Management System that meets the requirements of this Standard</p> <p>DO – The Operating Authority shall establish and maintain the Quality Management System in accordance with the requirements of this Standard and the policies and procedures documented in the Operational Plan.</p>	<ul style="list-style-type: none"> - Version # on front page after previous update in 2021 not updated/correct. Now updated to correct version number. - Directors directions – Subject System Description Form Schedule C, while previously included with the OP in early 2021, was missing from the binder in this audit. A hyperlink in references section and a copy of the form has now been added to Element 1 and Appendix 5F to ensure it is not missed in future updates. 	X		
<p>2. Quality Management System Policy PLAN – The Operational Plan shall document a Quality Management System Policy that provides the foundation for the Quality Management System, and:</p> <ul style="list-style-type: none"> a.) includes a commitment to the maintenance and continual improvement of the Quality Management System, b.) includes a commitment to the consumer to provide safe drinking water, c.) includes a commitment to comply with all 	No comments	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>legislation and regulations, and d.) is in a form that provides for ready communication to all Operating Authority personnel, the Owner and the public.</p> <p>DO – The Operating Authority shall establish and maintain a Quality Management System that is consistent with the Policy.</p>				
<p>3. Commitment and Endorsement PLAN – The Operational Plan shall contain a written endorsement of its contents by top Management and the Owner</p> <p>DO – Top Management shall provide evidence of its commitment to an effective Quality Management System by:</p> <ul style="list-style-type: none"> a.) ensuring that a Quality Management System is in place that meets the requirements of this Standard, b.) ensuring that the Operating Authority is aware of all applicable legislative and regulatory requirements, c.) communicating the Quality Management System according to the procedure for communications, and 	Recent & signed endorsement page available (last date (March 29, 2022)	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
d.) determining, obtaining or providing the resources needed to maintain and continually improve the Quality management System				
<p>4. Quality Management System Representative</p> <p>PLAN – The Operational Plan shall identify a Quality Management System representative.</p> <p>DO – Top Management shall appoint and authorise a Quality Management System representative who, irrespective of other responsibilities, shall:</p> <p>a.) administer the Quality Management System by ensuring that processes needed for the Quality Management System are established and maintained,</p> <p>b.) report to Top Management on the performance of the Quality Management System and any need for improvement,</p> <p>c.) ensure that the current version of documents required by the Quality Management System are being used at all times,</p> <p>d.) ensure that personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the subject system, and</p>	<p>QMS Rep Identified in Element 4 & 9</p> <ul style="list-style-type: none"> Resolution No. 457-13 Appointment of QMS Representative and Implementation Lead (December 9, 2013) Resolution No. 513-09 appointment of QMS Representative and Implementation Lead Alternate. 	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
e.) promote awareness of the Quality Management System throughout the Operating Authority				
<p>5. Document and Records Control</p> <p>PLAN – The Operational Plan shall document a procedure for document and records control that describes how:</p> <p>a.) documents required by the Quality Management System are:</p> <p>i. kept current, legible and readily identifiable</p> <p>ii. retrievable</p> <p>iii. stored, protected, retained and disposed of.</p> <p>b.) Records required by the Quality Management System are:</p> <p>i. kept legible and readily identifiable</p> <p>ii. retrievable</p> <p>iii. stored, protected, retained and disposed of.</p> <p>DO – The Operating Authority shall implement and conform to the procedure for document and records control and shall ensure that the Quality Management System documentation for the subject</p>	<p>Two documents were discovered during the internal audit that were incorrectly saved over in filehold with the wrong document (Element 12 & Appendix 15D).</p> <p>“Ver” function links in filehold allowed previous correct versions of the documents to be identified and restored.</p> <p>Future QMS reps to be informed of importance utilizing Appendix 5F links to navigate the OP when editing.</p> <p>All documents making up the OP have been reviewed or updated to Oct 2022.</p> <p>Element 10, 18, & 19 policy documents were not locked.</p>	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>system includes:</p> <ul style="list-style-type: none"> a.) the Operational Plan and its associated policies and procedures, b.) documents and records determined by the Operating Authority as being needed to ensure the effective planning, operation and control of its operations, and the results of internal and external audits and management reviews 				
<p>6. Drinking –Water System</p> <p>PLAN – The Operational Plan shall document, as applicable:</p> <ul style="list-style-type: none"> a) for the Subject System: <ul style="list-style-type: none"> i) the name of the Owner and Operating Authority, ii) if the system includes equipment that provides Primary Disinfection and/or Secondary Disinfection: <ul style="list-style-type: none"> A. a description of the system including all applicable Treatment System processes and Distribution System components, B. a Treatment System process flow chart, C. a description of the water source, including: 	<p>Key information has been updated in Element 6, including population (census), hydrant / valve/ watermain numbers.</p> <p>Appendix 6D – Distribution System Plan requires some updating. Recent move to GIS online requires staff training on new system.</p> <p>Appendix 6B – Water Filtration Plant Process Flow – updated with comments ID’ing legacy equipment not in use.</p>	X	OFI-2022-01	

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<ul style="list-style-type: none"> I. general characteristics of the raw water supply, II. common event-driven fluctuations, and III. any resulting operational challenges and threats. <p>iii) if the system does not include equipment that provides Primary Disinfection or Secondary Disinfection:</p> <ul style="list-style-type: none"> A. a description of the system including all Distribution System components, and B. a description of any procedures that are in place to maintain disinfection residuals. <p>b) if the Subject System is an Operational Subsystem, a summary description of the Municipal Residential Drinking Water System it is a part of including the name of the Operating Authority(ies) for the other Operational Subsystems.</p> <p>c) if the Subject System is connected to one or more other Drinking Water Systems owned by different Owners, a summary description of those systems which:</p>				

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>i) indicates whether the Subject System obtains water from or supplies water to those systems,</p> <p>ii) names the Owner and Operating Authority(ies) of those systems, and</p> <p>iii) identifies which, if any, of those systems that the Subject System obtains water from are relied upon to ensure the provision of safe drinking water.</p> <p>DO – The Operating Authority shall ensure that the description of the Drinking Water System is kept current.</p>				
<p>7. Risk Assessment</p> <p>PLAN – The Operational Plan shall document a risk assessment process that:</p> <p>a) Considers potential hazardous events and associated hazards, as identified in the Ministry of the Environment and Climate Change document titled Potential Hazardous Events for Municipal Residential Drinking Water Systems, dated February 2017 as it may be amended. A copy of this document is available at www.ontario.ca/drinkingwater.</p>	<p>Element 7&8 will require updating to include new requirement to assess “cybersecurity threats”. Item identified by external auditor.</p> <p>Risk assessment not completed in 2021 (was ‘reviewed by QMS rep); however we generally go over and above the standard by completing a full risk assessment annually vs every 36 months.</p> <p>The next risk assessment (to be</p>	<p>OFI-2022-02</p> <p>X</p>		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<ul style="list-style-type: none"> b) identifies potential hazardous events and associated hazards, c) assesses the risks associated with the occurrence of hazardous events, d) ranks the hazardous events according to the associated risk, e) identifies control measures to address the potential hazards and hazardous events, f) identifies critical control points, g) identifies a method to verify, at least once every calendar year, the currency of the information and the validity of the assumptions used in the risk assessment, h) ensures that a risk assessment is conducted at least once every thirty-six months, and i) considers the reliability and redundancy of equipment. <p>DO – The Operating Authority shall perform a risk assessment consistent with the documented process.</p>	<p>completed before the end of 2022) should consider “cybersecurity threats” as this hazardous event was added in spring 2022 as part of the MECP’s “Potential Hazardous Events...” document.</p>			
<p>8. Risk Assessment Outcomes</p> <p>PLAN – The Operational Plan shall document:</p> <ul style="list-style-type: none"> a.) the identified potential hazardous events and associated hazards b.) the assessed risks associated with the 	<p>As above</p>			

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>occurrence of hazardous events, c.) the ranked hazardous events, d.) the identified control measures to address the potential hazards and hazardous events, e.) the identified critical control points and their respective critical control limits, f.) procedures and/or processes to monitor the critical control limits, g.) procedures to respond to deviations from the critical control limits, and h.) procedures for reporting and recording deviations from the critical control limits.</p> <p>DO – The Operating Authority shall implement and conform to the procedures.</p>				
<p>9. Organisational Structure, Roles, Responsibilities and Authorities</p> <p><u>PLAN – The Operational Plan shall:</u></p> <p>a) describe the organizational structure of the Operating Authority including respective roles, responsibilities and authorities, b) delineate corporate oversight roles, responsibilities and authorities in the case</p>	Updated Element 9 flow chart to reflect new OIT Distribution operators (3 new)	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>where the Operating Authority operates multiple subject systems,</p> <p>c) identify the person, persons or group of people within the management structure of the organization responsible for undertaking the Management Review described in Element 20,</p> <p>d) identify the person, persons or group of people, having Top Management responsibilities required by this Standard, along with their responsibilities, and</p> <p>e) identify the Owner of the subject system.</p> <p>DO – The Operating Authority shall keep current the description of the organizational structure including respective roles, responsibilities and authorities, and shall communicate this information to Operating Authority personnel and the Owner.</p>				
<p>10. Competencies</p> <p>PLAN – The Operational Plan shall document:</p> <p>a.) competencies required for personnel performing duties affecting drinking water quality.</p> <p>b.) activities to develop and maintain</p>	<p>Reviewed Operator Licences for renewal dates:</p> <p><u>Treatment</u></p> <p>2 WFP operators have licences expiring in early 2024. - Confirmed both operators have plans in place to ensure continuity of licence.</p>	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>competencies for personnel performing duties directly affecting drinking water quality, and</p> <p>c.) activities to ensure that personnel are aware of the relevance of their duties and how they affect safe drinking water.</p> <p>DO – the Operating Authority shall undertake activities to:</p> <p>a.) meet and maintain competencies for personnel directly affecting drinking-water quality and shall maintain records of these activities, and</p> <p>d.) ensure that personnel are aware of the relevance of their duties and how they affect safe drinking water, and shall maintain records of these activities.</p>	<ul style="list-style-type: none"> One upgrading licence, has already passed exam just requires filing. One (WW Supervisor) has training plan in place for 2023. <p>1 WFP Operator (currently on leave) has licence expiring in early 2023. Top Management is aware.</p> <p><u>Distribution</u> 3 new OIT's in 2022</p> <p>3 Existing operator licences expiring in mid – late 2023. QMS Rep working with Roads and Services Supervisor to ensure training plan in place to ensure continuity of licences. Distribution staff training tracking spreadsheet updated Oct 26 2022.</p> <p>Confined Space Training Required for all operators – Distribution and Treatment. Other regulatory H&S courses (working at heights) not listed in OP should probably be explored at same time.</p>			

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>11. Personnel Coverage</p> <p>PLAN – The Operational Plan shall document a procedure to ensure that sufficient personnel meeting the identified competencies are available for duties that directly affect drinking water quality,</p> <p>DO – The Operating Authority shall implement and conform to the procedure.</p>	<p>Carried Forward CAR # 2020-02</p> <p>The audit noted that there continues to be difficulty completing scheduled mechanical maintenance activities at the WFP. Larger mechanical maintenance and repairs are currently being completed by an external mechanical contractor; however many regular preventative mechanical maintenance tasks were not completed as scheduled. The QMS rep understands that the Town made efforts in 2017 to recruit a Mechanical Technician, but were unsuccessful in finding a qualified candidate. The decision was made at the time to recruit an additional operator and to complete maintenance tasks through a combination of internal operators and external contractors when necessary. Due to a lack of capacity and mechanical abilities of internal operators along with a lack of capacity of sub-contracted mechanics, this approach is not proving to be effective.</p>			<p>CAR # 2020-02</p>

DWQMS Requirement	Findings	Degree of Conformance		
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	<p>This matter was discussed during the most recent round of Collective Bargaining Agreement (CBA) negotiations with the Union and it was agreed that the two parties would meet during the term of the agreement to develop an entry level Mechanical Technician position without water/wastewater treatment accreditation. The purpose is to allow for the position to be filled by an employee without water/wastewater treatment accreditation but to establish a process by which the employee will acquire the accreditations.</p> <p>The Town is currently recruiting for a licenced operator position. Upon the completion of the hiring of a new licenced operator (Fall 2022), discussions should begin with respect to the creation of a Mechanical Technician position for the WFP in order improve the manner in which preventative maintenance work orders are completed.</p> <p>WFP has developed an online on-call</p>	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
	<p>schedule that is regularly shared – noted as good Continual Improvement initiative.</p> <p>Distribution staffing schedule posted in garage.</p> <p>Roads and Services Supervisor noted staffing challenges in 2021 due to COVID and other leaves of absence.</p> <p>Three new distribution operators recently received OIT certification.</p> <p>Treatment operator hiring underway.</p> <p>Garage staffing hours updated in OP Operator contact information updated in OP</p>	X		
<p>12. Communications</p> <p>PLAN – The Operational Plan shall document a procedure for communications that describes how the relevant aspects of the Quality Management System are communicated between Top Management and:</p> <p>a.) the Owner,</p>	<p>A)</p> <ul style="list-style-type: none"> The WW Supervisor provided the annual DWQMS council update on March 28, 2022 Incoming Councillors (Chris Couper & Billy Denault) informed of requirement to attend Standard of Care Training on November 23, 2022. 	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>a.) identify all supplies and services essential for the delivery of safe drinking water and shall state, for each supply or service, the means to ensure its procurement, and</p> <p>b.) include a procedure by which the Operating Authority ensures the quality of the essential supplies and services, in as much as they may affect the drinking water quality.</p> <p>DO – The Operating Authority shall implement and conform to the procedure.</p>	<p>Caduceon Lab Accreditation Confirmed</p> <p>Content of Developer Letter added into Subdivision Agreement states requirements for chemicals ect... to be AWWA/ANSI/NSF certified for use in drinking water systems</p>	X		
<p>14. Review and Provision of Infrastructure</p> <p>PLAN – The Operational Plan shall document a procedure for reviewing the adequacy of the infrastructure necessary to operate and maintain the Subject System that:</p> <p>a) Considers the outcomes of the risk assessment documented under Element 8, and</p> <p>b) Ensures that the adequacy of the infrastructure necessary to operate and maintain the Subject System is reviewed at least once every calendar year.</p>	<p>Review and Provision of Infrastructure meeting held Oct 11, 2022. Outcomes:</p> <ul style="list-style-type: none"> • New Summer dead end flushing procedure having positive impact. No red water complaints in area in 2021-2022. • Olympia build out / draw keeping residuals in optimal range now without flushing. • 3 phases still to come @ Marshalls Bay • Uncommitted Reserve Capacity Discussed. Watson Growth Report, Stantec Master Plan, 			

DWQMS Requirement	Findings	Degree of Conformance		
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<p>DO – The Operating Authority shall implement and conform to the procedure and communicate the findings of the review to the Owner.</p>	<p>Census, approved developments, Nylene.</p> <ul style="list-style-type: none"> • 500+ meters replaced in last few years • Rate study underway • Craig, Hugh, Alicia reconstruction • Water tower cleaning/painting completed 2021 • River crossing watermain / Sawmill Flats • Main river crossing #2 Construction in 2023 (directional drilling being considered) • SCADA upgrades • 2024 Building Condition Assessment • New PTTW in 2022 • 2022 MECP Inspection – no issues • City Wide - \$5 WM >80 years old 			
<p>15. Infrastructure Maintenance, Rehabilitation and Renewal</p> <p>PLAN – The Operational Plan shall document: a) a summary of the Operating Authority’s infrastructure maintenance, rehabilitation and</p>	<p>Form 1’s - Record of Watermains Authorized as Future Alterations, for all new watermains constructed in 2021/2022 were available and saved to filehold prior to auditors request.</p>	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>renewal programs for the Subject System, and b) a long term forecast of major infrastructure maintenance, rehabilitation and renewal activities.</p> <p>DO – The Operating Authority shall: a) keep the summary of the infrastructure maintenance, rehabilitation and renewal programs current, b) ensure that the long term forecast is reviewed at least once every Calendar Year, c) communicate the programs to the Owner, and d) monitor the effectiveness of the maintenance program.</p>	<p>Forms 2's - Record of Minor Modifications or Replacements to the Drinking Water System were not initially available. Upon request by the QMS rep, 5 - Form 2's were completed and were saved to filehold. Of note, a Form 2 for SCADA system upgrades was completed; however, a recent MECP guidance document suggests that Forms 2's for this kind of maintenance may not be required. If any level of doubt exists in the guidance document interpretation or from previous MECP direction, QMS rep suggested that the Form 2 be completed just in case. All Form 2's should be completed prior to placing equipment into service.</p> <p>No Schedule C's required/created during audit period.</p> <p>10 Year Capital Forecast provided by GM Operations (last approved by Council – Jan 2022). 10 Year Capital actively being worked on at time of audit, anticipate many changes compared to last approved</p>	<p>X – No OFI Issued, existing procedure caught non-conformance.</p> <p>X</p>		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
	<p>version.</p> <p>Planned Maintenance - Treatment (mechanical maintenance & staffing) – see Element 11 CAR-2020-02</p> <p>Planned Maintenance Distribution: <u>Hydrant Flushing</u> – Spring and Fall 2022 Complete.</p> <p><u>Valve Exercising</u> – Road and Services Supervisor stated that valve exercising has not been completed for several years.</p> <p><u>Fire Flow Testing</u> – last done in 2018, Flometrix to be brought in 2023.</p> <p><u>Leak detection</u> - some proactive leak detection in older areas of Town in 2022 for first time. Several locations identified require additional investigation. Intention to continue pro-active leak detection program in 2023.</p> <p>Hydrant numbering stickers</p>	X		CAR-2022-01
<p>16. Sampling, Testing and Monitoring</p> <p>PLAN – The Operational Plan shall document:</p> <p>a.) a sampling, testing and monitoring procedure</p>	<p>New census data reviewed – population still under 10,000. Current distribution sampling schedule sufficient and exceeds regulatory requirements.</p>			

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>for process control and finished drinking water quality including the requirements for sampling, testing and monitoring at the conditions most challenging to the subject system</p> <p>b.) a description of any relevant sampling, testing or monitoring activities that take place upstream of the subject system, and</p> <p>c.) a procedure that describes how sampling, testing and monitoring results are recorded and shared between the Operating Authority and the Owner, where applicable.</p> <p>d.) DO – The Operating Authority shall implement and conform to the procedures.</p>	<p>Weekly residuals sampling completed and reviewed by OIC.</p> <p>OIC described lab data review process. Conforms with OP procedure.</p> <p>Distribution chlorine residuals sampling records reviewed – conforms to OP</p> <p>Superchlorination – WM commissioning records reviewed – available during audit and saved in filehold.</p> <p>All lab results (from 2021) were summarized in the 2022 Annual report and presented to Council.</p> <p>Appendix 16A – incorrect version of sampling schedule was in binder. Correct version was available in filehold.</p> <p>New controlled form created: 233 Albert Street Distribution Sampling and Trending</p>			
17. Measurement and Recording Equipment Calibration and Maintenance	All equipment was audited for calibration as per manufacturer’s guidelines or at	X		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>PLAN – The Operational Plan shall document a procedure for the calibration and maintenance of measurement and recording equipment.</p> <p>DO – The Operating Authority shall implement and conform to the procedure.</p>	<p>least within the previous 12 months. In house calibration records were available for audit period. External calibration records were provided for other meters (such as flow meters) and were saved to filehold – conforms.</p> <ul style="list-style-type: none"> • Portable colorimeters (chlorine test kits) (2 - Treatment, 1 – Distribution) • Portable turbidimeters (Treatment: 1 Benchtop) • pH meters (Treatment: 1 Benchtop, 1 Treated, 2 Actiflo) • Pressure gauges • Continuous chlorine residual analyzers (Treatment: 1 Free, 1 Total) • Continuous turbidimeters (Treatment: 2 Actiflo, 1 Benchtop, 3 Filters) • Flow meters: calibration report provided <p>Chlorine meter standards</p>	<p>OFI-2022-04 – Purchase Complete , Procedure to</p>		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
		be developed		
<p>18. Emergency Management</p> <p>PLAN – The Operational Plan shall document a procedure to maintain a state of emergency preparedness that includes:</p> <ul style="list-style-type: none"> a.) a list of potential emergency situations or service interruptions, b.) processes for emergency response and recovery, c.) emergency response training and testing requirements, d.) Owner and Operating Authority responsibilities during emergency situations, e.) References to municipal emergency planning measures as appropriate, and f.) An emergency communication protocol and an up-to-date list of emergency contacts. <p>DO – The Operating Authority shall implement and conform to the procedure.</p>	<p>Emergency Response Testing was not undertaken during the regularly scheduled period (Spring 2022). Testing can be completed up until the end of the 2022 calendar year. Meeting to be undertaken in late November. Concerns with completing training at this time of year due to issues with staff attendance (snow plowing takes priority / hunting holidays). Intention to complete 2023 Emergency Response training in late Spring, to avoid such staffing issues. 2023 Testing already booked and scenario selected (switch over of new river watermain crossing)</p> <p>Emergency plans to be updated to include Cyber Security Threats.</p> <p>Emergency contact lists reviewed to ensure contact information is up to date.</p> <p>Appendix 18F – Major Fire Emergencies was incorrectly over saved with the wrong document in 2021. The correct document has been restored.</p>	<p>X – Emergency response Testing completed Dec 6, 2022 (Ice Storm Scenario)</p>		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>19. Internal Audits</p> <p>PLAN – The Operational Plan shall document a procedure for internal audits that:</p> <ul style="list-style-type: none"> a.) evaluates the conformity of the QMS with the requirements of this Standard, b.) identifies internal audit criteria, frequency, scope, methodology and record-keeping requirements, c.) considers previous internal and external audit results, and d.) describes how the Quality Management System corrective actions are identified and initiated. <p>DO – The Operating Authority shall implement and conform to the procedure and shall ensure that internal audits are conducted at least once every twelve months.</p>	<p>Audit completed in 2021 and 2022 - Conforms</p> <p>Previous (2021) internal audit – OFI#2021-01 - The essential service provider for electrician services has recently retired, leaving a gap in the essential service provider list. A new electrician is required to be listed in the essential service providers to conform to the plan. New electrician service provider identified and updated in OP: Clarke Electric</p> <p>No OFI's or CARs listed in previous external audit.</p>	<p>X</p> <p>X</p>		
<p>20. Management Review</p> <p>PLAN – The Operational Plan shall document a procedure for management review that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System and that includes consideration of:</p>	<p>Previous Management Review not completed in 2022 (of 2021 Activities). OP states that Top Management review shall occur once per calendar year. Typically, the review is completed in January for the previous calendar year. Last review completed Feb 2, 2021;</p>	<p>OFI-2022-05 – Only OFI If completed before the end of 2022</p>		

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>a.) incidents of regulatory non-compliance, b.) incidents of adverse drinking-water tests, c.) deviations form critical control point limits and response actions, d.) the effectiveness of the risk assessment process, e.) internal and third party audit results, f.) results of emergency response testing, g.) operational performance, h.) raw water supply and drinking water quality trends, i.) follow-up action items from previous management reviews, j.) the status of management action items identified between reviews, k.) changes that could affect the Quality Management System, l.) consumer feedback, m.) the resources needed to maintain the Quality Management System, n.) the results of infrastructure review, o.) Operational Plan currency, content and updates, and p.) Staff suggestions</p> <p>Do - Top Management shall implement and conform</p>	<p>however if a review is completed before the end of 2022 calendar year, we will technically still be in compliance.</p> <p>Checklist to be developed to track key DWQMS activities to be undertaken annually, to help avoid tasks being missed by new/fill in staff during leaves of absences.</p>			

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>to the procedure and shall:</p> <ul style="list-style-type: none"> a.) ensure that a management review is conducted at least once every calendar year, b.) consider the results of the management review and identify deficiencies and action items to address the deficiencies, c.) provide a record of any decisions and action items related to the management review including personnel responsible for delivering the action items and the proposed timelines for their implementation, and d.) report the results of management review, the identified deficiencies, decisions and action items to the Owner. 				
<p>21. Continual Improvement</p> <p>PLAN – The Operating Authority shall develop a procedure for tracking and measuring continual improvement of its Quality Management System by:</p> <ul style="list-style-type: none"> a.) reviewing and considering applicable best management practices, including any published by the Ministry of the Environment and Climate Change and available on www.ontario.ca/drinkingwater, at least once 	<p>QMS Rep reviewed the www.ontario.ca/drinkingwater on Oct 31, 2022 for updates to regulations ect....</p> <p>No new guides were listed (dated 2021 - 2022); however the SAI Global external auditor alerted rep to new Potentially Hazardous Events document reviewed – New item “Cyber Security”</p> <p>MECP April 2022 – Potentially Hazardous</p>			

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>every thirty-six months;</p> <p>b.) documenting a process for identification and management of Quality Management System Corrective Actions that includes:</p> <ul style="list-style-type: none"> i) investigating the cause(s) of an identified non-conformity, ii) documenting the action(s) that will be taken to correct the non-conformity and prevent the non-conformity from re-occurring, and iii) reviewing the action(s) taken to correct the non-conformity, verifying that they are implemented and are effective in correcting and preventing the re-occurrence of the non-conformity. <p>c.) documenting a process for identifying and implementing Preventive Actions to eliminate the occurrence of potential non-conformities in the Quality Management System that includes:</p> <ul style="list-style-type: none"> i) reviewing potential non-conformities that are identified to determine if preventive actions may be necessary, ii) documenting the outcome of the review, including the action(s), if any, 	<p>Events document reviewed – New item “Cyber Security” to be added to OP and reviewed during risk assessment review activity.</p> <p>Rep reviewed guidelines: Residential water testing, and Laboratory update bulletin: Drinking water testing, Issue 1</p> <p>Check list to be developed to identify key DWQMS tasks to be completed annually.</p>			

DWQMS Requirement	Findings	Degree of Conformance		
		Conformance	Partial Conforms	Non-conforming
<p>that will be taken to prevent a non-conformity from occurring, and</p> <p>iii) reviewing the action(s) taken to prevent a non-conformity, verifying that they are implemented and are effective in preventing the occurrence of the non-conformity.</p> <p>DO – The Operating Authority shall strive to continually improve the effectiveness of its Quality Management System by implementing and conforming to the procedure.</p>				

NON-CONFORMANCES

CAR # 2020-02 - Carried Forward CAR # 2020-02

The audit noted that there continues to be difficulty completing scheduled mechanical maintenance activities at the WFP. Upon the completion of the hiring of a new licenced operator (Fall 2022), discussions should begin with respect to the creation of a Mechanical Technician position for the WFP in order improve the manner in which preventative maintenance work orders are completed.

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ACTION PLAN:	ASSIGNED TO:	COMPLETION DATE
OFI-2022 -01 Appendix 6D – Distribution System Plan requires some updating. Recent move to GIS online requires staff training on new system.	GIS Summer Student	Summer 2023
OFI-2022-02 - Element 7&8 will require updating to include new requirement to assess “cybersecurity threats”. Item identified by external auditor	QMS Rep	December 2022 – risk assessment meeting
OFI-2022 -03 - Hydrant numbering stickers	Ryan Wall / Steve/ Deanna N / Distribution Operators	During Spring 2023 Flushing
OFI-2022-04 - Chlorine meter standards (use procedure to be developed)	QMS Rep / WFP Operators	Spring 2023

Revision Control Sheet

Review Date	Revisions Issued	Effective Date	Reviewed By	Revised By
Dec 5, 2013	Template Updates	Dec 5, 2013	GB	DS
Dec 8, 2014	Addition of action items table to template	Dec 8, 2014	GB	DS
Dec 5, 2017	Template Elements updated to include new DWQMS 2.0 standards	Dec 5, 2017	JS	DN

Audit Report

Systems Audit for

The Corporation of the Town of Arnprior

1649975-02

Audited Address: Arnprior, Ontario, CAN, K7S 1C9

Start Date: Oct 21, 2022 End Date: Oct 21, 2022

Type of audit:
System (Stage 1)

Issue Date: October 22, 2022

Revision Level: *Final*

BACKGROUND INFORMATION

SAI Global conducted an audit of The Corporation of the Town of Arnprior beginning on Oct 21, 2022 and ending on Oct 21, 2022 to DRINKING WATER QUALITY MANAGEMENT STANDARD VERSION 2 - 2017.

The purpose of this audit report is to summarise the degree of conformity with relevant criteria, as defined on the cover page of this report, based on the evidence obtained during the audit of your organization. This audit report considers your organization's policies, objectives, and continual improvement processes. Comments may include how suitable the objectives selected by your organization appear to be in regard to maintaining customer satisfaction levels and providing other benefits with respect to policy and other external and internal needs. We may also comment regarding the measurable progress you have made in reaching these targets for improvement.

SAI Global audits are carried out within the requirements of SAI Global procedures that also reflect the requirements and guidance provided in the international standards relating to audit practice such as ISO/IEC 17021-1, ISO 19011 and other normative criteria. SAI Global Auditors are assigned to audits according to industry, standard or technical competencies appropriate to the organization being audited. Details of such experience and competency are maintained in our records.

In addition to the information contained in this audit report, SAI Global maintains files for each client. These files contain details of organization size and personnel as well as evidence collected during preliminary and subsequent audit activities (Documentation Review and Scope) relevant to the application for initial and continuing certification of your organization.

Please take care to advise us of any change that may affect the application/certification or may assist us to keep your contact information up to date, as required by SAI Global Terms and Conditions.

This report has been prepared by SAI Global Limited (SAI Global) in respect of a Client's application for assessment by SAI Global. The purpose of the report is to comment upon evidence of the Client's conformity with the standards or other criteria specified. The content of this report applies only to matters, which were evident to SAI Global at the time of the audit, based on sampling of evidence provided and within the audit scope. SAI Global does not warrant or otherwise comment upon the suitability of the contents of the report or the certificate for any particular purpose or use. SAI Global accepts no liability whatsoever for consequences to, or actions taken by, third parties as a result of or in reliance upon information contained in this report or certificate.

Please note that this report is subject to independent review and approval. Should changes to the outcomes of this report be necessary as a result of the review, a revised report will be issued and will supersede this report.

Standard:	DRINKING WATER QUALITY MANAGEMENT STANDARD VERSION 2 - 2017
Scope of Certification:	Drinking Water Treatment and Distribution
Drinking Water System Owner:	Town of Arnprior
Operating Authority:	Town of Arnprior Waterworks
Owner:	Town of Arnprior
Population Services:	8,114
Activities:	Treatment & Distribution
Drinking Water Systems	Walter E. Prentice Water Filtration Plant and Distribution System

Total audit duration:	Person(s): 1	Day(s): 0.50
Audit Team Member(s):	Team Leader	Brigitte Roth

Other Participants: No other participants.

Audit Report

Definitions and action required with respect to audit findings

Major Non-conformance:

Based on objective evidence, the absence of, or a significant failure to implement and/or maintain conformance to requirements of the applicable standard. Such issues may raise significant doubt as to the capability of the management system to achieve its intended outputs (i.e. the absence of or failure to implement a complete Management System clause of the standard); or

A situation which would on the basis of available objective evidence, raise significant doubt as to the capability of the Management System to achieve the stated policy and objectives of the customer.

NOTE: The "applicable Standard" is the Standard which SAI Global are issuing certification against, and may be a Product Standard, a management system Standard, a food safety Standard or another set of documented criteria.

Action required: This category of findings requires SAI Global to issue a formal NCR; to receive and approve client's proposed correction and corrective action plans; and formally verify the effective implementation of planned activities. Correction and corrective action plan should be submitted to SAI Global prior to commencement of follow-up activities as required. Follow-up action by SAI Global must 'close out' the NCR or reduce it to a lesser category **within 90 days for initial certification and within 60 days for surveillance or re-certification audits, from the last day of the audit.**

If significant risk issues (e.g. safety, environmental, food safety, product legality/quality, etc.) are detected during an audit these shall be reported immediately to the Client and more immediate or instant correction shall be requested. If this is not agreed and cannot be resolved to the satisfaction of SAI Global, immediate suspension shall be recommended.

In the case of initial certification, failure to close out NCR within the time limits means that the Certification Audit may be repeated.

If significant risk issues (e.g. safety, environmental, food safety, product legality/quality, etc.) are detected during an audit these shall be reported immediately to the Client and more immediate or instant correction shall be requested. If this is not agreed and cannot be resolved to the satisfaction of SAI Global, immediate suspension shall be recommended.

In the case of an already certified client, failure to close out NCR within the time limits means that suspension proceedings may be instituted by SAI Global.

Follow-up activities incur additional charges.

Minor Non-conformance:

Represents either a management system weakness or minor issue that could lead to a major nonconformance if not addressed. Each minor NC should be considered for potential improvement and to further investigate any system weaknesses for possible inclusion in the corrective action program

Action required: This category of findings requires SAI Global to issue a formal NCR; to receive and approve client's proposed correction and corrective action plans; and formally verify the effective implementation of planned activities at the next scheduled audit.

Opportunity for Improvement:

A documented statement, which may identify areas for improvement however shall not make specific recommendation(s).

Action required: Client may develop and implement solutions in order to add value to operations and management systems. SAI Global is not required to follow-up on this category of audit finding.

Audit Type and Purpose

Systems Audit:

A desktop audit of the operational plan for the subject system to assess whether the documented QMS meets the PLAN requirements of the DWQMS V2.

Audit Objectives:

The objective of the audit was to determine whether the drinking water Quality Management System (QMS) of the subject system conforms to the requirements of the Ontario Ministry of the Environment, Conservation & Parks' (MECP's) Drinking Water Quality Management Standard (DWQMS V2).

The audit was also intended to gather the information necessary for SAI Global to assess whether accreditation can continue or be offered or to the operating authority.

Audit Scope:

The documented information associated with the operating authority's QMS were objectively evaluated to obtain audit evidence and to determine a) whether the quality management activities and related results conform with DWQMS V2 requirements, and b) if they have been effectively implemented and/or maintained.

Audit Criteria:

- The Drinking Water Quality Management Standard Version 2
- Current QMS manuals, procedures and records implemented by the Operating Authority
- SAI Global Accreditation Program Handbook

Confidentiality and Documentation Requirements:

The SAI Global stores their records and reports to ensure their preservation and confidentiality. Unless required by law, the SAI Global will not disclose audit records to a third party without prior written consent of the applicant. The only exception will be that the SAI Global will provide audit and corrective action reports to the Ontario Ministry of the Environment, Conservation & Parks (MECP). For more information, please refer to the SAI Global Accreditation Program Handbook.

As part of the SAI Global Terms, it is necessary for you to notify SAI Global of any changes to your Quality Management System that you believe are significant enough to risk non-conformity with DWQMS V2: For more information, please refer to the SAI Global Accreditation Program Handbook.

Review of any changes:

There have been no changes to the Operating Authority since the last audit.

EXECUTIVE OVERVIEW

The objective of this System audit (Stage 1) was to review the management system and processes, confirm the scope for accreditation, and determine the organization's preparedness for the on-site verification audit (Stage 2). In addition, it allowed for the review of the adequacy of the SAI Global audit program and resources for the audit including confirming and preparing the draft audit plan. The results of this System (Stage 1) audit indicate that the organization is now ready for an on-site accreditation (Stage 2) audit.

Opportunities for Improvement:

The following opportunities for improvement have been identified.

- **Element 1:** To improve meeting the requirements of the Ministry's [latest Director's Directions](#), consider including a copy of the [Subject System Description Form](#) in the OP and confirming that the OP version audited by the accreditation body is retained for 10 years.
- **Element 7 & 8:** Section 8.5 of the PW-DWQMS-07 procedure and PW-DWQMS-FR6 checklist should now include "cybersecurity threats" as this hazardous event was added in spring 2022 as part of the [MECP's "Potential Hazardous Events..." document](#).

The next risk assessment review should consider "cybersecurity threats" as this hazardous event was added in spring 2022 as part of the [MECP's "Potential Hazardous Events..." document](#).

- **Element 8 & 15:** In PW-DWQMS-SOP5, consideration should be given to setting the CCL in line with the "acceptable disinfectant concentration" definition included in the Ministry's [2020 Watermain Disinfection Procedure](#).

Also, consideration could be given to updating the form in Appendix 15D Chlorine Residuals Monitoring so that the reference to Combined Chlorine levels is in line with the "acceptable disinfectant concentration" definition included in the Ministry's [2020 Watermain Disinfection Procedure](#).

- **Element 11:** Consider describing in OP s.8.11 Personnel Coverage and/or PW-DWQMS-11 Personnel Coverage procedure the latest provisions and Ministry requirements in the use of "emergency substitute operators" as now more fully described in [O. Reg. 128/04](#) and [O. Reg. 129/04](#) (the links provided are to the Environmental Registry decision notices).
- **Element 17:** Consider updating s.8.2 of PW-DWQMS-17 to also reflect the calibration requirements specified in the MDWL's Schedule C s.4.0 Calibration of CT Monitoring System.

It is suggested that the opportunities for improvement be considered by management to further enhance the Operating Authority's Quality Management System and performance.

Management System Documentation:

The management system operational plan was reviewed and found to be in conformity with the requirements of the standard.

Management Review:

Records of the last management review meeting will be reviewed during the re-accreditation audit. All inputs will be reviewed to ensure they are reflected in the records and appear suitably managed as reflected by resulting actions and decisions.

Internal Audits:

Records of internal audits will be reviewed during the re-accreditation audit to ensure conformity to planned arrangements, the requirements of the standard and the established management system.

Corrective, Preventive Action & Continual Improvement Processes:

The effectiveness of the continual improvement process will be evaluated during the re-accreditation audit: through the use of the quality policy, quality objectives, audit results, data analysis, the appropriate management of corrective / preventive actions and management review.

Summary of Findings

1. Quality Management System	OFI
2. Quality Management System Policy	Conforms
3. Commitment and Endorsement	Conforms
4. Quality Management System Representative	Conforms
5. Document and Records Control	Conforms
6. Drinking Water System	Conforms
7. Risk Assessment	OFI
8. Risk Assessment Outcomes	OFI x 2
9. Organizational Structure, Roles, Responsibilities and Authorities	Conforms
10. Competencies	Conforms****
11. Personnel Coverage	OFI
12. Communications	Conforms****
13. Essential Supplies and Services	Conforms****
14. Review and Provision of Infrastructure	Conforms****
15. Infrastructure Maintenance, Rehabilitation & Renewal	OFI****
16. Sampling, Testing and Monitoring	Conforms****
17. Measurement & Recording Equipment Calibration and Maintenance	OFI****
18. Emergency Management	Conforms
19. Internal Audits	Conforms****
20. Management Review	Conforms****
21. Continual Improvement	Conforms****
Major NCR #	Major non-conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor non-conformities; or (c) a minor non-conformity identified with a corrective action request has not been remedied.
Minor NCR #	Minor non-conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.
OFI	Opportunity for improvement. Conforms to requirement, but there is an opportunity for improvement.
Conforms	Conforms to requirement.
NANC	Not applicable/Not Covered during this audit.
****	Additional comment added by auditor in the body of the report.

PART D. Audit Observations, Findings and Comments

DWQMS Reference:	1 Quality Management System
Client Reference:	Operational Plan for the Walter E. Prentice Water Filtration Plant and Distribution System (OP), dated October 19, 2022 Availability of the OP at Town-of-Arnrior-DWQMS-Operational-Plan , accessed on October 21, 2022
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the Operational Plan's (OP's) conformity against the requirements of the latest Director's Directions (e.g. single OP, version # / date embedded in electronic copy, title page with DWS described, retained for 10 years, Subject System Description Form).</p> <p>Noted availability of the OP at Town-of-Arnrior-DWQMS-Operational-Plan (2021 version), accessed on October 21, 2022.</p> <p>OFI: To improve meeting the requirements of the Ministry's latest Director's Directions, consider including a copy of the Subject System Description Form in the OP and confirming that the OP version audited by the accreditation body is retained for 10 years.</p> <p>Evaluated documented information related to elements 2-21 and confirmed that the Operational Plan effectively documents the requirements of DWQMS V2.</p>	

DWQMS Reference:	2 Quality Management System Policy
Client Reference:	OP s.8.2 QMS Policy Element 2 - PWDWQMS-02 - Quality Management System Policy (arnrior.ca) , accessed on October 21, 2022
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the QMS Policy and confirmed it includes the required commitments of this element.</p>	

DWQMS Reference:	3 Commitment and Endorsement
Client Reference:	OP s.8.3 Commitment and Endorsement QMS-Commitment-and-Endorsement-Policy-(signed).pdf (arnrior.ca) , accessed on October 21, 2022
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and confirmed that the written endorsement is signed by Top Management and the Owner. Confirmed that the signatories are current to spring 2022.</p> <p>Upcoming 2022 elections will require re-endorsement.</p>	

DWQMS Reference:	4 Quality Management System Representative
Client Reference:	OP s.8.4 QMS Representative PW-DWQMS-04 Appointment of QMS Representative Policy
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed client references and required aspects of the DWQMS element are included. The Environmental Engineering Officer is the QMS Representative, and the Engineering Officer is the Alternate QMS Representative.</p> <p>The QMS Rep's duties are listed in this section.</p>	

DWQMS Reference:	5 Document and Record Control
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Client Reference:	OP s.8.5 Document and Records Control PW-DWQMS-05 Document and Record Control Procedure
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed client references and required aspects of the DWQMS element are included.</p>	

DWQMS Reference:	6 Drinking Water System
Client Reference:	OP s.8.6 Drinking Water System PW-DWQMS-06 Drinking Water System
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included.</p> <p>The DWS description describes a surface water source from the Madawaska River with raw water characteristics that are relatively stable throughout the year and raw water pH varying seasonally (highest in fall and lowest in winter). Significant rain events contribute to largest changes, when pH decreases and colour & turbidity increase. Upstream is OPG hydro generating station and dam located within 900m upstream of the intake. The confluence of Madawaska and Ottawa rivers are located approx. 2 kms downstream of the raw water intake as is Arnprior's WWPC. THM's in the distribution system may be formed – chloramination upgrades undertaken in 2005 consistently reduced THM levels to below current criterion. Elevated Lead concentrations are from older homes' services, predominantly due to leaching from private plumbing. Corrosion Control Plan upgrades were completed in 2016-2017.</p> <p>Treatment is provided with chemically assisted filtration to pipe network through high lift pumps. An elevated storage tank is also located within the distribution system. WTP process is described from raw water, treatment (incl. chemical dosages, Actiflo steps, filtration steps) to primary and secondary disinfection steps, water storage and transmission. Components of the distribution system are described – 60 kms of watermain varying in material – mostly 150mm diameter pipe.</p>	

DWQMS Reference	7 Risk Assessment
Client Reference:	OP s.8.7 Risk Assessment PW-DWQMS-07 Risk Assessment Procedure PW-DWQMS-FR6 Risk Assessment Checklist PW-DWQMS-FR10 Risk Assessment Validity Form
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included.</p> <p>OFI: Section 8.5 of the PW-DWQMS-07 procedure and PW-DWQMS-FR6 checklist should now include "cybersecurity threats" as this hazardous event was added in spring 2022 as part of the MECP's "Potential Hazardous Events..." document.</p>	

DWQMS Reference:	8 Risk Assessment Outcomes
Client Reference:	OP s.8.8 Risk Assessment Outcomes PW-DWQMS-08 Risk Assessment Outcomes Procedure PW-DWQMS-SOP2 Filter Effluent Turbidity Critical Limit Response PW-DWQMS-SOP3 Primary Disinfection Critical Limit Response PW-DWQMS-SOP4 Distribution System Pressure Critical Limit Response PW-DWQMS-SOP5 Secondary Disinfection Critical Limit Response PW-DWQMS-SOP6 Raw Water Pipe Collapse Critical Limit Response

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	PW-DWQMS-SOP15 Low CT Response PW-DWQMS-SOP16 Shallow Main Freeze and Break
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and noted that most of MECP's "Potential Hazardous Events for Municipal Residential Drinking Water Systems" have been considered and incorporated into the risk assessment outcomes.</p> <p>OFI: The next risk assessment review should consider "cybersecurity threats" as this hazardous event was added in spring 2022 as part of the MECP's "Potential Hazardous Events..." document.</p> <p>OFI: In PW-DWQMS-SOP5, consideration should be given to setting the CCL in line with the "acceptable disinfectant concentration" definition included in the Ministry's 2020 Watermain Disinfection Procedure.</p>	

DWQMS Reference:	9 Organizational Structure, Roles, Responsibility and Authorities
Client Reference:	OP s.8.9 Organizational Structure, Roles, Responsibilities and Authorities PW-DWQMS-09 Organizational Structures, Roles, Responsibilities, and Authorities
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. Upcoming 2022 elections will require communicating to the owner about their roles/responsibilities.</p>	

DWQMS Reference:	10 Competencies
Client Reference:	OP s.8.10 Competencies PW-DWQMS-10 Competencies Procedure
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. Describes WT Class III and WD Class I. Minimum OIT's to be considered an operator. Skills and knowledge are described for WTP operators, Waterworks Supervisor, Distribution Operator, Roads and Services Supervisor.</p> <p>Note: Auditor will spend some time reviewing the records of competencies and training during the re-accreditation audit.</p>	

DWQMS Reference:	11 Personnel Coverage
Client Reference:	OP s.8.11 Personnel Coverage PW-DWQMS-11 Personnel Coverage Procedure
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. Noted reference to regular hours and on-call process for after hours. Description of ORO, OIC in accordance with O. Reg. 128/04.</p> <p>OFI: Consider describing in OP s.8.11 Personnel Coverage and/or PW-DWQMS-11 Personnel Coverage procedure the latest provisions and Ministry requirements in the use of "emergency substitute operators" as now more fully described in O. Reg. 128/04 and O. Reg. 129/04 (the links provided are to the Environmental Registry decision notices).</p>	

DWQMS Reference:	12 Communications
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Client Reference:	OP s.8.12 Communications PW-DWQMS-12 Communications Procedure
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included (e.g. reporting to owner via council meetings, reports, e-mails, OP, etc.; staff communications via orientation sessions, OP, SOP's available; public communications via website, minutes of council meetings; and suppliers via QMS policy and Essential Supplier Letter, Form 22.</p> <p>Note: Auditor will spend some time reviewing the records of communications during the re-accreditation audit.</p>	

DWQMS Reference:	13 Essential Supplies and Services
Client Reference:	OP s.8.13 Essential Supplies and Services PW-DWQMS-13 Essential Supplies and Services Procedures PW-DWQMS-FR12 DW Treatment Chemical Receiving Checklist DWQMS FR22 Essential Supplier Letter DWQMS FR25 Developer Owner Letter
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included.</p> <p>Note: Auditor will spend some time reviewing the evidence of verifying the quality of essential supplies during the re-accreditation audit.</p>	

DWQMS Reference:	14 Review and Provision of Infrastructure
Client Reference:	OP s.8.14 Review and Provision of Infrastructure PW-DWQMS-14 Review and Provision of Infrastructure Procedure PW-DWQMS-FR23 Review and Provision of Infrastructure Annual Meeting Infrastructure Review Meeting notes, dated October 11, 2022
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. Annually, the General Manager of Operations schedules a meeting with Waterworks and Roads & Services Supervisors to conduct a review of the condition of infrastructure.</p> <p>Recommendations are based on: outcomes of the risk assessment, past maintenance activities, planned maintenance on roads and sewer systems, MECP inspections, staff suggestions, water quality trends, consumer complaints, planned population growth. This process links to the 10-year replacement forecast and annual budget processes.</p> <p>Note: Auditor will spend some time reviewing the records of infrastructure reviews during the re-accreditation audit.</p>	

DWQMS Reference:	15 Infrastructure Maintenance, Rehabilitation and Renewal
Client Reference:	OP s.8.15 Infrastructure Maintenance, Rehabilitation and Renewal PW-DWQMS-15 Infrastructure Maint., Rehab. and Renewal Procedure PW-DWQMS-FR15 Valve Maintenance Program PW-DWQMS-FR16 Hydrant Flushing Record PW-DWQMS-FR24 Fire Flow Monitoring Record PW-DWQMS-FR26 Chlorine Residuals Monitoring Record

Details: (personnel interviewed, procedures, activities and records observed)

Reviewed the client references and required aspects of the DWQMS element are included.

References the town's DWWP and the various conditions under which a Schedule C amendment is required, along with the completion of Director Notifications, and Forms 1, 2, 3. The verification of completed forms for infrastructure changes are reviewed and confirmed by the QMS Rep.

Planned infrastructure maintenance activities are presented to council for authorization of major maintenance activities. Once authorized, work orders / schedules are distributed to certified operators who complete the maintenance work. Ongoing maintenance records are reviewed by supervisors to evaluate the ongoing needs of the maintenance programs.

Unplanned maintenance activities are authorized and approved by the GM in accordance with the Town's procurement policy. Unplanned maintenance activities are reviewed during annual infrastructure reviews.

Planned maintenance includes hydrant flushing, valve exercising and fire flow testing. New construction and work to existing structures comply with all applicable legislative requirements.

Planned maintenance at facilities includes visual inspections, lubrication, fluid changes and completion of equipment manufacturers' recommendations.

Unplanned maintenance is described (e.g. watermain breaks, replacements of valves / hydrants, breakdown of equipment, etc.).

Infrastructure renewal and rehabilitation priorities are identified with the 10-year plan and linked to the annual budget process. Once approved by council, the GM creates implementation plans, timelines and submits applications for grants as available. Certified operators or other public works staff are assigned to oversee projects.

Long-Term Forecast of Maintenance, Rehab and Renewal activities are identified through 20-year long range capital forecasts and based on the Town's AMP that is updated on an annual basis.

OFI: Consider updating the form in Appendix 15D Chlorine Residuals Monitoring so that the reference to Combined Chlorine levels is in line with the "acceptable disinfectant concentration" definition included in the Ministry's [2020 Watermain Disinfection Procedure](#).

Note: Auditor will spend some time reviewing the records of maintenance during the re-accreditation audit.

DWQMS Reference:	16 Sampling, Testing and Monitoring
Client Reference:	OP s.8.16 Sampling, Testing and Monitoring PW-DWQMS-16 Sampling and Testing Procedure PW-DWQMS-22 Monitoring Procedure PW-DWQMS-SOP7 Sampling and Testing Program Procedure

Details: (personnel interviewed, procedures, activities and records observed)

Reviewed the client references and required aspects of the DWQMS element are included.

PW-DWQMS-16 references routine sampling conducted by certified operators, tested by accredited laboratories (with exception of chlorine residuals carried-out in-house), legislative requirements are reviewed annually (based on current population, new locations), sampling following maintenance and new watermains, AWQI's are responded-to and reported as required under provincial regulations.

Appendix 16A describes the parameters, sample types, frequency and test sources for each of the tables. Table 1 summarizes raw water sampling, Table 2 summarizes treated water sampling, Table 3 – summarizes treated water from selected points in the distribution system, and Tables 4-5 summarizes residuals sampling program sample points.

PW-DWQMS-22 describes the WTP's continuous monitoring equipment and Table 1 lists equipment / rooms and related monitoring instructions.

Note: Auditor will spend some time reviewing the records of sampling, monitoring and testing

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during the re-accreditation audit.

DWQMS Reference:	17 Measurement and Recording Equipment Calibration and Maintenance
Client Reference:	OP s.8.17 Measurement & Recording Equipment Calibration and Maintenance PW-DWQMS-17 Measurement and Recording Equipment Calibration and Maintenance Procedure
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. A list of equipment requiring calibrations and/or verifications is listed to include: colorimeters, turbidimeters, pH meters, pressure gauges, continuous chlorine residual analyzers, continuous turbidimeters, and flow meters.</p> <p>The Waterworks Supervisor maintains the calibration schedule and an external schedule contractor is contacted who carries out the maintenance and calibration activities. Each equipment also has an accuracy / verification schedule which identifies the types of equipment, frequency of accuracy / verification checks as well as the most recent accuracy / verification check.</p> <p>PW-DWQMS-17 s.8.2.4 references that the frequency of calibration shall be the frequency specified in O. Reg. 170/03 or as suggested by the equipment manufacturer, whichever is more often.</p> <p>OFI: Consider updating s.8.2 of PW-DWQMS-17 to also reflect the calibration requirements specified in the MDWL's Schedule C s.4.0 Calibration of CT Monitoring System.</p> <p>Note: Auditor will spend some time reviewing the records of instrument verifications and calibrations during the re-accreditation audit.</p>	

DWQMS Reference:	18 Emergency Management
Client Reference:	OP s.8.18 Emergency Management PW-DWQMS-18 Emergency Management Procedure PW-DWQMS-SOP8 Weather Related or Natural Causes Emergencies PW-DWQMS-SOP9 Security Breach Emergencies PW-DWQMS-SOP10 Power Failure Emergencies PW-DWQMS-SOP11 Pandemic Emergencies PW-DWQMS-SOP12 Source Water Contamination Emergencies PW-DWQMS-FR21 Emergency Procedure Evaluation Form Emergency Response Training and Testing, dated October 30, 2020
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. References the risk assessment outcomes for the list of the potential hazardous situations and service interruptions that could potentially affect the safety of drinking water. Emergency situations are listed in the emergency procedure along with up-to-date internal and external contact lists.</p> <p>Categories of emergency categories are described with corresponding contingencies in place, including weather related / natural causes, security breach, power failure, pandemic, source water contamination, major fire, terrorism. Internal and External emergency contacts for water are listed. Reviews of potential emergency situations are conducted by the GM once per calendar year, reviewing roles, responsibilities, authorities, and potential emergency situations. Staff training includes awareness of emergency procedures and at orientations.</p>	

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DWQMS Reference:	19 Internal Audits
Client Reference:	OP s.19 Internal Audits PW-DWQMS-19 Internal Audits Procedure PW-DWQMS-FR7 Internal Audit Checklist PW-DWQMS-FR4 Internal Audit Schedule PW-DWQMS-FR5 Corrective Action Request Form
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. Internal audits are conducted at least once every calendar year by the QMS Rep and others who have conducted DWQMS Internal Auditor training and/or others who have conducted internal audits for their operating authorities. Previous internal / external audit results are reviewed as well as conformity against the DWQMS (using an audit checklist). Opening and closing meetings are held and the audit report includes the completed checklist along with other applicable docs. Any non-conformities with the OA's QMS and DWQMS are identified and CARs may be issued.</p> <p>Note: Auditor will spend some time reviewing the status on the previous audit findings in the interview with the QMS Representative during the re-accreditation audit.</p>	

DWQMS Reference:	20 Management Review
Client Reference:	OP s.20 Management Review PW-DWQMS-20 Management Review Procedure PW-DWQMS-FR8 Top Management Review Form E-mail communication dated October 21, 2022 re: Management Review
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. Discussed the Management Review missed during the QMS Rep's absence (early 2022 for the preceding year) – preventive actions include a high-level checklist of QMS activities (e.g. meetings, audits, etc.) that need to be completed each calendar year. The 2022 Management Review is normally planned in December or first week back in January following completion of internal and external audits.</p> <p>Note: Auditor will spend some time reviewing the records of the previous management review during the re-accreditation audit.</p>	

DWQMS Reference:	21 Continual Improvement
Client Reference:	OP s.8.21 Continual Improvement PW-DWQMS-21 Continual Improvement Procedure S2 Surveillance Audit by SAI Global, dated November 15, 2021
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Reviewed the client references and required aspects of the DWQMS element are included. S2 Surveillance Audit by SAI Global, dated November 15, 2021 identified no non-conformities and no opportunities for improvement.</p> <p>Note: Auditor will spend some time reviewing how continual improvement is tracked and measured during the re-accreditation audit.</p>	

Details regarding the personnel interviewed and objective evidence reviewed are maintained on file at SAI Global.

Audit Report

This report was prepared by:

Brigitte Roth
SAI Global Management Systems Auditor

The audit report is distributed as follows:

- SAI Global
- Operating Authority
- Owner
- MECP

Notes

Copies of this report distributed outside the organization must include all pages.

Audit Report

Re-Accreditation Audit for

The Corporation of the Town of Arnprior

1649975-02

Audited Address: Arnprior, Ontario, CAN, K7S 1C9

Start Date: Oct 24, 2022 End Date: Nov 02, 2022

Type of audit:

Initial Verification Audit

Issue Date: Nov 06, 2022

Revision Level: *Final*

BACKGROUND INFORMATION

SAI Global conducted an audit of The Corporation of the Town of Arnprior beginning on Oct 24, 2022 and ending on Nov 02, 2022 to DRINKING WATER QUALITY MANAGEMENT STANDARD VERSION 2 - 2017.

The purpose of this audit report is to summarise the degree of conformity with relevant criteria, as defined on the cover page of this report, based on the evidence obtained during the audit of your organization. This audit report considers your organization's policies, objectives, and continual improvement processes. Comments may include how suitable the objectives selected by your organization appear to be in regard to maintaining customer satisfaction levels and providing other benefits with respect to policy and other external and internal needs. We may also comment regarding the measurable progress you have made in reaching these targets for improvement.

SAI Global audits are carried out within the requirements of SAI Global procedures that also reflect the requirements and guidance provided in the international standards relating to audit practice such as ISO/IEC 17021-1, ISO 19011 and other normative criteria. SAI Global Auditors are assigned to audits according to industry, standard or technical competencies appropriate to the organization being audited. Details of such experience and competency are maintained in our records.

In addition to the information contained in this audit report, SAI Global maintains files for each client. These files contain details of organization size and personnel as well as evidence collected during preliminary and subsequent audit activities (Documentation Review and Scope) relevant to the application for initial and continuing certification of your organization.

Please take care to advise us of any change that may affect the application/certification or may assist us to keep your contact information up to date, as required by SAI Global Terms and Conditions.

This report has been prepared by SAI Global Limited (SAI Global) in respect of a Client's application for assessment by SAI Global. The purpose of the report is to comment upon evidence of the Client's conformity with the standards or other criteria specified. The content of this report applies only to matters, which were evident to SAI Global at the time of the audit, based on sampling of evidence provided and within the audit scope. SAI Global does not warrant or otherwise comment upon the suitability of the contents of the report or the certificate for any particular purpose or use. SAI Global accepts no liability whatsoever for consequences to, or actions taken by, third parties as a result of or in reliance upon information contained in this report or certificate.

Please note that this report is subject to independent review and approval. Should changes to the outcomes of this report be necessary as a result of the review, a revised report will be issued and will supersede this report.

Standard:	DRINKING WATER QUALITY MANAGEMENT STANDARD VERSION 2 - 2017
Scope of Certification:	Drinking Water Treatment and Distribution
Drinking Water System Owner:	Town of Arnprior
Operating Authority:	Town of Arnprior Waterworks
Owner:	Town of Arnprior
Population Services:	8,114
Activities:	Treatment & Distribution
Drinking Water Systems	Walter E. Prentice Water Filtration Plant and Distribution System

Total audit duration:	Person(s): 1	Day(s): 0.63
Audit Team Member(s):	Team Leader	Brigitte Roth

Other Participants: No other participants.

Audit Report

Definitions and action required with respect to audit findings

Major Non-conformance:

Based on objective evidence, the absence of, or a significant failure to implement and/or maintain conformance to requirements of the applicable standard. Such issues may raise significant doubt as to the capability of the management system to achieve its intended outputs (i.e. the absence of or failure to implement a complete Management System clause of the standard); or

A situation which would on the basis of available objective evidence, raise significant doubt as to the capability of the Management System to achieve the stated policy and objectives of the customer.

NOTE: The "applicable Standard" is the Standard which SAI Global are issuing certification against, and may be a Product Standard, a management system Standard, a food safety Standard or another set of documented criteria.

Action required: This category of findings requires SAI Global to issue a formal NCR; to receive and approve client's proposed correction and corrective action plans; and formally verify the effective implementation of planned activities. Correction and corrective action plan should be submitted to SAI Global prior to commencement of follow-up activities as required. Follow-up action by SAI Global must 'close out' the NCR or reduce it to a lesser category **within 90 days for initial certification and within 60 days for surveillance or re-certification audits, from the last day of the audit.**

If significant risk issues (e.g. safety, environmental, food safety, product legality/quality, etc.) are detected during an audit these shall be reported immediately to the Client and more immediate or instant correction shall be requested. If this is not agreed and cannot be resolved to the satisfaction of SAI Global, immediate suspension shall be recommended.

In the case of initial certification, failure to close out NCR within the time limits means that the Certification Audit may be repeated.

If significant risk issues (e.g. safety, environmental, food safety, product legality/quality, etc.) are detected during an audit these shall be reported immediately to the Client and more immediate or instant correction shall be requested. If this is not agreed and cannot be resolved to the satisfaction of SAI Global, immediate suspension shall be recommended.

In the case of an already certified client, failure to close out NCR within the time limits means that suspension proceedings may be instituted by SAI Global.

Follow-up activities incur additional charges.

Minor Non-conformance:

Represents either a management system weakness or minor issue that could lead to a major nonconformance if not addressed. Each minor NC should be considered for potential improvement and to further investigate any system weaknesses for possible inclusion in the corrective action program

Action required: This category of findings requires SAI Global to issue a formal NCR; to receive and approve client's proposed correction and corrective action plans; and formally verify the effective implementation of planned activities at the next scheduled audit.

Opportunity for Improvement:

A documented statement, which may identify areas for improvement however shall not make specific recommendation(s).

Action required: Client may develop and implement solutions in order to add value to operations and management systems. SAI Global is not required to follow-up on this category of audit finding.

Audit Type and

On-site Verification Audit:

An on-site audit to assess whether a QMS has been implemented for the subject system that meets the “DO” requirements of the DWQMS V2.

Audit Objectives:

The objective of the audit was to determine whether the drinking water Quality Management System (QMS) of the subject system conforms to the requirements of the Ontario Ministry of the Environment, Conservation & Parks’ (MECP’s) Drinking Water Quality Management Standard (DWQMS V2).

The audit was also intended to gather the information necessary for SAI Global to assess whether accreditation can continue or be offered or to the operating authority.

Audit Scope:

The facilities and processes associated with the operating authority’s QMS were objectively evaluated to obtain audit evidence and to determine a) whether the quality management activities and related results conform with DWQMS V2 requirements, and b) if they have been effectively implemented and/or maintained.

Audit Criteria:

- The Drinking Water Quality Management Standard Version 2
- Current QMS manuals, procedures and records implemented by the Operating Authority
- SAI Global Accreditation Program Handbook

Confidentiality and Documentation Requirements:

The SAI Global stores their records and reports to ensure their preservation and confidentiality. Unless required by law, the SAI Global will not disclose audit records to a third party without prior written consent of the applicant. The only exception will be that the SAI Global will provide audit and corrective action reports to the Ontario Ministry of the Environment, Conservation & Parks (MECP). For more information, please refer to the SAI Global Accreditation Program Handbook.

As part of the SAI Global Terms, it is necessary for you to notify SAI Global of any changes to your Quality Management System that you believe are significant enough to risk non-conformity with DWQMS V2: For more information, please refer to the SAI Global Accreditation Program Handbook.

Review of any changes:

There have been no changes to the Operating Authority since the last audit.

EXECUTIVE OVERVIEW

Based on the results of this on-site verification audit (Stage 2) and the results of the System audit (Stage 1), it has been determined that the management system is effectively implemented and meets the requirements of the standard relative to the scope of accreditation identified in this report; therefore, a recommendation for continued accreditation will be submitted to SAI Global review team.

Opportunities for Improvement:

The following opportunities for improvement have been identified.

- **EI. 5:** Consider using SharePoint to improve availability of documented information to operators (noted Microsoft products are used – SharePoint may be an available option through corporate Microsoft account).
- **EI. 15:** Consider including the chlorinators' annual service on a maintenance reminder schedule.
- **EI. 17:** Consider using DPD-Chlorine-LR Secondary Standards for ongoing verification of colorimeters (and note the certificate of analysis included inside that confirms acceptable ranges specific to the lot #).
- **EI. 17:** Consider adding the level transducer for Clearwell #1 and #2 (as back-up) to the list of calibrated equipment that forms part of the monitoring system for CT (as required by MDWL Schedule C s.4.0 Calibration of CT Monitoring System).

It is suggested that the opportunities for improvement be considered by management to further enhance the Operating Authority's Quality Management System and performance.

Management System Documentation:

The management system operational plan was reviewed and found to be in conformity with the requirements of the standard.

Management Review:

Documented information related to management review meetings were reviewed and found to meet the requirements of the standard. All inputs are reflected and appear suitably managed as reflected by action plans, assignments and completion dates.

Internal Audits:

Internal audits are being conducted at planned intervals to ensure conformity to planned arrangements, the requirements of the standard and the established management system.

Corrective, Preventive Action & Continual Improvement Processes:

The Operating Authority is implementing an effective process for the continual improvement of the management system through the use of the quality policy, quality objectives, audit results, data analysis, the appropriate management of corrective and preventive actions and management review.

Summary of Findings

1. Quality Management System	Conforms
2. Quality Management System Policy	Conforms
3. Commitment and Endorsement	Conforms
4. Quality Management System Representative	Conforms
5. Document and Records Control	OFI
6. Drinking-Water System	Conforms
7. Risk Assessment	Conforms
8. Risk Assessment Outcomes	Conforms
9. Organizational Structure, Roles, Responsibilities and Authorities	Conforms
10. Competencies	Conforms
11. Personnel Coverage	Conforms
12. Communications	Conforms
13. Essential Supplies and Services	Conforms
14. Review and Provision of Infrastructure	Conforms
15. Infrastructure Maintenance, Rehabilitation & Renewal	OFI****
16. Sampling, Testing and Monitoring	Conforms
17. Measurement & Recording Equipment Calibration and Maintenance	OFI x 2
18. Emergency Management	Conforms****
19. Internal Audits	Conforms
20. Management Review	Conforms****
21. Continual Improvement	Conforms
Major NCR #	Major non-conformity. The auditor has determined one of the following: (a) a required element of the DWQMS has not been incorporated into a QMS; (b) a systemic problem with a QMS is evidenced by two or more minor non-conformities; or (c) a minor non-conformity identified with a corrective action request has not been remedied.
Minor NCR #	Minor non-conformity. In the opinion of the auditor, part of a required element of the DWQMS has not been incorporated satisfactorily into a QMS.
OFI	Opportunity for improvement. Conforms to requirement, but there is an opportunity for improvement.
Conforms	Conforms to requirement.
NANC	Not applicable/Not Covered during this audit.
****	Additional comment added by auditor in the body of the report.

PART D. Audit Observations, Findings and Comments

DWQMS Reference:	1 Quality Management System
Client Reference:	Interview with Deanna Nicholson, QMS Rep on October 24, 2022 – and the following staff on November 2, 2022: Scott Matthews, Waterworks Supervisor (ORO WT); Andrew Hoogenboom, Plant Operator; John Steckley, General Manager Operations; Steve McLean, Supervisor, Roads & Services (ORO WD); Mike Ledgerwood, Lead Hand of Operations
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Interview notes recorded throughout this checklist.</p>	

DWQMS Reference:	2 Quality Management System Policy
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna – keep paperwork in order, everything up-to-date, have the time to carry it out, support operators and top management in their roles, t’s crossed, l’s dotted. Act as the safety net for the organization.</p> <p>John: provide overall direction, ensure available resources and budgets for all necessary aspects of what we do, ensure we’re meeting regulatory requirements, necessary reporting is being completed to agencies and council for their information each year.</p> <p>Scott: oversee day-to-day operations, ensure training, sampling is done as per schedule, review sample results, file sample results, reporting.</p> <p>Ben: hands-on of everything – ensuring that things that are supposed to happen, actually happen and are properly recorded. From performing tests, calibrating instruments, taking samples, send to lab and review test results.</p> <p>Andrew: everything I do in a day – check trends, conduct SCADA reviews, review reports, review e-mails, walking facility, checking equipment, looking into unusual sounds, chemical storage, checking pumps during drawdowns, communicating with management re: requests, doing what Deanna says, alerting to suspected issues, etc.</p> <p>Steve / Mike: chlorine residuals, testing on new watermains, flushing programs, oversee all connections, don’t let anyone carry-out operational work (e.g. contractors)</p>	

DWQMS Reference:	3 Commitment and Endorsement
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna – have adequate resources to do job well. In contact with top management regularly, owner takes the QMS seriously. QMS Rep will ensure the Standard of Care training is provided.</p> <p>Scott – strong operational team, detail-orientation, take responsibility for what needs to be done, after hours. Management supports very well.</p> <p>John – staffing resources – e.g. one on LTD – small team (one of 5 not being here), working towards full complement – recently went through hiring process. Secured a new operator.</p> <p>Mechanical / technician maintenance struggle – previously hired a mechanical technician</p>	

Audit Report

(millwright) – could not find a qualified individual who had a w/ww certificate. Decision to add operator and rely on outside contractors where needed – which have helped on larger repairs – however, day-to-day PM’s. Memorandum of Agreement – agreement to make entry level position to gear to mechanic / millwright position – then getting licences / certifications.

Booming community with a lot of growth and development – always aware of plant capacity and sewage systems – need to ensure we’re ahead to ensure plant and pipes capacity – reserve capacity for treatment plants. Working through development charges by-law update currently – budget discussions now as well. Working with Stantec on a Water / Wastewater Master Plan (previous one is 10 years old) – hoping to get good recommendations.

Ben / Andrew: adequately resourced to do job well – can’t fix everything at once – need a mechanic. Currently short-staffed by one person, 20% (over two years).

Steve / Mike – have adequate resources – short-staffed – working on getting OIT’s their Class I’s. a lot of growth and redevelopment (downtown projects).

DWQMS Reference:	4 Quality Management System Representative
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna – able to keep up-to-date on legislative requirements (difficult to rely on e-mail communications due to new cybersecurity measures implemented at OA’s; and to find ERO notices and latest information).</p>	

DWQMS Reference:	5 Document and Record Control
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna – Town has “filehold” system – Appendix 5F – Master list of documents – can see what is printed, what is in electronic format (when last reviewed / last updated). There are risks with saving otop – however it keeps historical versions, and could track what previous changes were made. Links to document locations.</p> <p>Physical binder at the site – has electronic copy on USB. Daily trending include – DWQMS documents on the USB.</p> <p>Mike / Steve: Viewed Chlorine Residuals Tracking Form and Hydrant Flushing, Watermain Break Forms completed. Commissioning process – lab test results to Scott; e-mailed to Steve / John – Contractor – 12% sodium hypochlorite (NSF certification verified by the WTP). Superchlorination kit to verify % decreased – recorded in the logbook. Swabbing and pressure testing are verified by the consultant. Valving to place into service, sample taking, chlorine residuals – operators.</p> <p>OFI: Consider using SharePoint to improve availability of documented information to operators (noted Microsoft products are used – SharePoint may be an available option through corporate Microsoft account).</p>	

DWQMS Reference:	6 Drinking Water System
Client Reference:	WTP tour from raw water to POE with Scott Matthews Interviews with personnel as noted under Element 1 of this checklist.

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Details: *(personnel interviewed, procedures, activities and records observed)*

WTP tour, reviewing steps from raw water to POE. Viewed all analyzers' verification / calibration information and chemicals' NSF labels.

Deanna – keep map up-to-date, made changes from desktop GIS to online GIS. Verifying the completion of Form 1's, 2's, Direction Notifications (with alignment with EI. 15).

DWQMS Reference	7 Risk Assessment
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Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
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Details: *(personnel interviewed, procedures, activities and records observed)*

Deanna – complete the calendar year reviews and 36-months risk assessments every year.

Discussions link to the next section (EI. 8).

DWQMS Reference:	8 Risk Assessment Outcomes
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Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
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Details: *(personnel interviewed, procedures, activities and records observed)*

Deanna – planning to complete the 36-month risk assessment before the end of calendar year, and then again in spring to reset the schedule for the calendar year requirements.

John: high risk: watermain river crossings – primary feed – 16" and bottom of river, main line to water tower. Failed in 2017 – drained the elevated tower quickly. Since then, planning / budgeting / forecasting for replacement – successfully approved for grant funding – working to design/ engineer – geotech drilling for trenchless technologies to go beneath the river rather than sitting in bottom of river. Clearwell slow leak for a few years, injection repairs a couple of years ago however did not fully address the issue – have grant funding approved – design / engineering in draft budget for 2023. Looking at a full replacement (structural assessment completed a couple of years ago), may also re-line – leaning towards full replacement – installed in 1966 – another risk being addressed.

Scott – also tower refurbishment – inspection, cleaning, repainting.

Deanna – Distribution replacement – eliminating older pipes, addressing combined sewer – capital budgets – Steve and team. Council have been supportive of the roads / watermain / sewer projects – addressing problematic mains – re: repeat failures – several \$M each. Significantly reduced breaks each year. Significant improvement in past 2-3 years.

Ben / Andrew: personnel safety and good health; chlorine gas and fluoride – fit-testing for masks and SCBA's. More training on SCBA through fire dept, fire extinguisher training, CSE, first aid, working at heights, working with chlorine gas (and digester gas). Ensuring call-out system is always working – ensuring the WTP runs as intended. System needs to be always working – test on weekly basis.

Most essential alarms tested – ensuring they will call-out. Items related to CT, even under extreme circumstances, may need to do CT manually. Troubleshooting any CT issues (if encountered) – root cause analysis.

Steve / Mike: Discussed the CCL OFI (identified in Systems Audit) re: "Acceptable Disinfectant" of Combined 1.0 mg/L CCL likely to be set at 0.75 mg/L, with statement that operationally, aim for 1.0 mg/L.

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DWQMS Reference:	9 Organizational Structure, Roles, Responsibility and Authorities
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
Details: <i>(personnel interviewed, procedures, activities and records observed)</i> Deanna: QMS Rep will ensure the Standard of Care training is provided (as req'd by El. 9 DO).	

DWQMS Reference:	10 Competencies
Client Reference:	Record of Training Form (whether OTJ or CEU) OTJ Practical Training form
Details: <i>(personnel interviewed, procedures, activities and records observed)</i> Deanna: QMS Rep has a PowerPoint presentation for OIT's – receive an intro to QMS, provide overview 1-21 elements, as well – make it relevant to drinking water, ensuring QMS Rep is informed of any challenges in making necessary changes. Ben/Andrew: Scott oversees the tracking of staff training – staff also track their training. Will request training – staffing availability can compete with training availability. Internal audit will verify training hours on an annual basis. Steve / Mike: Deanna assists with tracking training for Distribution staff.	

DWQMS Reference:	11 Personnel Coverage
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
Details: <i>(personnel interviewed, procedures, activities and records observed)</i> Deanna: No staff coverage issues during the pandemic – split everyone into two crews, if anyone sick, only impacting that crew. Treatment operators are also pollution control centre operators – split these groups as well. Had back-ups in place: previous Manager (retired) – called right away. Ben/Andrew: staff coverage has been consistently achieved (even with one short-staff). With COVID pandemic response – have separated staff. Steve / Mike: staff coverage has been addressed.	

DWQMS Reference:	12 Communications
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
Details: <i>(personnel interviewed, procedures, activities and records observed)</i> Deanna: letter sent out to all suppliers, every year – update suppliers' list (e.g. name changes, may have new suppliers). Also send letters to new developers re: requirements – re: records, QMS Rep ensures they keep on file the ANSI/NSF – esp. certificates of NSF approval; with checklist re: pallet with chemicals, verifying not expired, what you ordered, NSF approved. John: certified operators oversee the superchlorination, take samples, deliver to lab in Ottawa, lab test results are received, before allowing mains to be connected, operators on-site – operators operating valves – discussed at meetings, standard tender specifications for a project. Added in language re: subdivision agreements so developers – NSF/ AWWA/ANSI requirements.	

Developer letter pre-written and sent to local developers – along with new developers as well. Tender specifications – discussed during initial meetings re: temporary water plan, commissioning plan. Rapport developed with local Cavanaugh Construction – have improved on their standard processes – commissioning procedures, may have job-specific nuances refined – from town feedback, and influence by other municipalities as well. If award a contract with a newer contractor – will have to oversee more closely – Steve as Distribution ORO – good handle on procedures, ensuring we're there and critical steps along the way.

Scott: Spring – 3rd or 4th meeting – Scott presents plant reports and MECP inspection, QMS presentation by Deanna. Always go to council before March 31st. Incl. outcomes of Management Review.

Steve / Mike: communicate to council through John. Communication with the public – regarding everything – call-in by the public – many call-in directly to Distribution – water meter replacements. Access E11 system, on-call phone. Order from suppliers – communicate – e.g. hymax couplers, Mueller hydrants, Wolseley, EMCO. Verify NSF on boxes. Tailboard meetings, pre-job safety meetings, DWQMS risk assessments, emergency plans.

DWQMS Reference:	13 Essential Supplies and Services
Client Reference:	Appendix 13A – Drinking Water Treatment Chemical Receiving Checklist WTP tour verifying chemical labels and certificates of analysis (NSF) Interviews with personnel as noted under Element 1 of this checklist
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna: Operators have a checklist re: pallet with chemicals, verifying not expired, what you ordered, NSF approved. Lab certificates and accreditation are verified by the QMS Rep.</p> <p>Scott: supply chain disruptions – Brenntag – can order 8 bags of soda ash – were slow to confirm they've received the order, may deliver only part of order (2-3 bags) eventually. Challenge with communications and supply – manage to order, no issue without product. Raw materials availability, truckers' staffing (and previously an issue: rail blockades).</p> <p>John: e.g. capital controls re: instrumentation – discussed initiatives / products – parts / equipment deliveries are difficult.</p>	

DWQMS Reference:	14 Review and Provision of Infrastructure
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna: Organize the Infrastructure Review meeting – just occurred recently. Review the capital project list for the next year, links to 20-year capital plan – list is brought to the meeting for discussion.</p> <p>John: AMP completed, overhauled and refined – Citywide – created an additional staffing position within last 2 years – within engineering – Facilities Maintenance position that includes AMP coordinator roles – strong lead with improvements to data. Room to improve and refine. Each year, review what next regulatory requirements – aspects to be completed year by year. E.g. water mains (larger pipe diameter, more critical) – quick asset risk assessment – accounting for material, area served, size, etc.</p> <p>Facilities-related – long-range capital plan – need to better update and understand two facilities and SPS's – condition assessments re: overall inventory of components of facility with age, with</p>	

plans to replace and maintain. In budget talks right now. In near-term, planning complete inventory of all components, equipment – plan for upgrade and replacement. Both treatment plants had major expansions / overhauls around 2009-2010 – expansions for growth as well as update / renovating – capacity, cleaned up. Now to revisit, and ensure identification of age, condition of various equipment and processes – council has been very supportive.

DWQMS Reference:	15 Infrastructure Maintenance, Rehabilitation and Renewal
Client Reference:	WTP Weekly Maintenance Excel file Interviews with personnel as noted under Element 1 of this checklist.
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna: for Distribution System, a WO system – “Access E11” handling meter replacements and distribution-related activities. The Mechanical WO system is old, can’t be used anymore. Exploring options, will be reviewed again. WTP operators also have an Excel file established that tracks the operational maintenance (e.g. meter calibrations, sample requirements).</p> <p>John: longer-term major maintenance – through AMP – life-cycle and planning for future replacements – long-range capital forecast – overall capital planning budgetary document – 5-, 10-, 20-year plans (accurately in shorter time periods) – placeholders within these plans. Need for improvement of treatment plants and inventory of all equipment and facility condition assessment with better inventory and better plan for renewal / replacement.</p> <p>Scott / Deanna / Ben: looking into new WO system to track maintenance. Larger maintenance items are no longer tracked at this time.</p> <p>Excel file – maintenance items that cannot be missed.</p> <p>Note: Evoqua Service “Sept. 2022” as next service for two chlorinators.</p> <p>OFI: Consider including the chlorinators’ annual service on a maintenance reminder schedule.</p> <p>Steve / Mike: valve exercising – behind on the goal of once every 5 years – checking all valves. As staffing certifications increase to Class I – will have better ability – fire flows on track to be completed 4 years ago. In workplan for 2023. Leak detection initiated this year – once staffed up, could carry-out leak detection.</p>	

DWQMS Reference:	16 Sampling, Testing and Monitoring
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p><i>Details: (personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna: Review of the operational plan through Element 6 – updating population, that link to sampling requirements (e.g. number of samples per month). Operators take more than what’s required by regulation – agenda for annual meetings, specific re: annually reviewed and discussed.</p> <p>Scott / Andrew: Sampling calendar – by month – bacti’s, distribution bacti’s, references to annual, quarterly sample programs – chains of custody stored with lab test results. Entered into WaterTrax for data reporting – including reviews – cross-reference the data results against what has been entered. Weekly sheets identify a task including the review of the sampling chains against lab test results against WaterTrax.</p>	

DWQMS Reference:	17 Measurement and Recording Equipment Calibration and Maintenance
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Audit Report

Client Reference:	WTP tour with Scott Matthews Interviews with personnel as noted under Element 1 of this checklist.
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>WTP tour included the checking of online analyzers instrument verifications.</p> <p>OFI: Consider using DPD-Chlorine-LR Secondary Standards for ongoing verification of colorimeters (and note the certificate of analysis included inside that confirms acceptable ranges specific to the lot #).</p> <p>OFI: Consider adding the level transducer for Clearwell #1 and #2 (as back-up) to the list of calibrated equipment that forms part of the monitoring system for CT (as required by MDWL Schedule C s.4.0 Calibration of CT Monitoring System).</p>	

DWQMS Reference:	18 Emergency Management
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist.
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna: Plan to have an emergency training and test exercise this fall. Derecho didn't impact Arnprior (however, 15 km's south) during the May long weekend. Rogers outage (have Bell service for cellular service) – will review and consider if communications outage were to happen...</p> <p>Deanna: improvements into Form 1's and Form 2's – when MECP inspections; sample too early; lead sample result reported t</p> <p>John: Derecho didn't affect operations – power outages – generators did their thing (10.5 hours - on-site monitoring generators and plants). Trees down on private properties. Had some hydro issues in last 6 months – hydro outages across the river – power surge affected some equipment on-site. Had overload relay failures– now keeping spares for both and had had previous ones repairs. Had some in stock, but not enough for the number of failures.</p> <p>Ben / Andrew: drums shipped on pallets – pallets in bad shape – drum jack – heavy drum potentially spilling. Spill containment – challenges around getting chemical products off pallets. Tipped over drum once per year (on average) – not resulted in a spill, but potential.</p> <p>Note: Letter to supplier should include an expectation on pallet quality.</p> <p>Power outages – generator always functioned as intended during power outages.</p> <p>Steve / Mike: staff turnover has been an issue in general, COVID was challenging – had to split staff a few times, parental leaves and sick leaves disrupting coverage (at times, had 3-4 staff off at same time, half-staff for one of the largest snowstorms in the winter – due to split crews with staggered starts).</p>	

DWQMS Reference:	19 Internal Audits
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist. As noted in the Systems Audit report.
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Deanna: Completed internal audit with a desktop review this fall of all documented information.</p>	

Audit Report

DWQMS Reference:	20 Management Review
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist. As noted in the Systems Audit report.
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Note: In discussion with Deanna, confirmed the team is planning to complete the next management review in December 2022 to technically meet the “calendar year” requirement and cover the information since the previous meeting (Feb. 2021). As this is approaching two “calendar years” – discussed the need to “reset” Management Reviews to their usual February timeframes (and <u>not skip 2022</u> altogether, as this would be a non-conformity).</p> <p>The QMS Rep could also lead December’s meeting (covering <u>Feb. 2021 to Dec. 2022</u>) with another Management Review following the completion of the draft A&S Report (e.g. February timeframe) – which then reiterates December’s meeting notes (for 2022-specific information), summarizes any new information, and conducts a review of draft A&S Report information for top management’s review / approval – prior it going to council (if the preference is to reset the timeframes for Management Reviews to earlier in the calendar year, as previously carried-out).</p> <p>The reason this is a “note” (rather than an OFI or NCR) is there was already an understanding of the root cause (temporary QMS Rep covering a maternity leave had left prior to the management review being completed in the usual timeframe, and the QMS Rep has since returned in September 2022 following a 16-month leave). Actions are already planned to prevent recurrence (e.g. QMS calendar of regular annual tasks); and plans to complete the “calendar year” activity within 2022 (and therefore, the management review wasn’t fully forgotten or missed altogether).</p>	

DWQMS Reference:	21 Continual Improvement
Client Reference:	Interviews with personnel as noted under Element 1 of this checklist. Systems Audit report by SAI Global, dated October 22, 2022
<p>Details: <i>(personnel interviewed, procedures, activities and records observed)</i></p> <p>Through interviews with personnel, auditor consistently noted evidence of continual improvement throughout this checklist (actions taken to address previous issues encountered and descriptions of plans to upgrade / improve moving forward).</p> <p>The Systems Audit report by SAI Global identified no non-conformities and the following OFI’s (<u>status updates are underlined in brackets</u>):</p> <ul style="list-style-type: none"> • Element 1: To improve meeting the requirements of the Ministry’s latest Director’s Directions, consider including a copy of the Subject System Description Form in the OP and confirming that the OP version audited by the accreditation body is retained for 10 years. (<u>Subject System description form is available, will be linked within the OP for next audit</u>) • Element 7 & 8: Section 8.5 of the PW-DWQMS-07 procedure and PW-DWQMS-FR6 checklist should now include “cybersecurity threats” as this hazardous event was added in spring 2022 as part of the MECP’s “Potential Hazardous Events...” document. (<u>Planning to update with the next risk assessment update</u>) The next risk assessment review should consider “cybersecurity threats” as this hazardous event was added in spring 2022 as part of the MECP’s “Potential Hazardous Events...” document. (<u>Planning to update with the next risk assessment update</u>) • Element 8 & 15: In PW-DWQMS-SOP5, consideration should be given to setting the CCL in line with the “acceptable disinfectant concentration” definition included in the Ministry’s 2020 	

[Watermain Disinfection Procedure](#). (Have adopted the watermain disinfection procedure, included in the O&M manual – will ensure it is included in the SOP as well)

Also, consideration could be given to updating the form in Appendix 15D Chlorine Residuals Monitoring so that the reference to Combined Chlorine levels is in line with the “acceptable disinfectant concentration” definition included in the Ministry’s [2020 Watermain Disinfection Procedure](#). (Created the record in response to an audit / inspection finding – re: dead-ends, procedure for flushing at dead ends in the summertime, and the sheet was created to monitor that – in the distribution system procedure, includes the CCL’s that are in line with “acceptable disinfectant concentration” – the form helps track when adverses may occur and need reporting). Also discussed with distribution staff during this audit – see El. 8 notes.

- **Element 11:** Consider describing in OP s.8.11 Personnel Coverage and/or PW-DWQMS-11 Personnel Coverage procedure the latest provisions and Ministry requirements in the use of “emergency substitute operators” as now more fully described in [O. Reg. 128/04](#) and [O. Reg. 129/04](#) (the links provided are to the Environmental Registry decision notices). (QMS Rep will review the updated requirements).
- **Element 17:** Consider updating s.8.2 of PW-DWQMS-17 to also reflect the calibration requirements specified in the MDWL’s Schedule C s.4.0 Calibration of CT Monitoring System. (This requirement is calibrated in line with this requirement – a list of equipment is included as part of the licence as well. QMS Rep is planning to cross-reference with the licence equipment listed. Includes a comment re: chlorine analyzers, turbidity analyzers, etc. – identifying the number for each)

Details regarding the personnel interviewed and objective evidence reviewed are maintained on file at SAI Global.

This report was prepared by:


Brigitte Roth
SAI Global Management Systems Auditor

The audit report is distributed as follows:

- SAI Global
- Operating Authority
- Owner
- MECP

Notes

Copies of this report distributed outside the organization must include all pages.

	TOWN OF ARNPRIOR	Policy No.	PW-DWQMS-03
	Policy/Procedure/Document:	Commitment and Endorsement Policy	
	Originating/Responsible Department:	Public Works Department	
	Author:	QMS Representative	
	Approval Authority:	Owner and Top Management	
	Date of Original Procedure:	October 1, 2009	
	Date of Last Review/Edit:	October 6, 2022	

1.0 POLICY

The Corporation of the Town of Arnprior has established a commitment and endorsement policy to fulfill the requirements of *The Drinking Water Quality Management Standard (DWQMS)*.

2.0 PURPOSE

The Commitment and Endorsement policy was developed following the DWQMS Element 3 *Plan* and *Do* requirements.

DWQMS Element 3 – Commitment and Endorsement Policy

Plan – The Operational Plan shall contain a written endorsement of its contents by Top Management and the Owner.

Do – Top Management shall provide evidence of its commitment to an effective Quality Management System by:

- a) ensuring that a Quality Management System is in place that meets the requirement of this Standard,
- b) ensuring that the Operating Authority is aware of all applicable legislative and regulatory requirements,
- c) communicating the Quality Management System according to the procedure for communications, and
- d) determining, obtaining or providing resources needed to maintain and continually improve the Quality Management System.

3.0 SCOPE

This policy applies to the Owner and Top Management of the Operating Authority.

4.0 RESPONSIBILITY

The Owner and Top Management of the Operating Authority shall be responsible for ensuring that the Quality Management System is implemented through their commitment and endorsement of the DWQMS.

5.0 DEFINITIONS

DWQMS – Drinking Water Quality Management System (DWQMS)

Operating Authority – person(s) or entity given responsibility by the owner for the operation, management, maintenance or alteration of the subject system.

Operational Plan (OP) – Document containing DWQMS policies and procedures

Owner – person(s) who is legal or beneficial owner of all or part of the system

QMS – Quality Management System

Top Management – person(s) at the highest management level within an operating authority

6.0 REFERENCES

DWQMS Element 5 – Ontario’s Drinking Water Quality Management Standard Ver. 2.0
Implementing Quality Management: A Guide for Ontario’s Drinking Water Systems

7.0 CIRCULATION

The Owner and Top Management of the Operating Authority.

8.0 PROCEDURE

A draft copy of the written Commitment and Endorsement Policy shall be circulated to the Owner and Top Management of the Operating Authority. Upon comments and final revisions (if any), the Owner and Top Management of the Operating Authority shall approve and sign.

A hyperlink to the location in filehold with most recent signed version of the Commitment and Endorsement policy shall be maintained in section 9.0 below.

9.0 ATTACHMENTS

Appendix A – Commitment and Endorsement Policy

[Link to Signed Commitment and Endorsement Policy](#)

10.0 REVISION CONTROL

Revision Control Sheet

Review Date	Revisions Issued	Effective Date	Reviewed By	Revised By
Dec 5, 2013	Edits to template. Addition of "is implemented through" to section 4.0 Edits to Policy Template Policy Re-Endorsed by current Top Management and Mayor (on behalf of Council)	Dec 5, 2013	GB	DS
Dec 2, 2015	Hyperlink to the location in filehold with the signed version of the endorsement policy added to the soft copy of the procedure (Section 9.0)	Dec 2, 2015	GB	DS
April 27, 2017	Updated hyperlink to most recent signed endorsement policy	April 27, 2017	JS	DS
Dec 8, 2017	Changed Dir of PW to GM of Operations	Dec 8, 2017	JS	DN
Apr 10, 2018	Added "Ver 2.0" to section 6.0 and updated link to April 4, 2018 signed version of Policy.	Apr 10, 2018	JS	DN
Oct 10, 2020	Updated link to signed version of endorsement policy	Oct 10, 2020	JS	DN
Oct 8, 2021	Updated hyperlink to the signed endorsement policy	Oct 12, 2021	JS	RF
Oct 6, 2022	Updated hyperlink to the signed endorsement policy	Oct 6, 2022	JS	DN

APPENDIX A



QMS Commitment and Endorsement Policy

The Owner and Top Management of the Operating Authority for the Corporation of the Town of Arnprior have reviewed the contents of this Operational Plan and endorse the Quality Management System.

The Operating Authority has:

- Ensured that the QMS meets the requirements of the standard
- Followed and is aware of the applicable legislative and regulatory requirements
- Communicated the QMS
- Determined, obtained and provided the necessary resources needed to maintain and continually improve the QMS

The Owner and Top Management acknowledge the need for and supports the provision of sufficient resources to implement, maintain and continually improve the QMS.

Top Management of the Operating Authority has reviewed the contents of the Operational Plan and has ensured that the QMS meets the requirements of the Drinking Water Quality Management Standard.

Top Management has ensured that the relevant members of the Operating Authority, such as the Waterworks Staff are aware of all applicable legislative and regulatory requirements surrounding the operation of a drinking water system and communicate the QMS according to the procedures outlined within the Operational Plan.

Mayor

Date

Chief Administrative Officer

Date

General Manager of Operations

Date



Town of Arnprior Staff Report

Subject: 2022 Annual Report - Arnprior Water Pollution Control Centre and Arnprior Drinking Water System

Report Number: 22-02-27-03

Report Author and Position Title: Scott Matthews – Waterworks Supervisor

Department: Operations

Meeting Date: February 27, 2023

Recommendations:

That Council receive this report for information and receive the following additional reports:

1. Arnprior Water Pollution Control Centre Summary Report 2022, prepared by Scott Matthews
2. Town of Arnprior Waterworks, Annual Report 2022, prepared by Scott Matthews
3. Arnprior Water Filtration Plant Summary Report 2022, prepared by Scott Matthews

Further that a copy of the above noted reports be made available to the public for review in hard copy format at the Town Hall and in electronic format on the Town's website; and

Further that an advertisement be placed in a local newspaper notifying the public of the availability of the above noted reports for review.

Background:

The Ministry of Environment, Conservation and Parks (MECP) requires the annual preparation of the above noted reports, and that these reports be provided to Council and made available to the public for review. Specifically, the preparation of the Water Filtration Plan (WFP) summary report is mandated by Ontario Regulation 170/03 – Drinking Water Systems, Schedule 22 – Summary Reports for Municipalities. These documents have been prepared and are included as attachments to this report for Council's review and consideration.

Discussion:

Further to providing Council with the above noted reports, staff typically take this opportunity to advise Council of any MECP inspections which may have taken place over the course of the previous year.

WFP

The MECP inspector Melissa Forget performed a physical inspection on February 8, 2023 and was provided a digital file of data requested at that time. The Final 2022-23 Inspection Report for the Arnprior DWS has not been received at this time.

There were no non-compliances and/or non-conformance items identified at the time of the physical inspection. The inspector will review the information and data collected and will provide the inspection report at a later date.

WPCC

There was not an inspection of the wastewater plant performed since the last inspection completed in March 2020. The MECP is not required to perform annual inspections of wastewater plants. Overall, the inspection in 2020 went well, however there were five (5) issues of Non-compliance with Regulatory Requirements and one (1) Best Practice Issue identified during the inspection. All of the Non-compliance issues have been addressed and corrected as stated in the last staff report to council, with the exception of the following which has been addressed as follows.

Non-compliance with Regulatory Requirements

1. The owner/operating authority was not able to demonstrate that best efforts were used to achieve the objectives listed in the Environmental Compliance Approval conditions.

The owner was not able to demonstrate best efforts were used to achieve the objectives during the inspection period as there were exceedances noted for the following parameters: Total Ammonia Nitrogen (TAN), pH, E.coli and Total Nitrogen (TN).

Action(s) to date: It is important to note that there are both effluent limits and effluent objectives listed in the Town's WPCC Certificate of Approval (C of A). Limits must never be exceeded while an Objective can be exceeded on occasion without consequence. Repeated exceedance of an Objective can however result in a Ministry order to undertake actions to comply with the Objective. This issue of non-compliance deals with effluent objectives.

Staff have engaged Stantec Consulting to assist with a review of this particular item. The failure to meet the C of A objectives for Total Nitrogen and pH have been further reviewed and explained by Stantec Consulting in the report titled "WPCC Total Nitrogen Issues", dated October 30, 2020. In summary, this report identifies that the recommendations outlined in the 2010 WPCC Expansion Project Environmental Site Review (ESR) do not support the WPCC total nitrogen objectives contained in the year 2010 C of A. The assimilative capacity report included in the ESR states that the Ottawa River's nitrates are not a concern.

This is confirmed by the observation that neighbouring facilities that also discharge to the Ottawa River do not have a total nitrogen objective. Further, the WPCC does not meet the year 2010 C of A total nitrogen objective. To meet this objective the facility must be configured to denitrify. The preferred solution identified in the ESR, and which was built and is documented in the 2010 C of A, was not designed to denitrify.

On May 4, 2022, the Town submitted an Environmental Compliance Approval (ECA) Amendment Application to the MECP for their review and approval. On December 16, 2022, Wayne Simpson, a Senior Review Engineer of the MECP requested a revised table of objectives in order to proceed with the administrative amendment to the ECA. The MECP has a one-year service standard in place for an application review.

Options:

N/A

Policy Considerations:

These annual reports, License and Permit are in keeping with the Town's Guiding Principle of Accountability, Dependability and Reliability.

Financial Considerations:

N/A

Meeting Dates:

N/A

Consultation:

Susan Liver – Senior Project Manager, Stantec Consulting Ltd.
John Steckly – General Manager, Operations, Town of Arnprior

Documents:

1. Arnprior Water Pollution Control Centre Summary Report 2021, prepared by Scott Matthews
2. Town of Arnprior Waterworks, Annual Report 2021, prepared by Scott Matthews
3. Arnprior Water Filtration Plant Summary Report 2021, prepared by Scott Matthews

Signatures

Reviewed by Department Head: John Steckly, General Manager, Operations

Reviewed by General Manager, Client Services/Treasurer: Jennifer Morawiec

CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt



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Town of Arnprior 2022 – Water Pollution Control Centre Summary Report

January 11, 2023

Please find below a discussion of the operational undertakings of the Town of Arnprior's Water Pollution Control Centre (WPCC) for the 2022 calendar year. This report also includes a summary of all relevant sampling collected during 2022. This report is provided to meet the Town's requirements to report annually on the operation of the WPCC, as per Amended Certificate of Approval (COA) number 8537-7Y6SGZ and to provide residents of the Town of Arnprior with information on an important piece of the Town's municipal infrastructure.

1.0 Preliminary Treatment

1.1 Screen Units

There are three screening units, two automatic mechanical screen and a standby manual screen. All screens have openings of 13 mm between bars and are enclosed with an odour enclosure where the air is discharged to the exterior atmosphere through a carbon filter.

The screenings are then transferred onto a conveyer that empties into a container for disposal at the Arnprior landfill.

1.2 Grit Removal

Grit removal is achieved by a pair of rectangular aerated spiral roll 90 m³ tanks. Each tank has a grit screw conveyer which pushes settled grit into the grit hoppers. Grit is then pumped into a grit dewatering classifier unit where dense grit particles are separated from light organic solids.

2.0 Primary Treatment

2.1 Primary Sedimentation

There are four rectangular primary clarifiers at the WPCC: two with a surface overflow area of 142 m² and two with an overflow area of 154 m². All units are equipped with chain and flight sludge collection and manual scum removal.

Raw sludge is pumped from the primary clarifiers to Anaerobic Digesters using plunger type positive displacement pumps.

3.0 Secondary Treatment

3.1 Activated Sludge Treatment

The activated sludge treatment process includes two rectangular aeration tank and three separate rectangular secondary clarifiers, each made up of two units in parallel.

The aeration tank volumes are 1,303 m³ each, and are equipped with four inlet gates and one outlet slide plate for isolation. The secondary clarifiers have a surface area of 310 m² each. They are equipped with longitudinal and cross chain and flight collector mechanisms, which collect the activated sludge into a sump where it is returned to the aeration tank.

3.2 Phosphorous Removal

The phosphorous control system consists of two 12,100L indoor ferric chloride chemical storage tanks and two chemical feed pumps complete with calibration cylinders. The ferric chloride is added to either the aeration tank or preliminary discharge depending on operational requirements.

3.3 Chlorination System

Disinfection of the plant discharge is done through the addition of Sodium Hypochlorite (NaOCl). The NaOCl is stored in a pair of 12,100 L tanks, and a bank of three variable speed metering pumps are used to deliver the chlorine to the chlorine contact chamber.

3.4 De-chlorination System

The chlorinated water must be de-chlorinated before discharge into the Ottawa River. This is achieved through the addition of sodium bisulfate. The sodium bisulfate system is made up of one 1,336 L storage tank and a pair of feed pumps.

3.5 Sludge Dewatering

A Centrifuge capable of processing 7 L/s of sludge is used for dewatering anaerobically digested sludge. The sludge from this unit is loaded onto a dump truck and delivered to the Arnprior landfill.

3.6 Auxiliary Power

The Arnprior WPCC is equipped with a 400 Kw diesel generator and automatic transfer switch. This generator will automatically start when a power outage occurs, and can supply power to run the entire plant.

4.0 Plant Performance Summary

Certificate of Approval (COA) number 8537-7Y6SGZ, section 10-6(a) requires the Town to provide an annual summary and interpretation of all monitoring data and comparison to the effluent limits outlined in Condition 7, including an overview of the success and adequacy of the Works. All further COA reporting requirements are shown in blue italics.

4.1 Effluent Flows and Loading

Table 4-1 below indicates the effluent criteria for average monthly flows, CBOD, Total Suspended Solids, Phosphorus and their respective loadings of the WPCC. All monthly concentrations and loadings meet the effluent objectives and limits.

Table 4-1 - Summary of WPCCC 2022 Final Effluent Flows and Loading

	Daily Total (m ³ /Day)	CBOD ₅ (mg/L)	Total Suspended Solids (mg/L)	Total Phosphorus (mg/L)	CBOD ₅ Loading (kg/Day)	Total Suspended Solids Loading (kg/Day)	Total Phosphorus Loading (kg/Day)
Objective	N/A	15.0	15.0	0.75	142.5	142.5	9.5
Limit	9700	25.0	25.0	1.0	243.0	243.0	9.7
Compliance Assessment Basis	Annual Average	Monthly Average	Monthly Average	Monthly Average	Monthly Average	Monthly Average	Monthly Average
January	4005	4.8	8.5	0.40	19.0	34.0	1.6
February	4215	3.8	9.0	0.27	15.8	37.9	1.2
March	7631	3.0	5.2	0.16	22.9	39.7	1.3
April	7901	3.3	5.5	0.22	25.7	43.5	1.7
May	5397	3.0	7.2	0.24	16.2	38.9	1.3
June	4968	3.0	5.0	0.30	14.9	24.8	1.5
July	4064	3.5	7.3	0.35	14.2	29.5	1.4
August	5118	3.2	6.4	0.24	16.4	32.8	1.2
September	4855	3.3	4.8	0.22	15.8	23.1	1.1
October	4318	5.0	8.8	0.33	21.6	37.8	1.4
November	4074	3.2	4.6	0.20	13.0	18.7	0.8
December	5064	3.0	9.0	0.23	15.2	45.6	1.2
Annual Average	5134	3.5	6.8	0.26	17.6	33.9	1.3

4.2 Monitoring Data Interpretation

- 4.2.1** Five day Carbonaceous Biological Oxygen Demand (CBOD5) is sampled once per week from a composite sample. The effluent reporting criteria is 25 mg/l and the plant objective is 15 mg/l. The monthly average high was 5.0 mg/l in October. The CBOD5 objective loading rate is 142.5 kg/d, and in 2022 the plant maximum monthly average loading was 25.7 kg/d in April.
- 4.2.2** The Total Suspended Solids (TSS) in the raw and effluent wastewater is usually measured 4 times per month from a composite sample. The effluent reporting criteria is 25 mg/l and the plant objective is 15 mg/l. The maximum monthly average was 9.0 mg/l in February. The objective with respect to plant effluent loading of TSS is 142.5 kg/d. The WPCC had a maximum monthly average effluent loading of 45.6 kg/d in December.
- 4.2.3** The Total Phosphorous (TP) in the raw and effluent wastewater is sampled and tested each week from composite samples. The reporting criteria is 1.0 mg/l and the plant objective is 0.75 mg/l. The maximum monthly average of TP levels in 2022 was 0.40 mg/l in January. The Total Phosphorous objective loading rate is 9.5 kg/d and in 2022 the maximum monthly average TP loading rate was 1.7 kg/d in April.

5.0 Effluent Objectives and Effluent Quality Assurance

10-6(d) a summary of any effluent quality assurance or control measures undertaken in the reporting period.

10-6(g) a description of efforts made and results achieved in meeting Effluent Objectives of Condition 6.

5.1 Effluent Monitoring

Table 5-1 below lists the objectives, limits and results of the final effluent monitoring parameters.

Table 5-1 - 2022 Final Effluent Sampling Results

	Total Ammonia Nitrogen (mg/L)	Total Nitrogen (mg/L)	Total Residual Chlorine (mg/L)	E.Coli (CFU/100ml)	pH	Temperature (°C)	Un-Ionized Ammonia (Note #2)	Lethality Test
Objective	10.0	15.0	Non-Detect	100	6.5 - 8.5	N/A	N/A	Note #1
Limit	Note #1	N/A	0.10	200	6.0 - 9.5	N/A	N/A	Pass/ Fail
Compliance Assessment Basis	Monthly Average	Monthly Average	Min/Max	Monthly Geometric Mean Density	Min/Max	Monthly Average	Monthly Average	Single Sample
January	15.2	28.3	0.00/0.03	3	6.16/7.48	9	0.0215	Pass
February	13.6	32.9	0.01/0.03	2	6.10/6.80	10	0.0090	Pass
March	12.0	24.1	0.01/0.03	7	6.30/7.87	10	0.0382	Pass
April	8.9	19.6	0.00/0.05	10	7.26/7.68	11	0.0525	Pass
May	0.5	19.5	0.00/0.07	14	6.94/7.87	16	0.0036	Pass
June	0.4	27.7	0.00/0.03	41	6.49/7.86	19	0.0025	Pass
July	4.3	30.4	0.00/0.02	13	6.24/7.23	22	0.0158	Pass
August	0.7	20.5	0.00/0.02	10	6.22/7.12	23	0.0012	Pass
September	3.0	23.7	0.00/0.02	30	6.32/7.33	21	0.0083	Pass
October	0.4	49.3	0.00/0.04	38	6.21/7.02	19	0.0073	Pass
November	3.5	30.3	0.00/0.03	4	6.31/6.81	17	0.0044	Pass
December	4.7	28.0	0.00/0.08	2	6.20/7.00	13	0.0065	Pass
Note #1- Non- Acutely Lethal to Rainbow Trout and Daphnia Magna								
Note #2- Un-Ionized Ammonia calculated using pH and temperature at time of sampling for Total Ammonia Nitrogen								

5.1.1 Total Ammonia Nitrogen has an objective of 10.0 mg/l and the effluent limit is to be non-acutely lethal to rainbow trout and daphnia magna year round on a monthly test. The maximum monthly concentration was 15.2 mg/l in the month of January due to loss of nitrification in the colder temperatures. The monthly average for April was 8.9 mg/l with nitrification re-established with the warmer temperatures. All lethality tests throughout the year passed.

Total Nitrogen is the sum of the concentrations of nitrate, nitrite and TKN. The effluent objective for total nitrogen is 15.0 mg/l. All total nitrogen concentrations on a monthly basis were greater than the objective due to a lack of denitrification ability of the facility. Different process parameters and tank configurations were changed in an attempt to lower total nitrogen with limited success.

The objective for total nitrogen was reviewed by Stantec Consulting and their conclusions are that the 2008 Environmental Study Report (ESR) recommendations do not support the WPCC total nitrogen objectives contained in the year 2010 Certificate of Approval for the WPCC. The assimilative capacity report included in the ESR states that the Ottawa River's nitrates are not a concern. This is confirmed by the observation that neighbouring facilities that also discharge to the Ottawa River do not have a total nitrogen objective.

5.1.2 Total Residual Chlorine objective is to be non-detectable and less than 0.10 mg/l is the limit. A residual was detected in all months but at no time in the year did the value exceed the limit.

5.1.3 E.coli is measured in the unit of CFU/100ml as a monthly geometric mean density and the objective is 100 CFU/100ml. This objective was met in all months with the highest monthly geometric mean being 41 CFU/100ml in June. The limit for E.coli is 200 CFU/100ml.

5.1.4 pH is the negative log of the concentration of hydrogen. The objective for pH is 6.5 – 8.5 at all times. Exceedances noted are based on daily sampling. Soda ash is dosed in the aeration effluent channels to raise the pH and at all times the effluent pH was within the limit of 6.0 – 9.5 The WPCC effluent pH is sometimes too low because the raw sewage does not contain sufficient alkalinity to fully nitrify the incoming nitrogen

6.0 Bypass Summary

10-6(j) a summary of all By-pass, spill or abnormal discharge events.

- January 6th a by-pass at Pump Station #2 due to a failed GFI receptacle amounted to a total of 116 m³.
- On May 21st due to heavy precipitation, Pump Stations #1, #3 and the WPCC all bypassed. PS#1 amount was 0.28m³, PS#3 amount was 16m³ and the WPCC amount was 500m³.
- June 3rd due to heavy precipitation, PS#3 and the WPCC both bypassed. The total amount of bypass at PS#3 was 14m³ and at the WPCC was 54m³.
- On August 8th a bypass in the amount of 22 m³ occurred at Pump Station #3 due to heavy precipitation.
- August 26th due to heavy precipitation, a WPCC bypass occurred, the total amount being 5.5m³
- There was a bypass on October 16th in the amount of 31m³ at Pump Station #2 due to control equipment failure.
- On December 3rd due to electrical control equipment failure there was a bypass at Pump Station that amounted to 31m³

Required samples were collected for all by-passes and lab results were received. All by-passes were reported to the MECP and the local health unit.

7.0 Operating Problems

*10-6(b) a description of any operating problems encountered and corrective actions taken.
10-6(f) an evaluation of the need for modification and upgrades to the Works to improve performance and reliability and to minimize upsets and bypasses.*

An increased number of hydro power events has caused more electrical control equipment failures than in the past. Failed equipment has been refurbished by an industrial electronic repair technicians and additional units have been purchased to have available as spares. Many older Uninterrupted Power Supplies have been replaced and two spares have been purchased. Contracted technicians have serviced multiple pumps to ensure consistent operation.

8.0 Plant Maintenance

10-6(c) a summary of all maintenance carried out on major structure, equipment, apparatus, mechanism or thing forming part of the works.

Plant maintenance is scheduled and tracked using a computerized maintenance system. A weekly maintenance schedule is printed out and the maintenance personnel initial the schedule as tasks are completed. If any major repairs are required, the operator fills out a work order detailing work required and parts needed.

A summary of major repairs or maintenance carried out in 2022 is as follows:

- Annual certification of laboratory instruments.
- Annual certification of backflow preventers.
- Annual certification of flow meters.
- Purchase of 2021 dump truck for hauling dewatered sludge to landfill.
- Rebuild of two primary sewage plunger pumps.
- Rebuild of polymer transfer pump.
- Both grit pumps were serviced by contractor.
- Various health and safety supplies purchased.
- Heat recirculation pump purchased and installed.
- Purchased spare packing for plunger pumps.
- Purchased spare bearings for centrifuge.
- Purchased spare shear pins for clarifier drives.
- Blower coupling refurbished and installed.
- Centrifuge drive motor refurbished.
- Purchased three UPS units and three spare batteries for PLC's.
- Purchased spare filters for turbo blowers.
- Digester supernatant breaker refurbished.
- Screen room LEL sensor replaced.

9.0 Sludge Processing

10-6(h) a tabulation of the volume of sludge generated in the reporting period, an outline of anticipated volumes to be generated in the next reporting period and a summary of the locations to where the sludge was disposed.

Combined primary and secondary waste activated sludge is collected from all four primary settling tanks and pumped into the anaerobic digesters. From the digesters, sludge is pumped into holding tanks, it is then conditioned and processed in the centrifuge. Sludge is dewatered to approximately 22% and loaded onto a truck and transferred to the Arnprior landfill.

A total of approximately 137,268 kg dry weight of sludge was transported to the Arnprior Waste Disposal Site. Sludge production in 2023 is expected to be higher than 2022. Table 9-1 below provides a summary of the 2022 centrifuge operation and sludge management totals.

Table 9-1 - Centrifuge Operation and Summary of Sludge Totals

Month	Sludge To Storage m³	Sludge To Centrifuge m³	% Solids Avg.	Dry Solids (kg)
January	473	517	1.30	6,721
February	599	230	2.03	4,669
March	869	682	2.21	15,072
April	919	500	2.28	11,400
May	664	514	2.46	12,644
June	606	390	2.82	10,998
July	789	548	2.60	14,248
August	815	641	2.61	16,730
September	839	390	2.81	10,959
October	950	417	2.58	10,759
November	869	557	1.91	10,639
December	1080	437	1.70	7,429
Avg	789	485	2.28	11,022
Max	1080	682	2.82	16,730
Min	473	230	1.30	4,669
Total	9471	5823		132,268

10.0 Monitoring Equipment Calibration

10-6(e) a summary of the calibration and maintenance carried out on all effluent monitoring equipment.

All flow meters were calibrated by an outside contractor and all flow meters passed calibration. The benchtop chlorine analyzer is certified annually, and samples are taken daily to test for effluent total chlorine residual.

11.0 Complaints

10-6(i) a summary of any complaints received during the reporting period and any steps taken to address complaints.

There were no complaints received during the reporting period.

12.0 Conclusion

The Arnprior WPCP met all MECP sewage effluent limits. The facility did not meet the objective for total chlorine residual being non-detectable in that the yearly average was 0.01 mg/l. The objective of 10 mg/l for the monthly average of Total Ammonia Nitrogen was exceeded in the months of January, February and March when nitrification was limited due to colder temperatures

With regards to the Total Nitrogen Objectives currently listed in the 2010 C of A, the Town, as recommended by Stantec, requested that the 2010 C of A be re-issued without a total nitrogen objective and with the seasonal total ammonia objectives recommended in the ESR. An ECA Amendment Application was prepared by Stantec and submitted by the Town on May 4th, 2022, however at this time, the MECP has not yet provided a formal decision.

For inquiries regarding this report, please contact Scott Matthews at 623-4231 Ext. 1834.

Respectfully,

Scott Matthews
Waterworks Supervisor



Annual Report

FOR

Town of Arnprior Waterworks

Period: January 1, 2022 – December 31, 2022



Drinking-Water System Number:

220000932

Drinking-Water System Name:

Arnprior Drinking Water System

Drinking-Water System Owner:

Town of Arnprior

Drinking-Water System Category:

Large Municipal Residential

Period being reported:

Year 2022

Complete if your Category is Large Municipal Residential or Small Municipal Residential

Does your Drinking-Water System serve more than 10,000 people? Yes [] No [X]

Is your annual report available to the public at no charge on a web site on the Internet? Yes [X] No []

Location where Summary Report required under O. Reg. 170/03 Schedule 22 will be available for inspection.

Town of Arnprior
Town Hall
105 Elgin St. W.
Arnprior ON.
K7S 0A8

Note: For the following tables below, additional rows or columns may be added or an appendix may be attached to the report

List all Drinking-Water Systems (if any), which receive all of their drinking water from your system:

Drinking Water System Name	Drinking Water System Number
N/A	

Did you provide a copy of your annual report to all Drinking-Water System owners that are connected to you and to whom you provide all of its drinking water?

Yes [] No [] N/A [x]



Indicate how you notified system users that your annual report is available, and is free of charge.

- Public access/notice via the web
- Public access/notice via Government Office
- Public access/notice via a newspaper
- Public access/notice via Public Request
- Public access/notice via a Public Library
- Public access/notice via other method

Describe your Drinking-Water System

The Arnprior Water Filtration Plant (WFP) is owned and operated by the Corporation of the Town of Arnprior. The WFP is situated at 71 James St. Arnprior Ontario, plant operators can be reached at 613-623-4231 Ext 1809. Certified operators monitor and control the treatment and testing of water production and quality.

Water is pumped from the Madawaska River to the treatment plant where Coagulant and Polymer are added as a flocculent. The water is then put through a clarification process called an Actiflo system, where microsand is utilized to enhance flocculation and acts as a ballast to aid in settling solids. The water is then filtered; Chlorine, Fluoride, Phosphoric Acid and Soda Ash are added to prepare the water for consumption. The treated water is stored in two 2,200 m3 reservoirs, Aqueous Ammonia is added, the treated water is then pumped to the distribution system, as well as a 2,700 m3 elevated water storage tank.

List all water treatment chemicals used over this reporting period

- Coagulant
- Soda Ash
- Chlorine gas
- Fluoride
- Ammonium Sulphate
- Phosphoric Acid

Were any significant expenses incurred to?

- Install required equipment
- Repair required equipment
- Replace required equipment



Please provide a brief description and a breakdown of monetary expenses incurred

- Polymer mixing valve replaced
- Actiflo mixers and scrapers serviced
- Water tower external inspection and repair of deficiencies
- Chlorine gas sensors and monitor replaced
- Soda ash VFD repaired for spare
- Overload relays repaired and purchased new for spares
- Bench top pH probe purchased
- High lift pump motor bearings purchased for spares
- Low lift pump soft start refurbished and replaced
- Bisulphite pumps (2) purchased and commissioned
- Fluoride dosing system repaired
- Purchased secondary standards for chlorine pocket meter

Provide details on the notices submitted in accordance with subsection 18(1) of the Safe Drinking-Water Act or section 16-4 of Schedule 16 of O.Reg.170/03 and reported to Spills Action Centre

Incident Date	Parameter	Result	Unit of Measure	Corrective Action	Corrective Action Date
None during this reporting period					

Microbiological testing done under the Schedule 10, 11 or 12 of Regulation 170/03, during this reporting period.

	Number of Samples	Range of E.Coli Or Fecal Results (min #)-(max #)	Range of Total Coliform Results (min #)-(max #)	Number of HPC Samples	Range of HPC Results (min #)-(max #)
Raw	52	0 - 13	8 - 142	N/A	
Treated	52	absent	absent	52	<2 - 2
Distribution	312	absent	absent	156	<2 - 226

Operational testing done under Schedule 7, 8 or 9 of Regulation 170/03 during the period covered by this Annual Report.

	Number of Grab Samples	Range of Results
Turbidity	8760	0.10 - 0.35 NTU
Chlorine (Free)	8760	1.34 – 2.11 mg/L
Fluoride (If the DWS provides fluoridation)	8760	0.00 - 0.79 mg/L

NOTE: For continuous monitors use 8760 as the number of samples.

Summary of additional testing and sampling carried out in accordance with the requirement of an approval, order or other legal instrument.

Parameter	Date Sampled	Result	Unit of Measure
Benzo(a)pyrene	Jan. 20/22	<0.006	µg/L
Haloacetic Acid	Jan 18/22	22.7	µg/L
Total organic Carbon	Jan. 19/22	2.5	mg/L
Dissolved Organic Carbon	Jan. 19/22	2.4	mg/L
Colour	Jan. 19/22	<2	TCU
Nitrite	Jan. 19/22	<0.1	mg/L
Nitrate	Jan. 19/22	<0.1	mg/L
Nitrosodimethylmine	Jan. 18/22	0.0008	µg/L
Benzo(a)pyrene	Apr. 26/22	<0.006	µg/L
Haloacetic Acid	Apr. 26/22	22.7	µg/L
Total organic Carbon	Apr. 26/22	2.9	mg/L
Dissolved Organic Carbon	Apr. 26/22	2.8	mg/L
Colour	Apr. 26/22	<2	TCU
Nitrite	Apr. 26/22	<0.1	mg/L
Nitrate	Apr. 26/22	0.1	mg/L
Nitrosodimethylmine	May 17/22	0.0023	µg/L
Benzo(a)pyrene	Jul. 19/22	<0.006	µg/L
Haloacetic Acid	Jul. 19/22	35.5	µg/L
Total organic Carbon	Jul. 19/22	2.8	mg/L
Dissolved Organic Carbon	Jul. 19/22	2.8	mg/L
Colour	Jul. 19/22	<2	TCU
Nitrite	Jul. 19/22	<0.1	mg/L
Nitrate	Jul. 19/22	<0.1	mg/L
Nitrosodimethylmine	Jul. 19/22	<0.0009	µg/L
Benzo(a)pyrene	Oct. 25/22	<0.006	µg/L
Haloacetic Acid	Oct. 25/22	5.3	µg/L
Total organic Carbon	Oct. 25/22	2.5	mg/L

Dissolved Organic Carbon	Oct. 25/22	2.5	mg/L
Colour	Oct. 25/22	<2	TCU
Nitrite	Oct. 25/22	<0.1	mg/L
Nitrate	Oct. 25/22	<0.1	mg/L
Nitrosodimethyline	Oct. 25/22	0.0011	µg/L

Summary of Inorganic parameters tested during this reporting period or the most recent sample results.

Parameter	Sample Date	Result Value	Unit of Measure	Exceedance
Antimony	Jan. 20/22	<0.0001	mg/L	no
Arsenic	Jan. 20/22	0.0001	mg/L	no
Barium	Jan. 20/22	0.017	mg/L	no
Boron	Jan. 20/22	< 0.005	mg/L	no
Cadmium	Jan. 20/22	<0.000015	mg/L	no
Chromium	Jan. 20/22	<0.002	mg/L	no
*Lead	Jan. 19/22	<0.00002	mg/l	no
Mercury	Jan. 20/22	<0.00002	mg/L	no
Selenium	Jan. 20/22	<0.001	mg/L	no
Uranium	Jan. 20/22	<0.00005	mg/L	no

*only for drinking water systems testing under Schedule 15.2; this includes large municipal non-residential systems, small municipal non-residential systems, non-municipal seasonal residential systems, large non-municipal non-residential systems, and small non-municipal non-residential systems

Summary of lead testing under Schedule 15.1 during this reporting period (Applicable to the following drinking water systems; large municipal residential systems, small municipal residential systems, and non-municipal year-round residential systems).

Location Type	Number of Sample sites	Range of Lead Results mg/L (min#) – (max #)	Number of Exceedances (>0.01mg/L)
Plumbing	12	0.00002 – 0.00526	0
Distribution	4	0.00007 – 0.00030	0
Treated	1	<0.00002 – 0.00002	0

Summary of Organic parameters sampled during this reporting period or the most recent sample results

Parameter	Sample Date	Result Value	Unit of Measure	Exceedance
Alachlor	Jan. 20/22	<0.3	µg/L	no
Atrazine + Metabolites	Jan. 20/22	<0.5	µg/L	no
Azinphos-methyl	Jan. 20/22	<1	µg/L	no
Benzene	Jan. 20/22	<0.5	µg/L	no
Benzo(a)pyrene	Jan. 20/22	<0.006	µg/L	no
Bromoxynil	Jan. 20/22	<0.5	µg/L	no
Carbaryl	Jan. 20/22	<3	µg/L	no
Carbofuran	Jan. 20/22	<1	µg/L	no
Carbon Tetrachloride	Jan. 20/22	<0.2	µg/L	no
Chlorpyrifos	Jan. 20/22	<0.5	µg/L	no
Diazinon	Jan. 20/22	<1	µg/L	no
Dicamba	Jan. 20/22	<1	µg/L	no
1,2-Dichlorobenzene	Jan. 20/22	<0.5	µg/L	no
1,4-Dichlorobenzene	Jan. 20/22	<0.5	µg/L	no
1,2-Dichloroethane	Jan. 20/22	<0.5	µg/L	no
1,1-Dichloroethene (vinylidene chloride)	Jan. 20/22	<0.5	µg/L	no
Dichloromethane	Jan. 20/22	<5.0	µg/L	no
2-4 Dichlorophenol	Jan. 20/22	<0.2	µg/L	no
2,4-Dichlorophenoxy acetic acid (2,4-D)	Jan. 20/22	<1	µg/L	no
Diclofop-methyl	Jan. 20/22	<0.9	µg/L	no
Diquat	Jan. 20/22	<5	µg/L	no
Diuron	Jan. 20/22	<5	µg/L	no
Glyphosate	Jan. 20/22	<25	µg/L	no
Malathion	Jan. 20/22	<5	µg/L	no
Metolachlor	Jan. 20/22	<3	µg/L	no
Metribuzin	Jan. 20/22	<3	µg/L	no
Monochlorobenzene	Jan. 20/22	<0.5	µg/L	no
Paraquat	Jan. 20/22	<1	µg/L	no
Pentachlorophenol	Jan. 20/22	<0.2	µg/L	no
Phorate	Jan. 20/22	<0.3	µg/L	no
Picloram	Jan. 20/22	<5	µg/L	no
Polychlorinated Biphenyls(PCB)	Jan. 20/22	<0.05	µg/L	no
Prometryne	Jan. 20/22	<0.1	µg/L	no
Simazine	Jan. 20/22	<0.5	µg/L	no



THM (NOTE: show latest annual average)	Jan. 20/22	37	µg/L	no
Terbufos	Jan. 20/22	<0.5	µg/L	no
Tetrachloroethylene	Jan. 20/22	<0.5	µg/L	no
2,3,4,6-Tetrachlorophenol	Jan. 20/22	<0.2	µg/L	no
Triallate	Jan. 20/22	<10	µg/L	no
Trichloroethylene	Jan. 20/22	<0.5	µg/L	no
2,4,6-Trichlorophenol	Jan. 20/22	<0.2	µg/L	no
Trifluralin	Jan. 20/22	<0.5	µg/L	no
Vinyl Chloride	Jan. 20/22	<0.2	µg/L	no
MCPA	Jan. 20/22	<10	µg/L	no

List any Inorganic or Organic parameter(s) that exceeded half the standard prescribed in Schedule 2 of Ontario Drinking Water Quality Standards.

Parameter	Result Value	Unit of Measure	Date and Location
Lead	0.00526	mg/l	July 4/22 Residential

**Scott Matthews
Waterworks Supervisor
Arnprior**



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Arnprior, ON K7S 0A8

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fax 613 623 8091

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www.arnprior.ca

Town of Arnprior 2022 – Water Filtration Plant Summary Report

January 10, 2023

Please find below a discussion of the operational undertakings of the Town of Arnprior's Water Filtration Plant (WFP) for the 2022 calendar year. This report is provided to meet the Town's requirements to report annually on the operation of the WFP, as per Municipal Drinking Water License (MDWL) 170-101 Ver. 7 and Schedule 22 of O. Reg. 170/03 (Drinking Water Systems) and to provide residents of the Town of Arnprior with information on an important piece of the Town's municipal infrastructure.

1.0 Regulatory Reporting Requirements

Hereafter, for clarity all requirements of Schedule 22 of O. Reg. 170/03 are listed in blue italics below.

22-2. (1) The owner of a drinking water system shall ensure that, not later than March 31 of each year after 2003, a report is prepared in accordance with subsections (2) and (3) for the preceding calendar year and is given to,

(a) in the case of a drinking water system owned by a municipality, the members of the municipal council.

This report is to be presented to the Council of the Town of Arnprior during the regular meeting of Council on February 27, 2023 reporting on the Arnprior Drinking Water System for the period covering January - December 2022.

(2) The report must,

(a) list the requirements of the Act, the regulations, the system's approval, drinking water works permit, municipal drinking water licence, and any orders applicable to the system that were not met at any time during the period covered by the report; and

The Town of Arnprior's Drinking Water System Number is 220000932 and is operated under Municipal Drinking Water Licence (MDWL) 170-101, Ver. 7. The Drinking Water Works Permit (DWWP) number is 170-201 Ver. 3 and the current Permit to Take Water (PTTW) is P-300-1179150700 Ver. 1.

2.0 Compliance with Terms and Conditions of the MDWL

The Town of Arnprior owns and operates the Water Filtration Plant and complies with the conditions of the DWWP, PTTW, and MDWL.

3.0 WFP Plant changes and Improvements

- Polymer mixing valve replaced.
- Actiflo mixers and scrapers serviced.
- Water tower external inspection and repair of deficiencies.
- Chlorine gas sensors and monitor replaced.
- Soda ash VFD repaired for spare.
- Overload relays repaired and purchased new for spares.
- Bench top pH probe purchased.
- High lift pump motor bearings purchased for spares.
- Low lift pump soft start refurbished and replaced.
- Bisulphite pumps (2) purchased and commissioned.
- Fluoride dosing system repairs.
- Purchased secondary standards for chlorine pocket meter.

In accordance with Ontario Regulation 107/03 all required sampling and laboratory analysis of the raw and treated water is carried out in the plant laboratory and a certified contracted laboratory, which includes annual, quarterly and weekly sampling requirements.

Flow meters are calibrated annually by an outside contractor for flow measurement of the water taken from the Madawaska River and to the distribution system.

Continuous water quality analyzers with alarm systems are installed for chlorine residual, turbidity of filtered water and fluoride residual.

All operators are certified to the appropriate level, with ongoing training taking place throughout the year.

4.0 Non-Compliance with Terms and Conditions of PTTW and MDWL

(2) The report must,

(b) for each requirement referred to in clause (a) that was not met, specify the duration of the failure and the measures that were taken to correct the failure.

None during this reporting period.

5.0 Adverse Test Results and Other Operational Problems

- A bulk load of fluoride (HFS) was ordered on September 2, 2022 and due to supply issues the HFS dosing system was out of service from Sept 13, 2022 to Oct 31, 2022.

- Due to equipment failures on the HFS dosing, the system was placed out of service on December 2, 2022. Pressure relief and back pressure valve rebuild kits were ordered and installed, and the system was back in service on December 17, 2022, with the residual on that date at 0.33 mg/l. The dose was raised with caution to ensure not to exceed the Maximum Allowable Concentration (MAC) of 1.50 mg/l. On December 31st the dose was 0.69 mg/l.
- No adverse test results during this reporting period.

6.0 Water Production Flow Measurement

The raw water and the backwash flows at the plant are measured by Endress + Hauser electromagnetic flow meters. These flow meters are calibrated annually by an outside contractor.

7.0 Raw Water Production

(3) The report must also include the following information for the purpose of enabling the owner of the system to assess the capability of the system to meet existing and planned uses of the system:

1. A summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows.

2. A comparison of the summary referred to in paragraph 1 to the rated capacity and flow rates approved in the system's approval, drinking water works permit or municipal drinking water licence.

The average daily raw water flow was measured at 5,035 m³. The maximum daily flow recorded was 7,486 m³ on March 7, 2022 when there was a main break on an industrial site. The maximum daily flow permitted under the Town's current PTTW from the Madawaska River is 10,340 m³/day.

The total annual raw water flow for 2022 was 1,837,928 m³. This volume has increased since 2021 which had a total flow of 1,680,096 m³, an increase of 9.4%.

8.0 Treated Water Production

The maximum daily volume of water permitted to be treated by the Town at the WFP under the MDWL in 2022 was 10,340 m³/day. There were no flow exceedances in 2022 and the average daily treated water flow was measured at 5,035 m³/day. The maximum daily treated water flow was 6,958 m³ on March 6, 2022, when there was a main break on an industrial site. The total annual treated water flow for 2022 was 1,581,830 m³. This volume has increased 8.2% as compared to 2021 which had a total flow of 1,462,599 m³.

9.0 Backwash Water Production

The average daily backwash water flow was 498 m³. The total annual backwash water flow was 181,882 m³. The backwash water is treated in a residuals treatment system where the solids are removed and pumped to the Water Pollution Control Centre (WPCC) for treatment and the clear supernatant is directed to the Madawaska River. The WFP MDWL stipulates a maximum permitted concentration of Total Suspended Solids (TSS) of 25 mg/l in the supernatant and in 2022 the average was 5.6 mg/l.

10.0 Water Quality

The Town of Arnprior carries out all the sampling and analysis of the raw and treated water as per the requirements of the MDWL and O. Reg. 170/03, schedules 10, 13, 23 and 24. s. Certain parameters are done at different frequencies such as daily weekly, quarterly and annually.

11.0 Zebra Mussel

Zebra mussels are evident at the Low Lift Pumphouse and at this time, are manageable with semi annual cleaning of the intake screens.

12.0 Turbidity

The Madawaska River is an excellent source of raw water with stable water turbidity. The performance criterion for filtered water is a turbidity of less than or equal to 0.3 Nephelometric Turbidity Units (NTU) in 95% of the measurements each month without exceeding 1.0 NTU. The 2022 filtered water turbidity was 0.09 NTU.

13.0 Quarterly and Annual Water Sampling

Sampling and testing were carried out at various frequencies for Volatile Organic Compounds, Inorganic compounds, Pesticides and PCB as per Sch 23 and 24 of O Reg 170/03. These samples are taken by operators and sent to a certified laboratory. The analytical revealed that all samples were within acceptable concentrations under the Ontario Drinking Water Standards.

14.0 Hardness

The recommended operational guideline for hardness is 80 mg/l expressed as Calcium Carbonate. This provides an acceptable balance between corrosion control and incrustation. Hardness is caused by the presence of certain dissolved chemical compounds with calcium and magnesium being the primary elements. The amount of hardness varies significantly depending on the source. The Arnprior raw water source has an average hardness of 55 mg/l which would be considered soft water.

15.0 Alkalinity

Alkalinity is a measure of the capacity of water to neutralize acids and is known as the buffering capacity. The recommended operational range for alkalinity in treated drinking water is 30mg/l to 500mg/l as Calcium Carbonate. The Arnprior raw water has an average alkalinity of 51 mg/l and the treated water an average of 55 mg/l.

16.0 Fluoride

Hydrofluorosilicic acid is added to the treated water to attain an average fluoride residual in 2022 of 0.56 mg/l with a Maximum Acceptable Concentration of 1.5 mg/l. The fluoride residual is monitored with an online analyzer and in laboratory analysis.

17.0 Water Treatment Chemicals

The WFP uses Chlorine gas, polymer, Ammonium Sulphate (Chloramination), Polyaluminum Chloride (Coagulant), Sodium Carbonate (Soda Ash), Phosphoric Acid (Corrosion Control), and Hydrofluorosilicic Acid (Fluoride).

For inquiries regarding this report, please contact Scott Matthews at 623-4231 Ext. 1834.

Respectfully,

Scott Matthews
Waterworks Supervisor



Town of Arnprior Staff Report

Subject: 2020-2023 Strategic Plan Status Report

Report Number: 23-02-27-04

Report Author and Position Title: Robin Paquette, CAO

Department: CAO's Office

Meeting Date: February 27, 2023

Recommendations:

That Council receives the 2020-2023 Strategic Plan Status Report, report number 23-02-27-04 regarding the Town's Strategic Plan as information.

Background:

In January of 2020, Council adopted the Strategic Plan "At a Glance" 2020-2023 and appendices, attached hereto as Document 1.

This Strategic Plan showed the priorities of Council for the following four years, as well as supplying direction on the action plans to achieve these priorities. By creating a plan which extended past the next election, staff maintains the confidence of a continuity of work plans, budget projections, etc. It is considered good practice to have a Plan that runs with the term of Council or longer.

As a reminder and as we consider our Actions Plans, it is also important to reflect on the Strategic Plan's Core Values, which are:

1. accountability, dependability, and reliability
2. honesty and integrity
3. respect, inclusivity and accessible
4. teamwork and collaboration
5. open and transparent

These Core Values support and guide everything we do as a Town. Our corporate culture has adopted these Core Values.

Also as a reminder, the Town's Vision for 2023 included the following:

- ◆ A **vibrant healthy economy** with robust, sustainable growth and good jobs and opportunities in all sectors.
- ◆ **Sustainable financial model** with sound fiscal responsibility and accountability to create efficiencies and synergies, balance tax and non-tax revenue, and manage debt effectively.
- ◆ **Built infrastructure** to support future development and protect the environment with increased access to **transportation options**.
- ◆ Be known for open, exceptional and highly **effective customer service delivery** where our residents feel included in the process and decisions being made.
- ◆ Have access to the services and supports that **promote well-being**, health and safety, providing a superior quality of life through recreation and cultural amenities, sufficient health care and community services for all ages.
- ◆ All residents are provided the four A's of **housing options** - accessible, affordable, appropriate and available.

In order to achieve the Vision 2023, six (6) Key Priority Areas were recognized as key to moving forward towards the Vision, as follows:

- A. Economic development
- B. Asset management
- C. Community wellbeing
- D. Operational and financial efficiencies
- E. Affordable, accessible housing options
- F. Transportation options

To ensure that adequate resources could be directed towards successfully completing the required tasks, the Key Priority Areas were further broken down into Action Plans with timeframes and progress indicators to ensure the works were manageable, achievable and sustainable. These Actions are outlined in Appendix A – F of the Strategic Plan.

It is important to note that there are several Actions within the previous year's priorities which are either on-going, continual, or annual. It is also important to note that while the list of Priorities identified projects or actions which were either started, or started and completed, over one or two years, the completed projects are typically now in a "maintenance phase" or an "implementation phase" and continue. As such, there are still resources being given, either through manpower and/or finances, to these projects, as well as the many new processes and procedures which have been added to the Town's work plans since 2012. These "background activities" should be considered as an on-going or continual basis moving forward.

Discussion:

The intent of this report is to update Council on the complete list of 2020-2023 Action Plan items, as we enter into the exercise of creating the 2023-2026 Strategic Plan. The Action Plans, Appendix A-F, have been amended to include a column for the status of each action.

I am very pleased to report to Council that we have completed, or have in progress, 90% of the projects on the Action Plan. This represents a strong team effort to move forward on various initiatives which leads us to confidently state that we have achieved much of the Vision anticipated for 2023.

As we have discussed in the past, there have been challenges over the past 3 years which affected our ability to maintain some of the timeframes outlined in the Action Plans. The effects of the pandemic, staffing challenges and the unprecedented growth experienced have impacted the Town's resources causing some of the projects to be delayed from their originally anticipated timing. However, as we enter the final year of the Plan, we are confident with our planned progression on the final remaining items.

Options:

N/A

Policy Considerations:

The Strategic Plan is a Council approved policy document which should guide all decision making. Wherever applicable, this section of all Staff Reports will continue to note relevance of the Strategic Plan.

Financial Considerations:

There are costs associated with various elements of the 2020-2023 Action Plans, and where these costs are known, they are included in the updates to the LRCF where applicable and annual budget, or in Staff Reports as may be required.

Meeting Dates:

N/A

Consultation:

The creation of the Strategic Plan 2020-23 included consultation with Arnprior residents, student leaders, rate payers and stakeholders through a community meeting, newspaper and website postings, staff, council and helped by Queen's University Executive Decision Centre. Annual action plans are developed by the CAO in collaboration with the senior management team and staff.

Documents:

1. Document 1 - (Updated) Strategic Plan "At a Glance" with Appendices A – F

Signatures

Reviewed by Department Head:

Reviewed by General Manager, Client Services/Treasurer: Jennifer Morawiec

CAO Concurrence: Robin Paquette

Workflow Certified by Town Clerk: Maureen Spratt

Town of Arnprior Strategic Plan 2020—2023

Core Values

**Honesty + Integrity | Teamwork + Collaboration | Open + Transparent
Respect, Inclusivity + Accessible | Accountability, Dependability + Reliability**

Visions for 2023

- ◆ A **vibrant healthy economy** with robust, sustainable growth and good jobs and opportunities in all sectors
- ◆ **Sustainable financial model** with sound fiscal responsibility and accountability to create efficiencies and synergies, balance tax and non-tax revenue, and manage debt effectively
- ◆ **Built infrastructure** to support future development and protect the environment with increased access to **transportation options**
- ◆ Be known for open, exceptional and highly **effective customer service delivery** where our residents feel included in the process and decisions being made
- ◆ Have access to the services and supports that **promote well-being**, health and safety, providing a superior quality of life through recreation and cultural amenities, sufficient health care and community services for all ages
- ◆ All residents are provided the four A's of **housing options** - accessible, affordable, appropriate and available

Key Priorities 2020-2023

Economic Development	Asset Management	Community Well Being	Operational and Financial Efficiencies	Affordable, Accessible Housing Options	Transportation Options
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Strategic Initiatives

Attraction Initiatives	Asset Management Planning	Community Support Initiatives	On-line Initiatives	Affordable, Accessible, Appropriate and Available Housing Options	Transit Planning
Retention Initiatives	Road/Linear Assets Rehabilitation	Arts and Culture Initiatives	Modernization Initiatives		
Marketing Initiatives	Fleet Management	Recreational and Leisure Initiatives	Grant Applications		
	Facility Maintenance		Debt Management		
			Communication Improvements		



Appendix A

Key Priority: Economic Development

Strategic Initiative	Action Plan	Timeframe	Progress Indicator	Status
Attraction Initiatives	Website Updated – Economic Development focus	2020	Update completed	Completed
	Airport Land Use Study	2020	Study completed, OP updated	Removed from Action Plan in 2021 due to development proposals involving the majority of the lands subject to this study and to avoid duplication of costs as equivalent studies completed by the developers in support of their applications.
	Industry Gap Analysis/Attraction Strategy	2022	Strategy in place	Underway (2023 per Capital plan)
Retention Initiatives	Small Business Support Workshops	2020	Workshops completed	Completed
	Digital Mainstreet Project	2020	Project completed	Completed
Marketing Initiatives	Tourism Strategy	2021	Strategy in place	To be completed in conjunction with Industry Gap Analysis/Attraction Strategy

Appendix B

Key Priority: Asset Management

Strategic Initiative	Action Plan	Timeframe	Progress Indicator	
Asset Management Planning	Water and Waste Water Model Updates	Yearly	Model Updated	Completed
	New Asset Management Plan	2020	New Plan adopted	Completed
	Road Surface Evaluation	2020	Evaluation completed	Completed
	Brownfield Strategy	2020	Develop Strategy	Deferred due to staffing issues.
	AMP - Develop Risk & Lifecycle Activities (O.Reg 588/17)	2020	Developed	Completed Risk portion, Lifecycle in 2023
	AMP - Develop Levels of Service – Core Assets (O.Reg 588/17)	2021	Developed	To be completed in 2024
	AMP - Develop Levels of Service – All Assets (O.Reg 588/17)	2023	Developed	Legislative deadlines extended to 2025
	Water and Waste Water Study	2023	Study completed	Underway
Road/Linear Assets Rehabilitation	Alicia Street Reconstruction	2020-2021	Complete	Completed
	Rolling Road Rehabilitation	2020-2023	Complete	Completed yearly per Capital budget.
	Craig Street Reconstruction	2021	Complete	Completed
	Hugh Street Reconstruction	2022	Complete	Completed
	400mm River Crossing	2022	Complete	Design underway
	Daniel St Watermain Upsize	2023	Complete	Deferred in LRCF
Fleet Management	Implementation of fleet lifecycle replacement per TCA Policy and AMP Policy.	2020-2023	Implemented	Completed
Facility Maintenance	NSC Remediation Project	2020	Completed	Completed

Appendix B

	Implementation of Building Condition Assessments for aging buildings including: 1.Town Hall BCA 2.Museum BCA3.NSC BCA/Working Group	2020-2023	Implemented	Completed, recommendations included in LRCF
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Appendix C

Key Priority: Community Well-Being

Strategic Initiative	Action Plan	Timeframe	Progress Indicator	
Community Support Initiatives	Community Safety and Well-Being Plan Creation	2020	Plan adopted	Partnered with OPP Renfrew Detachment municipalities, underway.
	Municipal Grants to Organizations – SALC, Physician Recruitment, Grove Redevelopment, Archives, Library, in-kind and partnership	2020	Monitor Grant Requests	Grant requests completed yearly, undertaking policy/process review in 2023.
	Ad-hoc Poverty Committee - recommendations	2020	Received by Council	Completed
	Accessibility Plan Implementation	2020-2023	Reviewed Annually	Completed yearly
	Age-Friendly Community Plan Implementation	2020-2023	Reviewed Annually	Completed yearly
Arts and Culture Initiatives	Establish Arts and Culture Committee	2020	Established	Created Museum & Culture Department, will form part of Committee review.
	Museum Strategic Plan Implementation	2020-2023	Implemented	Underway
Recreational and Leisure Initiatives	Waterfront Master Plan	2020	Completed	Completed
	Dog Park Feasibility	2020	Report to Council	Completed
	Recreation Master Plan / NSC Working Group Implementation	2020-2023	Implemented	Underway. Requests for Proposals for new RMP underway.

Appendix D

Key Priority: Operational and Financial Efficiencies

Strategic Initiative	Action Plan	Timeframe	Progress Indicator	
On-line Initiatives	Roll Out Phase II and III of Perfect Mind – Recreational On-line Booking Software	2020	Perfect Mind fully implemented	Completed
	Vender EFT Payments	2020	Implemented	Completed
	Vadim On-line – Viewing Tax and Water/WW bills, payroll, PO Module	2020	Implemented	Underway
Modernization Initiatives	IT Security Review	2020	Review completed	Completed
	Shared Service Delivery Review	2020	Review Completed	Completed
	Implement IT Security Recommendations	2020-2022	Implemented	Completed
Grant Applications	Grant Monitoring & Applications	Annually	Grants applied for	Undertaken yearly
Debt Management	Debt Management Policy	2020	Policy adopted	Completed
	Continue PAYG Model	Annually	Implemented	Undertaken yearly
Communication Improvements	Communication Strategy	2020	Strategy in place	Completed
	Implement Communication Strategy	2021-2022	Implemented	Underway
	Live Stream Council Meetings	2020	Implemented	Completed
	Full Agendas published on Website	2020	Agendas are published on website	Completed

Appendix E

Key Priority: Affordable, Accessible Housing Options

Strategic Initiative	Action Plan	Timeframe	Progress Indicator	
Affordable, Accessible, Appropriate and Available Housing Options	Ad-hoc on Poverty – report to Council	2020	Receive report from Ad-hoc Committee	Completed
	Housing Needs Study	2021	Needs Study Completed	Underway
	Collaborate with County on 10-Year Housing and Homelessness Plan Update	2020	County adopts updated Plan	Completed

Appendix F

Key Priority: Transportation Options

Strategic Initiative	Action Plan	Timeframe	Progress Indicator	Status
Transit Planning	Investigate Ride Share Programs	2020	Report to Council	Completed
	Transit Needs Study	2021	Needs Study completed	Completed

**The Corporation of the
Town of Arnprior**

By-law Number 7361-23

A by-law to authorize an amending agreement between with His Majesty the King in right of Ontario as represented by the Minister of Municipal Affairs and Housing for the Province of Ontario – Municipal Modernization Program – Telecom Modernization Project.

Whereas under By-Law 7266-22 Council entered into an Agreement His Majesty the King in right of Ontario as represented by the Minister of Municipal Affairs and Housing for the Province of Ontario for funding under the Municipal Modernization Program for a Telecom Modernization project; and

Whereas the Municipal Affairs and Housing has decided to extend the deadline for implementation projects under the Municipal Modernization Program and provided an amended transfer payment agreement to reflect new agreement dates; and

Whereas Council deems it expedient to authorize the execution of an amending Agreement with extended agreement dates for the Telecom Modernization Project; and

Therefore the Council of the Town of Arnprior enacts as follows:

1. That the Mayor and Clerk are hereby authorized to execute on behalf of the Corporation of the Town of Arnprior an amending Transfer Payment Agreement (Agreement) with His Majesty the King in right of the Province of Ontario as represented by the Minister of Municipal Affairs and Housing for the Province of Ontario for funding under the Municipal Modernization Program (MMP).
2. That this By-law shall come into force and effect on the day of its passing.

Enacted and Passed this 27th day of February, 2023.

Lisa McGee, Mayor

Maureen Spratt, Clerk

ONTARIO TRANSFER PAYMENT AMENDING AGREEMENT

This Amending Agreement No.1 effective as of the day of , 2023.

B E T W E E N :

**His Majesty the King in right of Ontario
as represented by the Minister of Municipal Affairs and
Housing**

(the **“Province”**)

- and -

The Corporation of the Town of Arnprior

(the **“Recipient”**)

BACKGROUND

1. The Province and the Recipient entered into an agreement effective as of March 4, 2022 (the **“Agreement”**) for the Town of Arnprior Telecom Modernization Project.
2. Pursuant to section 4.1 of Agreement, the Parties wish to amend the Agreement in the manner set out in this Amending Agreement No.1.

IN CONSIDERATION of the mutual covenants and agreements contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereto agree as follows:

3. All references to “Her Majesty the Queen in right of Ontario” are replaced with “His Majesty the King in the right of Ontario”.
4. Capitalized terms used but not defined in this Amending Agreement No.1 (the “Amending Agreement No.1”) have the meanings ascribed to them in the Agreement.
5. Section 1.2 of the Agreement is deleted in its entirety and replaced by the following:

“Entire Agreement. The Agreement and Amending Agreement No. 1 constitute the entire agreement between the Parties with respect to the subject contained in the Agreement and supersedes all prior oral or written representations and agreements.”

6. Schedule “B” (Project Specific Information and Additional Provisions) of the Agreement is amended by deleting “March 31, 2024” in the 2nd row and 2nd column of the chart and replacing it with “March 31, 2025”.
7. Schedule “D” (Budget) of the Agreement is amended by deleting the 2nd row and 1st column of the chart in its entirety and replacing it with:

“Reimbursement of up to 65% of Project costs incurred between August 16, 2021 to the earlier of December 1, 2023 or the submission of the Final Report Back”.
8. Schedule “F” (Reports) of the Agreement is amended by:
 - (a) Deleting “February 28, 2023” in the 3rd row and 2nd column of the chart and replacing it with “December 1, 2023”;
 - (b) Deleting “February 28, 2024” in the 4th row and 2nd column of the chart and replacing it with “December 2, 2024”; and
 - (c) Deleting “February 28, 2023” in the first paragraph under the subheading “2. Final Report Back” and replacing it with “December 1, 2023”.
9. Amending Agreement No.1 shall be effective as of the date set out at the top of the Amending Agreement No.1.
10. Except for the amendments provided for in Amending Agreement No.1, all provisions in the Agreement shall remain in full force and effect.

- SIGNATURE PAGE FOLLOWS -

The Parties have executed this Amending Agreement No.1 on the dates set out below.

**HIS MAJESTY THE KING IN RIGHT OF ONTARIO
as represented by Minister of Municipal Affairs
and Housing**

Date

Name: The Honourable Steve Clark
Title: Minister of Municipal Affairs and Housing

The Corporation of the Town of Arnprior

Date

Name:
Title:
I have authority to bind the Recipient.

Date

Name:
Title:
I have authority to bind the Recipient.

**The Corporation of the
Town of Arnprior**

By-law No. 7362-23

Being a By-law to appoint County Councillor Lynch to the Committee of Adjustment / Property Standards Committee of the Town of Arnprior for 2023.

Whereas as provided in Section 44 (1) of the *Planning Act, R.S.O. 1990*, Chapter P. 13, the Council of the Municipality may by by-law constitute and appoint a committee of adjustment for the municipality composed of such persons not fewer than three, as the council considers advisable; and

Whereas as provided in Section 44(3) of *the Planning Act, R.S.O. 1990*, Chapter P.13, the members of the committee who are not members of a municipal council shall hold office for the term of the council that appointed them and the members of the committee who are members of a municipal council shall be appointed annually; and

Whereas the Council of the Corporation of the Town of Arnprior, as provided in Section 54(2) of the *Planning Act, R.S.O. 1990*, Chapter P.13, did by By-law No. 3226-83 delegate this authority to the Arnprior Committee of Adjustment; and

Whereas as provided in Section 54(1) of the *Planning Act, R.S.O. 1990*, Chapter P.13 the County of Renfrew did, with the approval of the Minister of Municipal Affairs & housing, delegate to the Town of Arnprior the authority to grant consents under Section 53 of the said Act; and

Whereas Section 15.6(1) of the *Building Code Act, 1992, S.O. 1992, c.23* provides that a by-law prescribing the standards of the maintenance and occupancy of property within the municipality passed under section 15.1 shall provide for the establishment of a committee composed of such persons, not fewer than three, as the council considers advisable to hold office for such term and on such conditions as the by-law may establish; and

Whereas By-law No. 6602-16, as amended was enacted and passed by Council of the Corporation of the Town of Arnprior, being a by-law for prescribing standards for the maintenance and occupancy of property within the Town of Arnprior and to establish a Property Standards Committee; and

Whereas the Council of the Corporation of the Town of Arnprior deems it expedient to appoint a Member of Council to the Committee of Adjustment/Property Standards Committee for 2023; and

Whereas Council, at their meeting held on February 13, 2023 provided direction to appoint County Councillor Lynch to the Committee of Adjustment/Property Standards Committee;

Therefore the Council of the Town of Arnprior hereby enacts as follows:

1. **That** County Councillor Lynch is hereby appointed to the Committee of Adjustment / Property Standards Committee for 2023.
2. **That** this by-law shall come into full force and effect upon the final passing thereof at which time all by-laws, and resolutions that are inconsistent with the provisions of this by-law are hereby repealed insofar as it is necessary to give effect to the provisions of this by-law.

Enacted and **Passed** this 27th day of February, 2023.

Mayor Lisa McGee

Maureen Spratt, Clerk

**The Corporation of the
Town of Arnprior**

By-law Number 7363-23

Being a By-law to appoint Council Member(s) to the Arnprior Airport Commission, and the Arnprior & McNab/Braeside Archives Board for the 2022-2026 Term of Council

Whereas under Section 8 of the Municipal Act, 2001, S.O., 2001 c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act.; and

Whereas Council, at their meeting held on December 7, 2022 received requests from the Arnprior Airport Commission and the Arnprior & McNab/Braeside Archives Board for Member(s) of Council to sit on their commission/board; and

Whereas Council of the Corporation of the Town of Arnprior deems it expedient to appoint members to the Arnprior Airport Commission, and the Arnprior & McNab/Braeside Archives Board; and

Whereas Council, at their meeting held on February 13, 2023 provided direction to prepare appointment by-laws; and

Therefore the Council of the Town of Arnprior hereby enacts as follows:

- 1. That** Councillor Tom Burnette and Councillor Billy Denault be appointed to the Arnprior Airport Commission for the 2022-2026 Term of Council, and if eligible for reappointment, until such a time as a successor is appointed.
- 2. That** Councillor Chris Toner is hereby be appointed to the Arnprior & McNab/Braeside Archives Board for the 2022-2026 Term of Council, and if eligible for reappointment, until such a time as a successor is appointed.
- 3. That** this by-law shall come into full force and effect upon the final passing thereof at which time all by-laws, and resolutions that are inconsistent with the provisions of this by-law are hereby repealed insofar as it is necessary to give effect to the provisions of this by-law.

Enacted and Passed this 27th day of February, 2023.

Mayor Lisa McGee

Maureen Spratt, Clerk

**The Corporation of the
Town of Arnprior**

By-law Number 7364-23

Being a By-law to govern the calling, place and proceedings of meetings of the Council of the Corporation of the Town of Arnprior

Whereas Section 238 of the *Municipal Act, 2001*, stipulates that every municipality and local board is required to pass a procedure by-law governing the calling, place and proceedings of meetings; and

Whereas Council shall also follow the regulations as set out within the *Municipal Conflict of Interest Act*; and general parliamentary rules of procedure; and

Whereas the Council of the Corporation of the Town of Arnprior deems it advisable to pass such a By-law; and

Therefore the Council of the Town of Arnprior hereby enacts as follows:

1. **That** the proceedings of meetings of Council, the conduct of the members and the calling of meetings shall be governed by the provisions and regulations contained in this by-law, attached as Schedule A and forming part of this bylaw
2. **That** the By-law be cited and referred to as the "Procedure By-law"
3. **That** By-law Number 6922-19, as amended and any other by-laws or resolutions or parts of by-laws or resolutions that are inconsistent with the provisions of this by-law are hereby repealed
4. **That** this by-law shall come into full force and effect on the day of its passing.

Enacted and Passed this 27th day of February, 2023.

Mayor Lisa McGee

Maureen Spratt, Clerk

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Section 1. Definitions

In this by-law:

“**Act**” means the Ontario *Municipal Act, 2001*, S.O. 2001, c. 25, as amended.

“**Ad Hoc Committee**” means a special purpose committee of limited duration and scope, created by Council to inquire and report on a particular matter or concern, and which dissolves automatically upon submitting its final report unless otherwise directed by Council.

“**Advisory Committee**” means a Committee of Council comprised of one or more Members of Council and/or members of the public appointed by Council for a specific purpose or mandate.

“**Agenda**” means the order in which business is conducted at a meeting.

“**Awards**” means ceremonial presentations or other forms of official recognition to or from the Town of Arnprior or other public entities.

“**Board**” means a local board as defined in the *Municipal Act, 2001*, as amended

“**Bulk Agenda**” means the portion of the agenda containing more than one agenda item that may be approved by Council or Committee without debate, such as Bulk By-laws being approved by one motion.

“**By-law**” means an enactment, in a form approved by Council, passed for the purpose of giving effect to decisions or proceeds of Council

“**Chair**” means the Member responsible for presiding at the meeting and may be referred to herein as the Presiding Officer.

“**Chief Administrative Officer**” means the individual appointed as Chief Administrative Officer of the Town of Arnprior pursuant to Section 229 of the *Municipal Act* and may be referred to as the C.A.O. herein.

“**Clerk**” means the individual appointed as the Clerk of the Town of Arnprior pursuant to Section 228 of the *Municipal Act*; or in the absence of the Clerk, the Deputy Clerk, of the Town of Arnprior pursuant to Section 228 (2) of the *Municipal Act*.

Procedure By-Law – Schedule A By-law Number 7364-23

“Closed Session Meeting” means that part of a meeting that is closed to the public in accordance with Section 239 of the *Municipal Act*, other than those persons specifically invited to remain and may also be referred to as “In Camera.”

“Communication device” means and includes cellular phones, smart phones, pagers, computers with a link to the Internet, similar piece of technological equipment used for communication or recording purposes, except for duly authorized cable television broadcasts and recording equipment utilized by the Clerk’s Office for the purposes of producing minutes.

“Committee” means a committee of Council established by Council.

“Confirmatory By-law” means a by-law passed at the conclusion of Council meetings, confirming the actions of Council taken at that meeting and any previous meetings which did not have a confirmatory by-law, in respect of each resolution and other actions taken, so that every decision of Council at that meeting shall have the same force and effect as if each and every one of them had been the subject-matter of a separately enacted by-law.

“Council” means the Council of the Corporation of the Town of Arnprior comprised of duly elected officials.

“Declaration of Interest” means a declaration of pecuniary interest pursuant to the *Municipal Conflict of Interest Act*, R.S.O. c. M.50.

“Delegation” means an oral address by and at the request of a member of the public which may be supported by written material and is included on the agenda.

“Department Head” means either of the General Manager, Client Services/Treasurer, General Manager, Operations, Director of Recreation or the Fire Chief.

“Deputy Clerk” means a person(s) appointed as the Deputy Clerk within the meaning of the *Municipal Act*.

“Deputy Mayor” means the member of Council appointed in accordance with Section 3.1, 3.2, and 3.3 of this by-law, to serve as the Deputy Mayor for a specific time.

“Ex-Officio Member” means a member by virtue of their office and would not otherwise be a member. They have all the rights of a member unless otherwise stated.

“Hybrid Meeting” means a meeting that is held both In-person and through electronic participation, where members may choose to attend through either method.

“Inaugural Meeting” means the first meeting of a new Council after a municipal election where the declarations of office are made.

“Majority Vote” means an affirmative vote by the majority of the Members, who are both present at a Meeting and are qualified to vote.

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“Mayor” means the head of Council as set out in the *Municipal Act*.

“Meeting” means any regular, special or other meeting of a council, of a local board or of a committee of either of them, where,

(a) a quorum of members is present, and

(b) members discuss or otherwise deal with any matter in a way that materially advances the business or decision-making of the council, local board or committee.

“Member of Committee” means a Citizen Member of the public who has gone through a selection process, and has been appointed by Council to act with regards to specific areas of the organization.

“Member of Council” means a Member of Council; elected or appointed, in accordance with the *Municipal Elections Act, 1996, S.O. 1996, c. 32*.

- **“At a Council Meeting”** means a Member of Council who acts in a legislative capacity or as a legislative body, each having one equal vote.
- **“At a Committee Meeting”** means a Member of Council appointed to a specific Committee,

“Municipal Act” means the Ontario *Municipal Act, 2001, S.O. 2001, c. 25*, as amended.

“Notice of Motion” means a written notice including the name of the mover, advising Council or Committee that the motion described will be brought forward for debate at the subsequent Council meeting.

“Motion” means an item placed before the Council or Committee, which has been properly moved and seconded by Members, that Council resolve and effect a decision and includes a Committee recommendation contained in a Committee report.

“Pecuniary Interest” means relating to or connected with money, pursuant to the relevant Conflict of Interest Legislation.

“Presentations” are organized by the C.A.O. or Clerk based on recommendations from Department Heads to present information to Council.

“Presiding Officer” means the Mayor, or in the absence of the Mayor, the Deputy Mayor, at a regular or special meeting of Council, or the Member of Council appointed as the Chair of a Committee or, in the absence of either, another Member of Council appointed in accordance with the provisions of this by-law. The Presiding Officer may also be referred to as the Chair.

“Quorum” means the majority of the total number of the Voting Members of the Council or Committee, or as may be specifically set out in Council approved Terms of Reference for a Committee. The Ex-Officio Member does not affect quorum.

“Recorded Vote” means a written record of the name and vote of every Member on any motion or question at any Member’s request that the vote be recorded.

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“**Resolution**” means the decision on any motion passed, Committee recommendation or staff reports adopted in a meeting of Council.

“**Rules of Order**” means the rules to regulate debate and the conduct of Members of Council, staff and public during an actual meeting of the Council or Committee.

“**Special Meeting**” means a meeting of Council that is arranged outside of the normal meeting schedule to deal with only specific item(s) of business in accordance with this by-law.

“**Striking Committee**” means a committee of all members of Council responsible for recommending appointments to Agencies, Boards, Advisory Committees and Commissions.

“**Town**” means the Corporation of the Town of Arnprior, which may be referred to also as the municipality.

Section 2. Rules & Regulations

- a) In all the proceedings at or taken in Council, the rules and regulations set out in this by-law shall be observed and shall be the rules and regulations for the order and dispatch of business in the Council and in the Committees thereof.
- b) No rule or regulation of the Council shall be suspended except on motion carried by a vote of two-thirds of the Members present.
- c) Amendments to the rules and regulations set out in this by-law shall only be made on a motion carried by a vote of two-thirds of the Members present.
- d) The requirement for a vote of two-thirds of the Members shall not apply to the vote with respect to motions pertaining to this implementing by-law.

Section 3. Appointment of Members

3.1 Deputy Mayor

- a) The Deputy Mayor shall act in the place and stead of the Mayor when the Mayor is absent from the Municipality, or absent through illness or the office is vacant. While so acting, such member has and may exercise all the rights, powers and authority of the Mayor with respect to the role of presiding at the meeting.
- b) At the beginning of the term of a newly-elected Council and as necessary thereafter, the process set out in section 3.2 below shall be followed for Deputy Mayor Appointments and the Clerk shall prepare and distribute the Deputy Mayor Rotation List for Council's information.

3.2 Term of Deputy Mayor

The term of appointment shall be on an eight (8) month rotational basis. The Deputy Mayor rotation shall be listed pursuant to the same criteria as set out in Section 5.4 Seating Arrangements.

3.3 Substitute Deputy Mayor

If during the term of appointment, the Deputy Mayor appointed for that term is absent from the municipality or absent through illness, the next successive Councillor listed on the Deputy Mayor Rotation List shall be the Acting Deputy Mayor.

3.4 Member of Upper-Tier Council – County Councillor

The County Councillor shall be Council's representative on County Council and shall represent the Town in County Council business. The County Councillor shall report any relevant information stemming from County Council business at Council and in a timely manner to Town Council.

3.5 Appointment of Alternate Member to Upper Tier Council

- a) Council may appoint one of its Members as an Alternate Member of the Upper Tier Council to act in place of the member of upper-tier council appointed for that term when they are unable to attend a meeting of the upper tier council for any reasons, subject to the following limitations:
 - i. No more than one Alternate Member may be appointed during the term of Council;
 - ii. Notwithstanding Section 3.5 a) i). if the seat of the appointed Alternate Member becomes vacant, Council may appoint another of its members as an Alternate Member for the remainder of the term of Council;
 - iii. Council may not appoint an alternate for the Alternate Member; and
 - iv. When acting in their capacity as an Alternate Member on the Upper Tier Council, the Alternate Member shall adhere to all policies, procedures, practices, and codes of conduct established by the Upper Tier Council.
- b) At the first regular meeting of a new term of council, the Mayor shall be appointed as the alternate member of upper-tier council in accordance with Section 268 of the *Municipal Act*.

3.6 Council Appointments to Committees

Council shall normally appoint Councillors to Committees as necessary.

3.7 Public Appointments to Committees

Council shall normally appoint members of the public to Committees as necessary, following recommendations made by the Striking Committee (see Section 4.6), to commence from the time of appointment and continue as determined by the mandate of the Committee.

Section 4. Meetings

4.1 Inaugural Meeting of Council

- a) The Inaugural Meeting of Council for each term shall be held in at time and place to be fixed by the Clerk, not later than 31 days after its term commences
- b) The Head of Council's Inaugural Address shall take place at the Inaugural meeting of Council.
- c) Every Member of Council shall make and subscribe a "Declaration of Office" and an "Oath of Allegiance" at the Inaugural meeting of Council, or if absent, in the office of the Clerk or at the next subsequent meeting of Council, as well as sign as having read and understood the Council Code of Conduct, before assuming any duties of office.

4.2 Regular Meetings of Council

- a) The next and each succeeding regular meeting of Council shall be held on the second and fourth Monday of every month at 6:30 p.m. except in the months of July, August, and December, where there will only be one meeting as set out in the Annual Meeting Schedule.
- b) In the event that the day for a regular meeting of Council occurs on a public or civic holiday, Council shall meet at the same hour on the following Tuesday, unless the Council, by resolution passed at a regular meeting, directs otherwise.

4.3 Annual Meeting Schedule

In December of each year, the Clerk provides Council with a report setting out the exceptions to the regular Council meeting schedule for the upcoming year. Notice will be placed on the municipal website and other mediums as outlined in the Town's Public Notice Policy.

4.4 Special Meetings

- a) The Mayor, may, at any time, call a special meeting of Council upon giving a minimum of 24 hours' notice.

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- b) The Clerk must summon a special meeting of Council when a majority of councillors present a written petition asking for a special meeting for a specific purpose. The meeting must be called for that purpose and at the time noted in the petition but the Clerk must give at least 24 hours' notice of the meeting to all members of Council. All councillors listed on the petition must be present at the special meeting.

4.5 Emergency Meeting

If a matter arises that, in the opinion of the C.A.O. is considered to be of an urgent, time sensitive or emergency nature, or that could affect the health or well-being of the constituents of the Town of Arnprior, or if a state of emergency is declared, or if so directed by a provincial ministry, the notice requirements of this by-law may be reduced and the C.A.O. shall provide as much notice as is reasonable under the circumstances.

4.6 Striking Committee

- a) The Striking Committee shall be comprised of all Members of Council. Normally, in January following the Inaugural Meeting of Council, or when vacancies warrant, the Striking Committee shall convene at a date and time arranged by the Clerk.
- b) The duties of the Striking Committee, which shall be chaired by the Mayor, are to:
 - i. fill all vacancies which may arise during the course of the year on local boards, Committees and commissions, for the term of Council;
 - ii. determine who shall Chair each of the Committees, for the term of Council;
 - iii. report the Striking Committee's recommendations at the first regular meeting of Council which follows the Striking Committee meeting.

4.7 Committees

- a) When Council solicits members of the public to participate on a committee, the Clerk will place an advertisement in a local newspaper or on the Town's website inviting members of the public to apply to be a member of the committee in accordance with the Town's Public Notice Policy.
- b) Any Member of Council may attend meetings of a Committee but may not vote if not appointed to the committee as a member.
- c) Council Members appointed to Committees are there to act, like the Citizen Members appointed, as all final decisions are made by Council as a whole at a Council Meeting.

4.8 Closed Meetings

Pursuant to Section 239 of the *Municipal Act*, all meetings must be open to the public, except that a meeting or part of a meeting may be closed to the public if the subject matter being considered is:

- a) the security of the property of the municipality or local board;
- b) personal matters about an identifiable individual including municipal or local board employees;

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- c) a proposed or pending acquisition or disposition of land by the municipality or local board;
- d) labour relations or employee contract negotiations;
- e) litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board;
- f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- g) a matter in respect of which Council, board or a committee has authorized a meeting to be closed under any Act;
- h) information explicitly supplied in confidence to the municipality or local board by Canada, a province or territory or a Crown agency of any of them;
- i) a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization;
- j) a trade secret or scientific, technical, commercial or financial information that belongs to the municipality or local board and has monetary value or potential monetary value; or
- k) a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board.

4.9 Closed Meetings – Other Criteria

A meeting or part of a meeting shall be closed to the public if the subject matter being considered is:

- a) a request under the *Municipal Freedom of Information and Protection of Privacy Act*, if the council, board, commission or other body is the head of an institution for the purposes of that Act; or
- b) an ongoing investigation respecting the municipality, a local board or a municipally-controlled corporation by the Ombudsman appointed under the *Ombudsman Act*, an Ombudsman referred to in subsection 223.13 (1) of the *Municipal Act*, or the investigator referred to in subsection 239.2 (1).

4.10 Closed Meetings for Educational or Training Session Purposes

Pursuant to Section 239 of the *Municipal Act*, a meeting of a Council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied:

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- a) the meeting is held for the purpose of educating or training the members, and
- b) at the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the Council, local board, or Committee.

4.11 Closed Meetings Attendees

- a) Where a meeting or part of a meeting is closed to the public, all persons not specifically invited by Council or the C.A.O to remain shall retire from the meeting.
- b) All members of Council may attend any Closed Meeting, or part of a meeting which is closed to the public. If a Council member has declared a pecuniary interest in a matter, they are not permitted to attend the meeting when such matter is being discussed.
- c) The Chief Administrative Officer and the Clerk shall attend all closed meetings and at the discretion of the C.A.O., other members of staff or special invitees or advisors may be invited to attend where such is deemed appropriate by the C.A.O.

4.12 Closed Meetings Reports & Documentation

- a) The Clerk's Office distributes confidential reports as well as Closed Meeting Minutes and Agendas to Council Members unless a Councillor has declared a pecuniary interest.
- b) If the report pertains to a pecuniary interest or property matter, it will be enclosed in a separate envelope with a note as to the subject matter attached to the outside. Should a Council Member have a pecuniary interest in the matter, they should return the envelope to the Clerk unopened. This will assist Council in compliance with the *Municipal Conflict of Interest Act*.
- c) All originals of Closed Meeting Reports or related documents are retained by the Clerk in confidential files. Confidential reports and information distributed to Members and staff shall be returned to the Clerk immediately after the matter has been dealt with by Council or Committee for shredding.
- d) Should a report be issued by a Closed Meeting Investigator which finds that a meeting or part of a meeting that was the subject of an investigation by that person appears to have been closed to the public contrary to section 239 of the Municipal Act, 2001, or to this procedure by-law, Council must pass a resolution advising how it intends to address the report.

4.13 Closed Meetings General

- a) Discussion during a closed meeting shall be limited to the issue and nothing in this by-law confers the power on any Member or Members of Council to make any decision or take any action unless or until such action is presented and decided upon at a duly called and constituted open meeting of Council.
- b) Generally voting shall not occur during a closed meeting; however, a vote may occur during a closed meeting provided that the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the municipality, or persons retained by or under contract with the municipality in accordance with section 239 (6) of the *Municipal Act*.
- c) Before holding a ~~training~~ meeting or part of a meeting that is to be closed to the public, Council or the Committee must pass a resolution stating the fact that a closed meeting is taking place and the general nature of its subject matter as well as the section of the *Municipal Act* that allows the meeting to be closed to the public.

4.14 Reporting in Open Session

- a) The Mayor or Chair shall report out in an open meeting immediately following the closed meeting and summarize the actions taken in the closed meeting.
- b) Matters discussed in a closed meeting which require a decision will be brought forward to an open meeting of Council or committee.

Section 5. General Rules of Meetings

5.1 Location of Council & Committee Meetings

The Council and its Committees shall meet ordinarily in the Council Chambers at the Town Hall. Meetings may be held at alternate locations as determined by Council, or the C.A.O. for purposes of accommodation in regard to accessibility and/or space required, while providing notice on the Town website a minimum of 48 hours in advance of the meeting. If the location of a Council/Committee is changed, this location information shall be posted on the door of the Town Hall, the website, and sent to the press for their information.

5.2 Electronic Participation at Meetings

5.2.1 In this section:

- a) "Electronic Participation" means the participation in a meeting of a member who is not physically present in the room but through electronic means such as audio-only communication, or audio-visual communication.

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5.2.2 A member of council of a local board or of a committee of either of them may participate electronically in a Meeting that is either open or closed to the public and in doing so may be counted in determining whether or not a quorum of members is present at any point in time and may vote as if they were attending the Meeting in person.

5.2.3 A Meeting held via Electronic Participation shall permit Delegations and Presentations by members of the public. All Delegations and Presentations will be heard in accordance with section 7.9.2 and 7.93.

5.3 Communication Devices

Communication devices shall not be permitted to be utilized when Council is holding a meeting, unless it is deemed necessary for Bona-fide Council business, such as accessing electronic documents both prior to and during Council and Committee Meetings.

5.4 Attendance

Every Member of Council and those municipal employees directed by the C.A.O. shall attend each meeting of Council or shall advise the Clerk and C.A.O. of their inability to attend.

5.5 Leaves of Absence

The office of a Member of Council will become vacant if the Member is absent from the meetings of Council for three successive months unless the leave of absence is authorized by a resolution of Council.

Notwithstanding the foregoing, an office is not vacated by a Member of Council who is absent for twenty consecutive weeks or less if the absence is as a result of the Member's pregnancy, the birth of the Member's child or the adoption of a child by the Member in accordance with subsection 259 (1.1) of the *Municipal Act*, 2001. A resolution of Council is not required to authorize such leave of absence. The Member shall provide the Clerk and/or their designate with written notice of the leave of absence for twenty consecutive weeks or less as a result of the Member's pregnancy, the birth of the Member's child or the adoption of a child by the Member.

5.6 Seating Arrangements

The Mayor shall sit in the centre seat at the Council table. The County Councillor shall sit in the seat to the immediate right of the Mayor. The Councillor with the greatest seniority of service on Council shall sit in the seat immediately left of the Mayor. The remaining seats shall be filled in an alternating order, right to left, in order of seniority and thereafter in order of votes polled in the latest municipal election.

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5.7 Call to Order

- a) As soon after the hour fixed for the holding of the meeting of Council with a quorum present, the Presiding Officer shall assume the Chair and call the meeting to order. In the event that the Presiding Officer does not attend within fifteen minutes after the time appointed for a meeting of the Council, the Deputy Mayor shall assume the Chair and preside over the meeting until the Head of Council arrives. In the case of Advisory Committees, the Vice Chair shall follow the same procedures as set out for the Deputy Mayor.
- b) Upon being called to order, all Members of Council and appointed officials shall immediately take their seats and shall remain seated unless otherwise excused by the Presiding Officer.

5.8 Quorum

As soon as there is a quorum after the time fixed for the meeting, the Presiding Officer shall assume the Chair and call the members to order.

5.9 No Quorum

- a) If no quorum is present fifteen minutes after the time appointed for a meeting of Council, the Clerk shall record the names of the Members of Council present and the meeting shall stand adjourned until the date of the next meeting of Council.
- b) If during the course of a meeting, quorum is lost, then the meeting shall be adjourned, and all unfinished business carries forward to the next regular meeting or any special meeting called for that purpose before the next regular meeting.
- c) The Clerk shall attempt to give notice of any meeting so rescheduled by telephone, electronic mail or as is practical within the time available.

5.9 Curfew

All meetings of Council or Committees shall adjourn by 10:00 p.m. unless a motion to proceed beyond curfew is carried by a majority of Members present before 10:00 pm.

If there is no motion to proceed beyond curfew and the meeting is still in progress; Council shall reconvene at the next regular meeting, at which time any unfinished business shall be dealt with before any new business.

5.10 Vacancy on Council

If a vacancy occurs during the term of the Council, such vacancy shall be filled in accordance with Section 263 of the *Municipal Act*.

5.11 Agenda Items

Agenda items must be received by the Clerk as per the internal Council/Committee Meeting Agenda Package Process. For delegations, see Section 7.8.2.

Section 6. Notice of Meetings

6.1 Notice to Council or Committee Members

- a) The Clerk or their designate shall provide written notice of meetings by e-mail to each member so as to be received not later than 48 hours in advance of each regular meeting.
- b) Notice of all Special Meetings will set forth the matters to be considered at such Special Meeting and will be given to all members of Council not less than twenty-four hours in advance of the time fixed for the meeting; and the Clerk shall give such other notice of the meeting to members by telephone, e-mail or as otherwise practical within the circumstances.

6.2 Notice to Public

- a) Notice of Meetings, including date, time and location shall be given to the public by means of an agenda posted on the Town's website not later than forty-eight hours in advance of each regular meeting, and not less than twenty-four hours in advance of the time fixed for a special meeting.

6.3 Web Site Agenda Posting & Package/Print Items

- a) The agenda for regular meetings of Council shall be made available in the Clerk's Office at Town Hall and on the Town's website at least 48 hours in advance of the time fixed for the meeting. Agendas and package items will be distributed electronically to both staff and members of Council however, the Clerk's Office will make necessary accommodations where required.
- b) If a person is desirous of receiving any print item on the agenda, they may request a copy by contacting the Clerk's Office which may be delivered by email, fax or picked up at the Clerk's Office.

6.4. Effect of Lack of Proper Notice

Lack of receipt of the notice shall not affect the validity of holding the meeting.

Section 7. Order of Business - Agenda

7.1 Preparation of the Agenda

The Clerk or their designate shall prepare and circulate an agenda for each Regular Meeting of Council at least 48 hours prior to each meeting. The content of each Council agenda shall be determined by the C.A.O. and prepared by the Clerk, in consultation with the Mayor, and agenda shall be prepared in the following order:

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Content of Agenda & Order of Items – Council Meetings

- Call to Order
- Roll Call
- Land Acknowledgement Statement
- Adoption of Agenda (Additions/Deletions)
- Disclosure of Pecuniary Interest
- Question Period (on previous Council Business)
- Adoption of Minutes of Previous Meeting(s) (Except Minutes of Closed Meeting)
- Awards/Delegations/Presentations
- Public Meetings
- Matters Tabled/Deferred/Unfinished Business
- Notice of Motions
- Staff Reports
- Council and Committee Reports and Minutes
 - Mayor's Report
 - County Councillor's Report
 - Council and Committee Reports and Minutes
- Correspondence and Petitions
- By-laws & Resolutions
- Announcements
- Media Questions
- Closed Meeting
- Confirmatory By-law
- Adjournment

7.2 Call to Order

The Presiding Officer shall call the meeting to order. The opening remarks of the Presiding Officer shall be at the sole discretion of the Presiding Officer and shall normally relate to items of special interest.

7.3 Roll Call

The Presiding Officer shall ask the Clerk to call the roll upon calling the meeting to order. The Clerk then shall call the roll and take down the names of Members of Council present, by seating arrangement, with the Presiding Officer being called last.

7.4 Land Acknowledgement Statement

The Presiding Officer shall give a statement at the beginning of every council meeting to acknowledge and show respect for the Indigenous Peoples as traditional stewards of the land we operate on.

An example of an appropriate acknowledgement at this time is as follows:

“I would like to begin by acknowledging that the land on which we work and gather is the traditional unceded territory of the Anishinaabe People.

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This Algonquin Nation have lived on this land for thousands of years, long before the arrival of the European settlers, and we are grateful to have the opportunity to be present in this territory.”

7.5 Adoption of the Agenda (Additions/Deletions)

Additions or deletions from the agenda shall be considered during the Adoption of the Agenda section and require a majority vote of Council. The C.A.O. and Clerk may amend the agenda prior to the start of the meeting where deemed appropriate and such amended agenda shall be provided to Council noting the amendment(s).

7.6 Disclosure of Pecuniary Interest

- a) It is the responsibility of each member to identify any pecuniary interest on any item or matter before the Council or Committee, in accordance with the provisions of the *Municipal Conflict of Interest Act*.
- b) Where a member has any pecuniary interest, direct or indirect, in any matter and is present at a meeting of the Council or Committee at which the matter is the subject of consideration, the member shall:
 - i) Prior to any consideration of the matter at the meeting, disclose the interest and the general nature thereof;
 - ii) Not take part in the discussion or vote on any question with respect to the matter; and
 - iii) Not attempt in any way before, during and/or after the meeting to influence the voting on any such question
- c) Where a meeting is not open to the public, in addition to complying with the requirements of 7.5 b), the member shall forthwith leave the meeting for the part of the meeting during which the matter is under consideration
- d) If the matter under consideration at a meeting or a part of a meeting is to consider whether to suspend the remuneration paid to the member, the following rules shall apply:
 - i) Despite section 7.5 b), the member may take part in the discussion of the matter, including making submissions to council or the local board, as the case may be, and may attempt to influence the voting on any question in respect of the matter, whether before, during or after the meeting, in accordance with Section 5.2(2) of the *Municipal Conflict of Interest Act*, as may be amended from time to time. However, the member is not permitted to vote on any question in respect of the matter.

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- ii) Despite section 7.5 c), in the case of the meeting that is not open to the public, the member may attend the meeting or part of the meeting during which the matter is under consideration
- e) Where the interest of a member has not been disclosed by reason of their absence from the particular meeting, the member shall disclose the interest and otherwise comply at the first meeting of Council or Committee as the case may be, attended by the member after the particular meeting.
- f) The Clerk shall record the particulars of any disclosure of pecuniary interest made by the member(s) and such record shall appear in the minutes of that particular meeting.
- g) At a meeting which a member discloses an interest under section 7.5, or as soon as possible afterwards, the following rules apply:
 - i. the member shall file a written statement of the interest and its general nature with the Town Clerk or secretary of the committee or local board, as the case may be, in accordance with section 5.1 & 5.2 (1) of the *Municipal Conflict of Interest Act*, as may be amended from time to time;
 - ii. The Town Clerk and local board shall establish and maintain a registry in which shall be kept, a copy of each statement/declaration filed; and
 - iii. The registry shall be available for public inspection in the manner and during the time that the municipality or local board, as the case may be, may determine.

7.7 Question Period

- a) The Question Period of the Agenda provides an opportunity for the public to receive updates or ask questions on matters which have been previously discussed at Council, with Council having the option to:
 - i. provide a response immediately in consultation with Staff.
 - ii. direct the person to seek information from Staff during regular business hours; or
 - iii. direct Staff to provide an update at a future Council meeting.
- b) The Presiding Officer has the discretion to regulate public questions and inquiries during the Question Period.
- c) Question Period shall not be a venue to discuss new matters; however, the public has the option to apply as a Delegation for bona-fide municipal business.

7.8 Adoption of Minutes from Previous Meeting(s)

- a) Minutes of meetings shall record:
 - i. the place, date and time of the meeting;

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- ii. the names of the presiding officer and the record of the attendance of the members as well as members who are absent;
 - iii. the later arrivals or early departures of members;
 - iv. declarations of interest;
 - v. the reading, if requested, correction and confirmation of the minutes of prior meetings;
 - vi. the mover and seconder of all motions;
 - vii. all other proceedings of the meeting without note or comment
 - viii. the time of adjournment.
- c) If the minutes have been delivered to the members of the Council, then the minutes shall not be read, and a resolution that the minutes be adopted as if read shall be in order.
- d) Prior to confirmation of the minutes of the previous meeting or meetings, as the case may be; if required by any member, such minutes or so much thereof as may be required, shall be clarified by the Clerk.
- e) The minutes shall be approved by a resolution of Council. Once approved, they shall be signed by the Mayor and by the Clerk or their respective designate and posted on the Town's website.

7.9 Awards/Delegations/Presentations

7.9.1 Awards

Awards are Ceremonial Presentations or other forms of official recognition to or from the Town of Arnprior or other public entities.

7.9.2 Delegations

- a) The intent of delegations of bona-fide municipal interest is to provide a forum for the public to bring matters of interest or concern to the attention of Council. All delegations shall appear before Council, unless the C.A.O or Council otherwise declares. Matters regarding the daily operations or functions of the Corporation will be referred by the Clerk to the appropriate Staff person; however, if after having consulted with Staff, the person still wishes to bring the matter before Council, the delegation process will be followed.
- b) All delegation requests must pertain to bona-fide municipal business of interest and materials must be submitted to the Clerk a minimum of one (1) week prior to the meeting date the delegation is to be present.

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- c) The Clerk shall acknowledge receipt of all such requests to make a delegation and list the delegation on the next available Council meeting agenda or on an agenda for a meeting date suitable to the delegation.
- d) Every delegation shall be supported on the Agenda for the meeting by correspondence which states concisely the purpose of the delegation and the municipal business action being requested.
- e) Delegations shall be restricted to a maximum of five (5) minutes. Delegations shall be limited to a maximum of two (2) spokespersons. A maximum of three (3) delegations shall appear before Council at any one meeting, for a total time allotment of fifteen (15) minutes for delegations. Such appearance before Council shall be acknowledged and arranged by the Clerk.
- f) Notwithstanding the foregoing, the Presiding Officer may, with the consent of the majority of the members present, extend such time allotment.
- g) Upon completion of the delegation, Members of Council may address questions to the delegate with respect to the subject matter; and can either debate the issue immediately or defer debate to a future Council meeting, at which time each matter of business raised by delegates shall be listed under the “Matters Tabled/Deferred/Unfinished Business” section on the Agenda.

7.9.3 Presentations

Presentations are organized by the C.A.O or Clerk based on recommendations of Department Heads to present information to Council. Presenters will be afforded fifteen (15) minutes to address Council, excluding follow up questions.

7.10 Public Meetings

Public meetings are intended to satisfy specific requirements set out through applicable law such as, but not limited to the *Planning Act*.

7.11 Matters Tabled/Deferred/Unfinished Business

All business called pursuant to the Agenda and not disposed of, shall be placed as unfinished business on the Agenda for the next regular meeting.

7.12 Notice of Motion

A notice of motion may be introduced by the mover at a regular meeting of Council or Committee for consideration at the next regular meeting at which point, a seconder must come forward in order to debate the motion.

Procedure By-Law – Schedule A By-law Number 7364-23

7.13 Staff Reports

- a) Reports may be prepared for information purposes, or for matters requiring the approval or direction of Council. The report author or department head shall present the report to Council and respond to questions as required prior to a vote.
- b) When a vote is taken, it will be on the recommendation(s) and the report itself and will reflect the wording “report and resolution carried”.

7.14 Committee Reports & Minutes

a) Mayors Report

The Mayor shall make a verbal report regarding meetings with stakeholders and representation at official functions, as well as outlining any other current pertinent municipal matters.

b) County Councillor’s Report

The County Councillor shall make a verbal report regarding the status of issues currently under debate by Renfrew County Council, as well as outlining any other current pertinent County matter.

C Committee Reports and Minutes

Committee reports and minutes shall be included in this section of the agenda. Committee Chairs and/or members of council appointed to sit on various committees will be provided the opportunity to update Council on the status of issues being discussed or any other pertinent committee matters.

7.15 Correspondence & Petitions

7.15.1 Correspondence Information Items

Should no action be recommended by the C.A.O, information items will be submitted in bulk and Council will receive them as information and file accordingly. Council may, by mover and seconder and a majority vote, direct action be taken notwithstanding the recommendation of the C.A.O.

7.15.2 Correspondence Action Items

Will be submitted in bulk and the staff recommendations outlined will be included on the Council Agenda Page under By-laws and Resolutions and will be voted upon by Council.

7.15.3 Petitions

- a) Every petition and communication to be presented to the Council must be clearly written or printed and must not contain any impertinent or improper matter. Petitions must be signed by at least one person.

Procedure By-Law – Schedule A By-law Number 7364-23

- b) Every such petition shall be delivered to the Clerk one (1) week preceding the meeting of the Council and shall be included in the Agenda for that meeting.
- c) All petitions on any subject will be forwarded to Council for consideration. Council may, at its discretion refer the petition to an appropriate Advisory Committee for consideration or staff department for direct handling.

7.16 By-laws & Resolutions

- a) All by-laws shall be listed on a bulk agenda and may be carried by an individual motion in bulk. Any Member of Council may request that a by-law be removed from the bulk agenda to seek clarification, for debate or separate vote.
- b) All resolutions recommended by staff which do not require a supporting staff report shall be added to the agenda in this section. Motions from Members of Council shall not appear in this section, but shall follow the Notice of Motion provisions as set out in sections 1 and 7.12.

7.17 Announcements

The Announcements section of the Agenda is intended for members and staff to update and inform other members and the public on the status of various issues and current events. No advance notice is required for items to be discussed as such items are intended to be for information purposes only.

7.18 Media Questions

The Media Questions referred to on the Agenda shall be limited to a total of no more than five (5) minutes. Questions shall be directed to the Presiding Officer and limited to items that appear on the Agenda of that evening. The Presiding Officer may ask another Member of Council, or staff to assist in providing a response.

7.19 Closed Meeting

Closed Meeting shall be in accordance with section 239 of the *Municipal Act*, and sections 4.8, 4.9, 4.10, 4.11, 4.12, 4.13 of this by-law, both as amended.

7.20 Confirmatory By-law

- a) There shall be a confirmatory by-law carried immediately prior to adjournment for the purpose of confirming decisions or direction given. A motion to pass a by-law to confirm the proceedings of a meeting of Council shall be voted on without debate.
- b) The only item of business following the passage of the Confirmatory By-law shall be the motion to adjourn.

7.21 Adjournment

A motion to adjourn pursuant to section 8.6 below is required to conclude business.

Section 8: Motions

8.1 Priority of Motion on the Floor

When a motion is under consideration, no other motion may be received except a motion:

- to defer
- to table
- to amend
- to put the question
- to recess, or
- to adjourn

8.2 Motion to Defer

- a) A motion to defer must include time, place, and the purpose of the deferral, if applicable.
- b) A motion to defer may direct to a committee, to staff, or elsewhere.
- c) A motion to defer is not debatable except as to time, place, and direction.

The mover of the motion that is the subject of the deferral may, however, speak before the vote is taken.

- d) When a motion to defer is passed, the motion to which it applies is removed from debate along with any amendments that have been moved.
- e) The motion to which the motion to defer applies cannot be reintroduced until the time specified in the motion to defer.

8.3 Motion to Table

- a) A motion to table is not to be amended or debated.
- b) A motion to table applies to the motion and any amendments thereto under debate at the time when the motion to table was made.
- c) A tabled motion is deemed to have been withdrawn if it has not been decided by the Council or Committee either in the affirmative or the negative during the term of Council or Committee in which the motion was introduced.

Procedure By-Law – Schedule A By-law Number 7364-23

- d) Staff may from time to time “table” a report/by-law/presentation, which requires time for review/comment, and this is not to be considered as a formal “Motion to Table”, which would be voted upon by Council.

8.4 Motion to Amend

- a) A motion to amend is debatable.
- b) There may be only one motion to amend a motion to amend at a time. Debate is confined to the amendment to the motion to amend. When that question is settled, another amendment to the motion to amend may be made. Once all the amendments have been settled, a vote takes place on the main motion, or if any amendment has carried, on the main motion as amended.
- c) A motion to amend must be recorded by the Clerk.
- d) A motion to amend shall go through the process outlined in Appendix A.

8.5 Motion to Put the Question

- a) A motion to put the question is not debatable.
- b) To carry, a motion to put the question requires 2/3 of the members present and voting to vote for the motion.
- c) If the motion to put the question carries, a vote on the motion must take place without further debate.

8.6 Motion to Recess

- a) The Chair may suggest a recess of the meeting or an adjournment to another day, for example, to obtain information needed by the meeting. To have effect, this suggestion must be moved and seconded, and passed by a majority of members present.
- b) A member may move a motion to recess at any time during a meeting, but not so as to interrupt a speaker or during a vote.
- c) A motion to recess is debatable.
- d) The Presiding Officer may recess or adjourn a disorderly meeting that cannot be brought to order, without the need for a vote.

8.7 Motion to Adjourn

- a) A motion to adjourn is not debatable.
- b) A motion to adjourn is always in order except when a member is speaking or during a vote.

Procedure By-Law – Schedule A By-law Number 7364-23

- c) If a motion to adjourn carries, the meeting must immediately come to a halt, regardless of the stage of proceedings.
- d) If a motion to adjourn fails, a new motion to adjourn may not be made until the conclusion of the item which is currently being debated or discussed.

8.8 Motions Requesting Staff Reports

- a) Any request for staff reports and other substantive reports must be made by Council resolution.
- b) Any motions, the carriage of which would result in a budgeting impact, are to be referred to staff for a report with regard to the budgetary impact before being debated at Council.

8.9 Motion to Reconsider Past Decision

- a) A motion for reconsideration of a decided matter is not in order when the motion has been implemented, resulting in legally binding commitments that are in place on the date on which the motion to reconsider is to be debated. It is understood that Council's power to re-examine issues generally remains intact, and its lawful power to pass by-laws and its powers permitted under the *Municipal Act*, the *Planning Act*, or other provincial acts remain.
- b) Section 8.9 a) is not meant to limit motions for reconsideration of Council policies other than specific Council actions.
- c) A motion to reconsider a substantive resolution, by-law, question, or decided matter must be made by a member who voted with the majority on the original motion or resolution. The Presiding Officer may ask the mover to confirm how the mover previously voted on the issue in question.
- d) If a member is absent during the vote on the original motion or resolution, the member may not request that a motion be reconsidered at a subsequent meeting.
- e) A motion to reconsider a decided matter must be noted to the Clerk one week in advance of the meeting, where the reconsideration is to be debated. The motion to reconsider must be printed on the agenda.
- f) A motion to reconsider a matter may be brought forward only once in the twelve-month period from the date the matter was first decided. Twelve months after a motion has been decided, Council may revisit the motion without a 2/3 requirement.
- g) A motion of reconsideration applies only to a matter previously decided by the current Council. A new Council may review any matter decided by a previous Council, provided contractual agreements or obligations have not been implemented or executed.

Procedure By-Law – Schedule A By-law Number 7364-23

- h) No debate on a motion to reconsider is permitted. However, the mover and seconder of a motion to reconsider may provide a brief and concise statement outlining the reasons for proposing such reconsideration.
- i) A motion for reconsideration of a decided matter requires 2/3 of the members present and voting to vote for the motion.
- j) If a motion to reconsider carries, reconsideration of the decided matter is the next order of business. Debate on the matter being reconsidered proceeds as though it had never previously been considered.

8.10 Motion to Reconsider at Same Meeting

- a) A motion to reconsider a decided matter may be introduced at any time when it is made at the same meeting at which the original motion was decided.
- b) Section 8.9 a), b), c) h), i), and j) apply to a motion to reconsider at the same meeting.
- c) A motion of reconsideration of a matter decided at the same meeting requires a majority of members present and voting, in order to vote on the motion.

Section 9. Rules of Debate & Conduct of Members in Council

9.1 Role of the Presiding Officer

- a) The Presiding Officer shall preside over the conduct of the meeting; including the preservation of good order and decorum, ruling on points of order and deciding all questions relating to the orderly procedure of the meetings, subject to an appeal by any member to the Council from any ruling of the Presiding Officer.
- b) The Mayor shall preside over all Council meetings and shall be so recognized.
- c) Every member, previous to any question or motion, shall be recognized by the Presiding Officer and shall respectfully address the Presiding Officer.
- d) When two or more members wish to speak, the Presiding Officer shall name the member who, in their opinion, first raised their hand.

9.2 Rules of Debate

- a) No member, without leave of the Council, shall speak to the same question, or in reply, for longer than five (5) minutes except that Council, upon motion thereof, may grant extensions of time for speaking of up to five (5) minutes for each time extended.
- b) A member may ask a question, stated concisely, of the previous speaker for explanation of any part of the previous speaker's remarks.

Procedure By-Law – Schedule A By-law Number 7364-23

- c) A member may ask questions of the Chair or staff member presenting the report to obtain information relating to a report before the Council or to any clause contained therein at the time that the report or the clause is being considered.
- d) Any member may require the question or motion under discussion to be read at any time during the debate, but not so as to interrupt a member while speaking.
- e) A member may not:
 - i. speak disrespectfully;
 - ii. use offensive words or non-parliamentarian language;
 - iii. disobey the rules of the Council or decision of the Presiding Officer, or of the Council on questions of order or practice or upon the interpretation of the rules of the Council;
 - iv. leave their seat or make any noise or disturbance while a vote is being taken and until the result is declared;
 - v. pass between a member who is speaking and the Chair.
- f) In the event that any member persists to be in a breach of the foregoing section, after having been called to order by the Chair, they may be ordered by the Chair to leave their seat for that meeting; but in the case of ample apology being made by the offender, they may, by vote of the members present, be permitted forthwith to resume their seat.

Section 10. Point of Privilege

10.1 Council Rights/Privileges-Takes Precedence

When a member desires to address the Council on a matter that concerns the rights or privileges of the Council collectively, or of himself/herself as a member thereof; they shall be permitted to raise such as a point of privilege, and a point of privilege shall take precedence over other matters.

Section 11. Point of Order

11.1 Violation of the Rules of Procedure

- a) When a member desires to call attention to a violation of the rules of procedure; they shall ask leave of the Chair to raise a point of order, and after leave is granted, they shall state the point of order with a concise explanation and the Chair shall rule on the point of order.
- b) When the Chair calls a member to order; the member shall cease speaking until the point of order is dealt with, and the member shall not speak again without permission of the Chair unless to appeal the ruling of the Chair.

Section 12. Ruling of the Chair

- a) Unless a member immediately appeals to Council regarding a ruling of the Chair on points of privilege/rules of procedure, the Chair's decision is final.
- b) If the question is appealed, the Council shall decide the question without debate and its decision shall be final.

Section 13. Voting

13.1 Rules of Voting

- i. When the matter under consideration contains distinct recommendations or propositions, upon the request of any member, a vote upon each recommendation or proposition shall be taken separately and no vote shall be required to be taken on the matter as a whole.
- ii. After the Chair commences to take a vote, no member shall speak to or present another motion until the vote has been taken on such motion, amendment or sub-amendment.
- iii. Unless prohibited by statute, by show of hands, every member present at a meeting when a vote is taken on a matter shall vote thereon; and, if any member present persists in refusing to vote they shall be deemed as voting in the negative, and any questions in which there is an equality of votes shall be deemed to be negative.
- iv. If a member disagrees with the announcement of the Chair of the result of any vote, except a recorded vote, they shall object immediately to the Chair's declaration and require that the vote be retaken.
- v. No vote shall be taken in Council by ballot or by any other method of secret voting.
- vi. Notwithstanding this section; in lieu of a recorded vote, a member may request that their dissenting vote be entered upon the minutes of the Council.

13.2 Recorded Vote

- a) Any member may, before the question is decided, require that the vote be recorded;
- b) If a vote is to be recorded as herein provided, the Clerk shall call the vote by calling the Member of Council by name in alphabetical order with the Presiding Officer having the last vote, announce the division, and shall record them in the minutes.

Section 14. Financial Reports

The General Manager, Client Services/Treasurer or delegate will present a Financial Report twice during the calendar year after the approval of the budget.

Procedure By-Law – Schedule A By-law Number 7364-23

The Financial Report will normally occur in May/June and in October/November of each year and shall appear in the Staff Reports section of the agenda.

Section 15. Electronic Conferencing

In the interest of cost efficiencies and at the recommendation of the C.A.O., it shall be allowable for a professional who acts in an advisory capacity to Council to provide the advice to Council by electronic means such as telephone or video conferencing.

Section 16. By-laws

- a) Every by-law shall be in type written form and shall contain no blanks, except such as may be required to conform to accepted procedure or to comply with the provisions of any Act and shall be complete with the exception of the number and date thereon.
- b) The Clerk shall endorse on all by-laws enacted and passed in Open Council the date of enactment and passing and by-law number and the Clerk shall be responsible for the correctness of such by-laws should they be amended.
- c) Bylaws shall be grouped together and read in bulk agenda format for enactment and passing, unless requested to be removed from the bulk agenda, in accordance with section 7.16 a) of this by-law. By-law(s) may be enacted and passed on a motion as follows:

"That By-law (number - XXXX-year) be and it is hereby enacted and passed."
- e) Every by-law enacted by the Council shall be numbered and dated, signed by the Clerk and Mayor, sealed with the corporate seal and deposited with the Clerk for safekeeping.

Section 17. Procedure By-law to be Reviewed

This By-law shall be reviewed by the Clerk's Office not less than every five (5) years and in the event of any recommended changes, the Clerk shall make such changes and present them to Council within five (5) years of the last time this by-law was enacted.

Appendix A: Motion to Amend Process

A motion to amend will be recorded in the minutes as follows:

1. State the original motion. If Council chooses to amend the proposed motion the original proposed motion will be recorded in the minutes as follows:

“.....(*original proposed motion*)
.....”

Resolution AMENDED

2. An amendment(s) will then be proposed and voted on by Members of Council, and recorded in the minutes as follows:

“That the resolution be amended by

- *Inserting or adding _____ (words, sentences, or paragraphs)”*
- *“Striking out _____ (words, sentences or paragraphs)”*
- *Substituting _____ by striking out/ replacing with _____ (applied to paragraphs or entire motions)”*
- *Striking out _____ and inserting _____ (words)”*

Resolution CARRIED

3. The approved amended motion will be restated and recorded in the minutes as follows: “.....(*new approved amended motion*).....”

Resolution CARRIED As Amended

Example of Single Amendment:

1. Original Motion:

“That Council direct staff to paint the house blue.”

Resolution AMENDED

2. Amendment to the Original Motion:

“That the resolution be amended by striking out the word “blue” and inserting the word “red”.

Resolution CARRIED

3. Restated Amended Motion:

“That Council direct staff to paint the house red.”

Resolution CARRIED As Amended

Procedure By-Law – Schedule A By-law Number 7364-23

Example of Multiple Amendments:

1. Original Motion:
“That Council direct staff to paint the house blue.”
Resolution AMENDED

2. Amendment to the Original Motion:
“That the resolution be amended by striking out the word “blue” and inserting the word “yellow”.
Resolution LOST

3. Amendment to the Original Motion:
“That the resolution be amended by striking out the word “blue” and inserting the word “purple”.
Resolution LOST

4. Amendment to the Original Motion:
“That the resolution be amended by striking out the word “blue” and inserting the word “red”.
Resolution CARRIED

5. Restated Amended Motion:
“That Council direct staff to paint the house “red.”
Resolution CARRIED As Amended



Appendix B: Declaration of Interest Form
Municipal Conflict of Interest Act

Pursuant to Subsection 5.1, of the *Municipal Conflict of Interest Act*, R.S.O. 1990, Council members must complete this form prior to the Council meeting at which they will be making a declaration of pecuniary interest, direct or indirect. Each member who is declaring a pecuniary interest shall read the statement at the appropriate time during the applicable meeting, then provide this written statement to the Clerk, for filing.

Declaration

I, _____, declare a pecuniary
(Print Full Name)

interest in Item _____ on the _____ Council agenda.
(Agenda Item #) (Date of Council Meeting)

I am making this declaration because (General nature of pecuniary interest):

I confirm that I will not vote on the matter, I will not take part in discussion on any question in respect of the matter, and I will not attempt in any way whether before, during or after the meeting to influence the voting on any such question.

Signature

Date

Clerk's Acknowledgement:

Received on _____ by _____
(Date) (Print Name)

Signature of Clerk or Designate

Appendix C: Hybrid Meeting Participation

This document guides Council Members on electronic participation during meetings of Council of the Town of Arnprior and the necessary framework to ensure consistent administrative practices.

1. In accordance with the *Municipal Act*, as amended,
 - a) Members participating electronically may count towards quorum
 - b) Members participating electronically may participate in a meeting that is open or closed to the public.
2. A Member may participate electronically no more than four (4) times per year.
3. During a hybrid meeting a maximum of two (2) Members may participate electronically.
4. During a hybrid meeting the Chair and/or their designate must be physically present In the Meeting Room.
5. If a Member wishes to participate in a hybrid meeting, they must advise the Clerk a minimum of three days prior to the meeting.
6. If a member loses connectivity during a meeting for more than two (2) minutes, the Member will be deemed to have left the meeting. The Member may return to the meeting once connectivity (audio or audio-visual) is restored.
7. If there are members of the public that are physically In attendance at a meeting, they must be able to hear the members who are participating electronically using audio-only communication or see the members who are participating using audiovisual communications.
8. When the Chair calls for a vote. Members who are participating using audio-only communication shall verbally announce their vote by stating "in favour" or "opposed".
9. When the Chair calls for a vote. Members who are participating using audiovisual communications, shall visually show their vote by raising their hand either "in favour" or "opposed".
10. A recorded vote is treated the same for audio and audiovisual - a verbal vote when called upon.
11. Members of the public who wish to provide a delegation or presentation at a Council Meeting may attend in person in the meeting room or through electronic participation when the meeting is held as a hybrid meeting.

Procedure By-Law – Schedule A By-law Number 7364-23

12. Members of the public who wish to attend a hybrid meeting to observe the meeting without participating may attend in person in the meeting room or through the town's electronic video stream.
13. Due to special circumstances as decided by the Chair, in consultation with the CAO, some Council Meetings may be held in-person only, rather than as a Hybrid Meeting without the option for electronic participation.
14. This policy shall be administered by the Clerk's Office and will be reviewed early in the new term of Council.
15. The Clerk will track the electronic participation of Members and advise Council when the maximum number of electronic participants has been reached.