

Frequently Asked Questions



What is the purpose of fog testing the sanitary sewer system?

The purpose of the testing is to make sure the sanitary sewer is working at its best. Fog testing is a simple, cost effective, and quick method of testing the sanitary sewer system, it can locate where rainwater or groundwater is entering the system.

What measures are in place to ensure health and safety of staff and members of the public during COVID-19 pandemic?

Enhanced Personal Protective Equipment (PPE) including the use of nitrile gloves, and where appropriate protective face masks (medical grade N95) in addition to social/physical distancing amongst field service crew members and members of the public.

How is Civica ensuring work is being completed while adhering to emergency orders set out by the Province of Ontario?

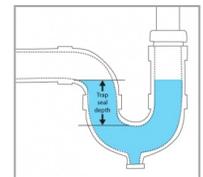
Civica has been deemed an essential business as classified under Category 34 – Community Services (sub-category V) in accordance with List of Essential Workplaces, O.Reg. 119/20 – Emergency Management and Civil Protection Act. The health, safety and wellbeing of our employees and the public is paramount in the work we do. We demonstrate due diligence as we continue to update and evolve our protocols and procedures to suit the rapidly changing landscape as a result of this pandemic. To this effect, we are in communication with York Region Public Health daily to receive updates as they unfold. Frequent communications to staff are occurring to serve as reminders of safe hygiene and social/physical distancing practices in an effort to minimize the risk of community transmission of the virus.

What should I do to prepare for fog testing?

Please fill drains and rarely used sinks with one (1) pail (5-6 litres) of water on the day you receive the orange door hanger.

Will fog enter my home?

The fog is not intended to enter your home, only the internal plumbing system. Each drain should have a gooseneck installed (see picture on the left). This will prevent fog from entering your home. If fog enters your home and there is water in the drain, Civica recommends a plumber should be contacted. If you are at home and the fog enters during testing, note the location of the fog and contact 6HD D (Project DOW) at (905) 417-9 792 ext. 23 if you cannot identify the source of the fog, please call 911. Staff from Civica Infrastructure will be on-site during the entire process when the testing is being conducted.



Is the fog harmful? I have pets. Should I be concerned?

No. The fog is not harmful to your health, it dissipates quickly, and it will not harm clothing, draperies or furniture. The fog is not harmful to pets. If you will not be home you could leave windows partially open for ventilation, should any fog enter your home.

If fog gets into the house, how long does it take the fog to fade?

The fog will dissipate in a few minutes. If you are home and the fog is bothering you, leave the room, turn on an exhaust fan and/or open a window to speed up the process.

Where can I find more information?

If you have additional questions or concerns, please visit the project website at www.newmarket.ca/IReductionPilotProject or please contact:

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