

# LAKE MANITOBA LAKE ST. MARTIN

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## OUTLET CHANNELS PROJECT

MANITOBA TRANSPORTATION AND  
INFRASTRUCTURE

### Complaint Resolution Process

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## DISCLAIMER

This document was developed to support the Environmental Management Program (EMP) for the Lake Manitoba and Lake St. Martin Outlet Channels Project (the Project). It has been prepared by Manitoba Transportation and Infrastructure as a way to share information and facilitate discussions with Indigenous rights-holders, stakeholders and the public. It has been prepared using existing environmental and engineering information and professional judgement, as well as information from previous and ongoing public and Indigenous engagement and consultation. The contents of this document are based on conditions and information existing at the time the document was prepared and do not take into account any subsequent changes. The information, data, recommendations, and conclusions in this report are subject to change as the information has been presented as draft. This draft plan should be read as a whole, in consideration of the entire EMP, and sections or parts should not be read out of context.

Revisions to draft plans have been informed by and will be based on information received from the engagement and consultation process, the Environmental Assessment process, Project planning activities, and on conditions of provincial and federal environmental regulatory approvals received for the Project. As these will be living documents, any changes to the plans that occur after Project approvals are received will be shared with regulators, Indigenous rights-holders and stakeholders prior to implementation of the change. Either a revision number or subsequent amendment would be added to the specific environmental management plan to communicate the revision or change.

## PREFACE

The Lake Manitoba and Lake St. Martin Permanent Outlet Channels Project (the Project) is proposed as a permanent flood control mitigation for Lake Manitoba and Lake St. Martin to alleviate flooding in the Lake St. Martin region of Manitoba. It will involve the construction and operation of two new diversion channels: the Lake Manitoba Outlet Channel (LMOC) will connect Lake Manitoba to Lake St. Martin and the Lake St. Martin Outlet Channel (LSMOC) will connect Lake St. Martin to Lake Winnipeg. Associated with these outlet channels are the development of bridges, control structures with power connections, a new realignment of Provincial Road 239, and other ancillary infrastructure.

Manitoba Transportation and Infrastructure is the proponent for the proposed Project. After receipt of the required regulatory approvals, Manitoba Transportation and Infrastructure will develop, manage and operate the Project. This Complaint Resolution Process (CRP) is one component of the overall Environmental Management Program (EMP) framework, which describes the environmental management processes that will be followed during the construction and operation phases of the Project. The intent of the EMP is to facilitate the timely and effective implementation of the environmental protection measures committed to in the Project Environmental Impact Statement (EIS), the requirements and conditions of the provincial licence issued under *The Environment Act*, the federal Decision Statement issued under *The Canadian Environmental Act 2012*, and other approvals received for the Project. This includes the verification that environmental commitments are implemented, monitored, evaluated for effectiveness, and adjustments made if/as required. It includes a commitment that information is reported back in a timely manner for adjustment, if required.

A key component for the success of the EMP is environmental monitoring, such that environmental management measures are inspected and modified for compliance with environmental and regulatory requirements, including those set out in provincial and federal approvals received for the Project. As indicated, monitoring results will be reviewed and used to verify predicted environmental assessment conclusions and effectiveness of mitigation measures. If unanticipated effects occur, or if mitigation measures are inadequate, adaptive management measures and subsequent monitoring will be applied as described further in individual environmental management and monitoring plans.

Monitoring results and application of adaptive management measures will inform follow-up reporting to regulators and any required revisions to environmental management plans. Manitoba Transportation and Infrastructure has initiated discussions with Indigenous rights-holders and the Rural Municipality (RM) of Grahamdale in the Project area on the establishment of an Environmental Advisory Committee (EAC). The EAC would be a platform for sharing monitoring results and discussing issues of concern. In addition, Manitoba Transportation and Infrastructure anticipates that the EAC will coordinate Indigenous Environmental Monitors and communications during the construction period and will be working with Indigenous rights-holders and stakeholders on its structure and purpose.

Manitoba Transportation and Infrastructure remains committed to consultation and ongoing engagement with Indigenous rights-holders and stakeholders that are potentially impacted by the Project. Detailed EMP review discussions were incorporated into Indigenous group-specific consultation work plans. Engagement opportunities included virtual open house events, sharing draft environmental management and monitoring

plans, sharing plan-specific questionnaires, and meetings to discuss related questions and recommendations. The intent has been to offer multiple avenues to share information about the Project so that rights-holders and stakeholders would be informed and could provide meaningful input into Project planning. The original draft EMP plans and questionnaires that were posted on the Project website for public review and comment are being replaced by the second draft of each plan as it becomes available. Feedback and recommendations received were used to update the current version of the draft plans, which are posted to the Project website at: <https://www.gov.mb.ca/mit/wms/lmblsmoutlets/environmental/index.html>.

Figure A displays a summary of the EMP process. The EMP provides the overarching framework for the Project Construction Environmental Management Program (CEMP) and the Operation Environmental Management Program (OEMP). These will be updated prior to Project construction and operation, respectively, and will consider applicable conditions of *The Environmental Act* provincial licence, *The Canadian Environmental Assessment Act 2012* federal Decision Statement conditions and other approvals, any other pertinent findings through the design and regulatory review processes, and key relevant outcomes of the ongoing Indigenous consultation and public engagement processes. Until such time, these plans will remain in draft form.

The purpose of the CEMP and OEMP is to guide how environmental issues will be addressed during construction and operation, respectively, and how adverse effects of activities will be mitigated. The CEMP is supported by several specific or targeted management plans that will guide Manitoba Transportation and Infrastructure's development of the Project's contract documents and subsequently, the Contractor(s) activities, in an environmentally responsible manner and to meet regulatory compliance in constructing the Project. The OEMP will include some of the same targeted plans developed to manage issues during construction, but prior to construction completion, they would be revised and adapted to suit the specific needs during the operation phase.



Figure A: EMP Process

## LIST OF ACRONYMS AND GLOSSARY OF TERMS

### Acronyms

CEMP	Construction Environmental Management Program
CRP	Complain Resolution Process
EAC	Environmental Advisory Committee
EIS	Environmental Impact Statement
EMP	Environmental Management Process
LMOC	Lake Manitoba Outlet Channel
LSMOC	Lake St. Martin Outlet Channel
OEMP	Operation Environmental Management Program
PR	Provincial Road
the Project	Lake Manitoba and Lake St. Martin Outlet Channels Project
RM	Rural Municipality
WCS	Water Control Structure

### Glossary of Terms

**Contractor:** refers to the individuals, entities or groups contracted by Manitoba Transportation and Infrastructure to undertake specific Project construction, operation or maintenance activities, and includes all subcontractors and affiliates.

**Environmental Monitor:** Refers to the individuals, groups or designated representatives engaged by Manitoba Transportation and Infrastructure to monitor, inspect, and document compliance with contractual and regulatory requirements associated with the construction activities and associated works for the Project. The monitor may also be an active member (or representative) of the Project's Environmental Advisory Committee.

**Rights-holders:** include First Nations, Metis Communities and other Indigenous communities who hold Aboriginal or Treaty rights that are protected under section 35 of *The Constitution Act 1982*. Commonly, these include hunting, trapping, fishing or gathering rights.

## 1.0 INTRODUCTION

Manitoba Transportation and Infrastructure is developing a series of environmental management plans and monitoring plans as part of the Environmental Management Program (EMP) for the Lake Manitoba and Lake St. Martin Outlet Channels Project (the Project). These plans are being developed to provide mitigation measures and Best Management Practices to be applied during Project planning, construction, operation and maintenance activities to avoid or reduce potential adverse effects. The plans outline monitoring activities that will be undertaken to document environmental conditions, guide mitigation and adaptive management measures, and undertake Project activities such that they are carried out in compliance with applicable environmental legislation and licensing requirements and have considered and incorporated input received from Indigenous rights-holders and other Project stakeholders.

Manitoba Transportation and Infrastructure has developed a process to manage Project-related complaints should they occur. This Complaint Resolution Process (CRP) outlines the methods to receive and document complaints, records management, and process tracking, as well as the process for complaint notification, investigation, and resolution. The CRP is illustrated in Figure 1 and will be in place during the construction and operation phases of the Project and will be used to assist Contractors and Manitoba Transportation and Infrastructure to resolve Project-related issues related to Manitoba Transportation and Infrastructure's environmental management and monitoring plans. However, measures for emergency response, including spills, wildfire, and other accidents or malfunctions are to be addressed by onsite personnel pertaining to contractor submittals and other requirements outlined in the Project Environmental Requirements, but imminent or perceived emergencies identified by others can be reported as part of this process as well.

Although the CRP is designed to address potential Project effects that were not successfully mitigated, or where mitigation failed and resulted in an undesired effect to the environment or people, the CRP is not intended to act as a substitute or replacement for section 35 Crown Consultation, and related concerns, nor is it intended to replace other communications regarding Project progress and updates.

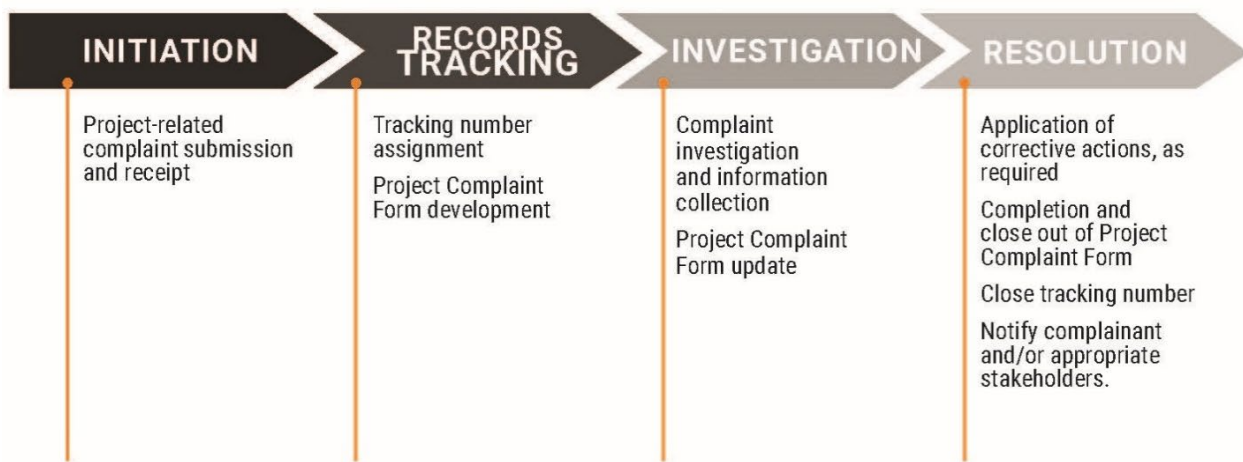


Figure 1: Complaint Response Protocol Diagram



## 1.1 Project Overview

The Project will involve the development of a permanent flood control mitigation system for Lake Manitoba and Lake St. Martin to alleviate flooding in the Lake St. Martin region. This will be accomplished through construction of a new outlet channel from Lake Manitoba to Lake St. Martin (Lake Manitoba Outlet Channel; LMOC) and a new outlet channel from Lake St. Martin to Lake Winnipeg (Lake St. Martin Outlet Channel). These new channels will allow for floodwaters to be moved more quickly through Lake Manitoba and Lake St. Martin into Lake Winnipeg and will result in less flooding and reduced lake levels on Lake Manitoba and Lake St. Martin than is currently experienced. Other works include construction of new bridges to maintain access across the LMOC, Water Control Structures (WCS) to manage flows through each channel, re-alignment of Provincial Road (PR) 239 and a hydroelectric distribution line for operation of the Lake St. Martin Outlet Channel WCS.

## 2.0 COMPLAINT RESOLUTION PROCESS

### 2.1 Initiation

The CRP will be initiated upon the submission and receipt of a Project-related complaint, including from any person, Indigenous rights-holders, or from the Rural Municipality (RM) of Grahamdale or other stakeholders. An email-based complaint submission process will be used for the Project and will be outlined on the Project's website – <https://www.gov.mb.ca/mit/wms/lmbblsmoutlets/>. The Project website will indicate the information that should be included within the email submission, including:

- Complainant Name and Contact Information
- Description of event or issue
- Date and time of event or when issue was noticed
- Location of event or issue

In addition, a toll-free number that is available 24-hours per day will be available for reporting emergency situations related to groundwater, spills or releases, fish kills, or residential flooding.

### 2.2 Records and Tracking

Manitoba Transportation and Infrastructure will assign a tracking number and a complaint resolution lead person immediately upon receipt of a Project-related complaint. The complaint resolution lead will be responsible for the development of the Project Complaint Form (Appendix 1) that will be used to document information throughout the CRP.

The complaint resolution lead will contact the complainant (preferably by telephone, but may also be via email) to communicate the tracking number for future correspondence and to confirm and collect specific information for input into the Project Complaint Form, which will include:

- Tracking number
- Complainant name and contact Information (optional)
- Complaint Resolution Lead name and contact information
- Date and time of when complaint was received
- Date and time of event or when issue was noticed
- Location of issue or event
- Description of issue or event
- Other relevant information (e.g., weather conditions, photographs)

Project Complaint Forms will be updated throughout the CRP and will be available to the applicable regulatory agencies upon request.

## 2.3 Investigation

Complaint investigation may include the following steps:

- Contacting the complainant to acquire additional information
- Collecting information related to the issue or event through interviews and/or correspondence with Indigenous rights-holders, stakeholders, regulators, contractors, and Project personnel
- Determining the need for monitoring based on the type of issue and implementing additional monitoring activities, as required
- Determining if the Project is operating within environmental legislation and licensing requirements and/or adhering to Project commitments
- Coordinating the implementation of corrective actions
- Corresponding with regulatory bodies, if required
- Updating the Project Complaint Form throughout the investigation

## 2.4 Resolution

Based on an investigation by Manitoba Transportation and Infrastructure (or its designate), if the Project or a Project activity is found to be in compliance with the applicable environmental and licensing requirements and/or Project commitments, the complaint will be considered resolved; however, it should be noted that mitigation, monitoring, or other considerations may be required.

If the Project is found to be out of compliance with the applicable environmental and licensing requirements and/or Project commitments, Manitoba Transportation and Infrastructure will implement corrective action, as required to transition to compliant status (e.g., in compliance with regulatory requirements, conditions of approval, and/or Project commitments).

When a complaint is resolved, the Project Complaint Form and tracking number will be closed. The complainant and any applicable rights-holders, stakeholders and regulators will be notified of the resolution.

## 2.5 Timelines and Notifications

Timelines for addressing the complaint will be variable and depend on the nature of the complaint, urgency, the need for monitoring (if required), and where applicable, technical challenges associated with the implementation of corrective actions. Effort will be made to initiate corrective actions expeditiously.

Emergency situations will be investigated immediately upon the receipt of a complaint.

# APPENDIX 1

## Project Complaint Form

# LAKE MANITOBA LAKE ST. MARTIN

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## Project Complaint Form

### Complaint Details and Information

\_\_\_\_\_

Complainant Name

\_\_\_\_\_

Complainant Email Address

\_\_\_\_\_

Complainant Phone Number

\_\_\_\_\_

Complainant Mailing Address

\_\_\_\_\_

Complainant Postal Code

\_\_\_\_\_

Tracking Number

\_\_\_\_\_

Date

\_\_\_\_\_

Time

### Description of Event or Issue

Date of Event or Issue \_\_\_\_\_

Time of Event or Issue \_\_\_\_\_

Describe the Event or Issue

Is there any other relevant information you would like to provide (e.g., weather conditions)?

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## Investigative Results

### Complaint Resolution Lead

Resolution Lead Name

Resolution Lead Email  
Address

Resolution Lead Phone Number

### Correspondence Tracking Table

Date	Time	Contact Information	Communication Method	Description	Follow-up Action Required (Y/N)

**Investigative Results**

**Investigation Results**

Suspected Root Cause

Were there any secondary causes?

**Corrective Action**

Proposed Immediate Action/s

Proposed Action/s for Long-Term Solution

Additional Remarks

Completed by:

Date: