

COVID-19

Temporary Measures for On-site Sewage System and Section 28 (DIA) Regulation Applications and Inspections



March 25, 2020

Updated June 2, 2020

You may be following the NBMCA's response to the COVID-19 outbreak as we examine our business practices to find a balance between our social responsibility to prevent the spread of COVID-19 while continuing to deliver essential services.

NBMCA has taken steps to lessen the risk of spreading COVID-19 and we're taking further precautions to help address this unique, ever-evolving situation. In an effort to ensure that regulations and on-site sewage system inspections can continue during the COVID-19 outbreak, NBMCA will be taking the following precautions to provide service.

Please note that how we deliver the service may change as the circumstances evolve.

Electronic Submission of Documents

During this time we ask that all applications and documents be submitted by email (scanned, attachment or photograph of pages) or by fax to the appropriate office. A staff directory has been posted on our website with North Bay and Parry Sound office emails and fax numbers as well as email addresses and cellphone numbers for inspectors and regulations staff. They are working off-site and will respond during normal business hours. <https://www.nbmca.ca/about-us/staff-directory/>

DIA or Sewage System Related Inquires

During this time all inquiries will be restricted to email or phone. If a site inspection is required through these discussions, staff will follow the procedures as noted in the Inspection Request section below. We ask for your understanding and respect of these procedures.

Inspection Request

The Ontario Chief Medical Officer of Health is stating that the next few weeks are critical in terms of slowing the spread of COVID-19. In order to maintain an inspection service and to maintain the recommended protocols for social distancing, NBMCA will be following this procedure:

1. When receiving an inspection request, NBMCA staff will be required to ask 4 questions:
 - a) Are you or anyone in your residence currently in self-isolation for COVID-19?
 - b) Are you or is anyone in your residence presenting with fever and/or a new onset cough or difficulty breathing?
 - c) Have you, or anyone in your residence travelled outside the country in the 14 days prior to your call today?
 - d) Have your or anyone in your residence had close contact with a confirmed or probable case of COVID-19 (Coronavirus)?

If the answer is yes to any of these questions, NBMCA will not attend at this time to do a site inspection.

2. Inspections will be undertaken with no in-person contact between NBMCA staff and the property owner/agent/installer. A property owner/agent/installer may be on-site, if necessary, but must stay in the home or vehicle and only speak with the inspector by phone while the inspector is on-site. At the discretion of the inspector, the owner/agent/installer may visit the site; however, physical distancing must be maintained;
3. Inspection sites must be accessible from NBMCA vehicles only. Staff will not accept transportation with installers/home owners, i.e. ATV or car ride to sites;
4. All required inspection papers must be submitted electronically in advance of any inspection. This includes filter graphs;
5. Boat Access Inspections – Passengers will be limited to 2 people (the inspector and the driver/operator); physical distancing must be achievable and maintained at all times; each passenger must wear a mask; and the operator shall clean and disinfect vessel surfaces.

Through these measures we hope to ensure that services are provided and job sites remain safe for both our staff and on-site workers to help limit the transfer of COVID-19.

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