

Need your drinking water tested?



HELP US HELP YOU!

How to have your drinking water sample tested at the Ontario Public Health Laboratories



Collect your sample:

- Submit only clear and colourless drinking water from the cold tap.
- Only drinking water from private residences in Ontario, whose water source does not serve the public, qualifies for testing.
- You must use a Ministry of Health & Long-Term Care bottle that is not damaged.
- Follow instructions on the submission form and fill the bottle to the line.
- Keep sample cold, but not frozen.

Complete your information:

- Fill in ALL grey-shaded areas of the submission form.
- Name on "name tag" must match the name on the form.
- Attach "name tag" to the bottle.
- Write your PIN, found on the bottle, onto the card and keep it to access your test results over the phone. This is the fastest way to get your results.

Send your sample:

- Keep sample cold, but not frozen, at all times.
- Deliver sample to local public health unit or public laboratory as soon as possible. Check individual locations for suitable drop-off times.
- Sample must be received at the lab within two days of collection

Get your results:

- Report will be mailed to you. Or, if requested you may pick up the lab report at the testing laboratory Monday to Friday 8:00 am – 5:00 pm. Photo ID is required.
- Call 1-877-723-3426 & enter PIN to get results over the phone.

For further information:

- Contact your local public health unit.



Please note: A test result of "No significant evidence of bacterial contamination" does not mean the sample is free of other contaminants, including chemicals. For more information on testing for other contaminants, contact your local health unit.

Water Sample Instructions

If there is a screen at the
End of the faucet, REMOVE
BEFORE TAKING SAMPLE.

Let COLD water tap run for
4 MINUTES.

Don't let anything touch
the neck of the bottle or cap,
as they are sterile.

There is a CHEMICAL in the
Bottle to neutralize sample –
Please DO NOT RINSE OUT.

KEEP WATER SAMPLE
REFRIGERATED until you
drop it off for testing.

Results will be mailed from
Ottawa within 7 – 10 days.

**PICKING UP RESULTS
MEANS GOING TO OTTAWA
(2380 St. Laurent Blvd.)**

Getting Your Water Tested for Bacteria

Taking your water sample

- Read the instructions attached to the water sample bottle. Follow the instructions carefully and provide all of the information requested on the submission form. Both copies of the form must be submitted with your water sample.
- Take the sample as close as possible to the time you will be dropping it off at the drop-off location. If you are not dropping off your sample right away, please keep it in the fridge. The water samples are couriered to the Public Health Lab in Ottawa. Your sample must reach the lab within 48 hours of when it was taken.
Please ensure that you indicate the time you collected the sample on the requisition form.
- Here is some information for filling in the form on page three of the instructions:
 - 1) The "Health Unit #" for Renfrew County is 2257.
 - 2) The "Emergency Locator #" is your civic address number or 911 number address.
- Water sample bottles may also be picked up at all municipal offices in Renfrew County and District.

Dropping off your water sample

Bring your sample to one of the drop-off locations listed on the opposite side of this page. Please note that the days and times for drop off are different for each location. If you require assistance regarding your water sample or have questions about your results, please contact the Health Unit in Pembroke at **613-732-3629 or 1-800-267-1097 ext. 505.**

PLEASE NOTE:

Staff at the municipal offices and at Lorraine's Pharmasave are not trained to answer questions regarding the sampling of private water supplies or water quality concerns.

Getting the results of your water sample test

There are three ways to get the results of your water test:

- 1) **By mail:** On the submission form, check "Please mail to my mailing address."
- 2) **By telephone:** Call the toll-free number for the Public Health Lab in Ottawa. Their number is on the blue card included with the water sample bottle. Before dropping off your sample, you must record the bar code number by removing **one** of the bar codes from the bottle and attaching it to the blue card. You will require the bar code number to access your results. Follow the instructions on the blue card.
- 3) **Pick them up at the lab in Ottawa:** On the submission form, check "I will pick up report at the laboratory." The address is:
2380 St. Laurent Boulevard
Ottawa, ON K1G 6C4
Telephone: 613-736-6800

Please note:

- You cannot get water samples tested by the Public Health Lab if they are from a municipal water supply.
- If you want your water tested for chemicals, you need to contact a laboratory or a water treatment company. Call the Health Unit for more information.

DROPPING OFF WATER SAMPLES IN RENFREW COUNTY

ARNPRIOR - McNab/Braeside Municipal Office

<u>Office Location & Hours</u>	<u>Drop Off Times</u>
2473 Russett Dr. R.R. #2, ARNPRIOR Call 613-623-5756 Monday, Wednesday - Friday: 8:00 a.m. - 4:00 p.m. Tuesday: 8:00 a.m. - 6:30 p.m.	During regular office hours Monday - Thursday Friday - before 10:45 a.m. Courier picks up samples Tuesday - Friday at 10:45 a.m.

BARRY'S BAY - Lorraine's Pharmasave

<u>Office Location & Hours</u>	<u>Drop Off Times</u>
19566 Opeongo Line BARRY'S BAY Call the Health Unit at 1-800-267-1097 Monday to Thursday: 9:00 a.m. - 6:30 p.m. Friday: 9:00 a.m. - 7:30 p.m. Saturday: 9:00 a.m. - 5:30 p.m. Sunday (July & August only): 11:00 a.m. - 4:00 p.m.	During regular business hours Monday - Wednesday Thursday - before 1:00 p.m. Water samples are not accepted Thursday after 1:00 p.m., on Friday or weekends Courier picks up samples Monday - Thursday at 1:00 p.m. Samples taken in the morning must be dropped off the same day before 1:00 p.m. in order to get courier pick-up.

DEEP RIVER AREA - Laurentian Hills Town Office

<u>Office Location & Hours</u>	<u>Drop Off Times</u>
34465 Highway 17 POINT ALEXANDER Call 613-584-3114 Monday to Friday: 8:00 a.m. - 4:00 p.m.	September to April: Tuesday only during regular office hours May, June, July & August: Monday and Wednesday during regular office hours

PEMBROKE - Health Unit Office

<u>Office Location & Hours</u>	<u>Drop Off Times</u>
141 Lake Street PEMBROKE 613-732-3629, Ext. 505 Monday to Friday 8:00 a.m. - 4:00 p.m.	During regular office hours Monday - Thursday Friday before 8:45 a.m. Courier picks up samples Tuesday - Friday at 8:45 a.m.

RENFREW - Health Unit Office

<u>Office Location & Hours</u>	<u>Drop Off Times</u>
450 O'Brien Road, Suite 106 RENFREW 613-432-5853 Monday to Friday 9:00 a.m. - noon & 1:00 p.m. - 3:00 p.m.	During regular office hours Monday - Thursday Friday before 10:00 a.m. Courier picks up samples Tuesday - Friday at 10:00 a.m.

* Long weekends & statutory holidays - please check with Health Unit for possible changes to the above schedule.