

ON NEWS

YOUR ONTARIO NORTHLAND EMPLOYEE NEWSLETTER



Passenger Rail Making its Long-Awaited Return to Northeastern Ontario

Premier Doug Ford and Minister Mulroney were in Timmins in April to announce a \$75 million investment for the return of passenger rail. The proposed service would operate from Timmins to Toronto with a connecting service from Cochrane to Timmins, a welcome connection for those travelling from Moosonee and the communities of the James Bay Coast on the Polar Bear Express.

“Ontario Northland is leading the way in expanding access to transportation in the north,” says Tracy MacPhee, Sr. Director of Passenger Operations. “In recent years, we’ve expanded our motor coach

services, connecting northwestern Ontario from Sault Ste. Marie to Thunder Bay and all the way to Winnipeg, Manitoba and I look forward to many more milestones ahead.”

A passenger rail service for northeastern Ontario means connecting people to businesses, entertainment, important medical appointments, post-secondary education and so much more. It’s an alternative travel option that is modern, comfortable, safe and good for the environment. The new passenger rail service will bring transportation closer to where northerners live and work, expanding



access to transportation and economic opportunity. There are environmental considerations too. Riding a passenger train is more fuel-efficient than driving, replacing dozens of cars, reducing emissions and improving travel times for passengers.

“We have learned so much from our passengers and communities over the years,” states Tracy, which allows us to continually adapt and enhance the passenger transportation services we provide. *“Through our customer satisfaction surveys, community outreach and the daily feedback we receive through our customer service agents and drivers, we know what passengers and communities expect, and their voice will be reflected in the new service. The newly formed Accessibility Advisory Committee will also help provide lived experiences from our customers’ perspective, and we will make sure we’re incorporating their feedback into the design of the service, to enhance accessibility for everyone.”*

We plan to offer a service that will attract even more northerners to choose this travel option when considering travel along the northeastern corridor. As Tracy and her team gets to work on the next stage of planning and design for the new passenger rail service, she is quick to mention

that the work has already started to create bus schedules that will provide seamless connections with the passenger rail. *“Building new schedules before the passenger train is officially in service, will build interest and ridership, which will help make the rail service more sustainable,”* says Tracy.

“We have an exciting few years ahead of us to bring the passenger train service to fruition,” continues Tracy. *“There is a multi-disciplinary Project Team working behind the scenes to move us through this next planning phase.”* For Tracy and the passenger operations team, their prime area of focus is always the passenger experience. *“We’re excited to start mapping out the employee structure to support the service, amenities and service offerings, schedules, the equipment needed, ticketing and so much more.”*

“We have the experience and capability to make the revitalized passenger rail service a true success,” says Tracy.

Ontario Northland has been providing passenger services in northern Ontario for 85 years, connecting communities and people, providing tourism opportunities, and driving economic growth.

Meet Our Commissioners

Get to know your Ontario Northland Transportation Commissioners!

In this issue of the ON News, we are featuring Lynne Innes.

Lynne Innes is a proud member of Moose Cree First Nation and a life-long resident of Moosonee.

She began her career as a Registered Nurse, then attained her master’s degree in Nursing and certification as a Primary Health Care Nurse Practitioner from Laurentian University. After completing her graduate studies, Ms. Innes returned home to provide care for her community and to raise her three children, Camryn, Carter, and Kiera in their traditional territory.

Recently, Lynne has completed all the requirements and credentialing for the Certified Health Executive designation with the Canadian College of Health Leaders and continues her studies at the Rotman School of Business at the University of Toronto.

In 2018, Lynne was appointed the Vice President of Clinical Services & Chief Nursing Executive for the Weeneebayko Area Health Authority and assumed the role of President & Chief Executive Officer in June of 2019.



In her spare time, Lynne loves to be on the river, fishing and enjoying spending time with her family at their camp and coaching her kids’ hockey and soccer teams. Most recently, Lynne also serves as a Director on the Ontario Hospital Association board, as a School Board Trustee, and as the Vice Chair of the NAN Task Force Team.

Enhancing Records, Data and Information Management at Ontario Northland

Managing Information and Data as Assets

The majority of employees at Ontario Northland create and handle information every day as they carry out their jobs. Information, including business records, resides in a variety of locations, systems, and formats. It both supports and documents the work we do, the decisions taken and actions that are carried out. The idea of Ontario Northland's information being an asset just like our physical, financial and human assets, might be a new idea to some. But just like managing any other asset, when the management of information is optimized, we maximize its value to the organization.

Information management is about knowing WHAT information we have, WHERE it is, WHO can access it, HOW we can use it, and HOW LONG we have to keep it. When information is properly managed, employees can have greater confidence in the information they are basing their decisions on and can trust that they are relying on complete and accurate information. Ontario Northland can ensure compliance with legislative, regulatory and government requirements, and maintain an accurate record of our operations and services to Ontarians.



Meet the IMT

The Information Management Team (IMT) is a new strategic alliance between the Legal Services & Corporate Governance and Information Technology Services (ITS) departments. The team includes representation from ONTC's privacy, records and information management (RIM), and information technology units. The IMT will work together to achieve the following shared goals:

- enhancing the management of information and data assets across all ONTC divisions – making it easier for you to find and manage the information you need and create in your job!

- mitigating related operational, legal, and reputational risks
- building compliance with the [2021 Governance and Management of Information and Data Assets Directive](#) and other legislative and government requirements.

Privacy, RIM and ITS will continue as separate programs with their own goals, objectives and workplans, but will come together where there are opportunities to align and manage information and data collectively from a strategic and enterprise-wide standpoint.

IMT's Goals, 2022-2023

- Align and coordinate organizational practices where privacy, records and information management and ITS overlap (e.g., development of new systems like the EAM software)
- Work with the Planning & Change teams, integrating information management practices into project development from the beginning (e.g., Enterprise Resource Planning)
- Coordinate stakeholder engagement:
 - Information gathering to determine current state
 - Education & training
 - Communications

Where can employees find more information?

Visit the IMT's page on the Junction or speak with a member of the IMT!

IMT Contacts

- PRIVACY: Carrie Girard, Governance and Privacy Manager
- RIM: Carolyn Harris, RIM Specialist
- ITS: Dave Bissonnette, Senior Systems Analyst
Chester Smirle, Manager of Information Technology Services

Executive Sponsors

- Donna Jaques, General Counsel
Chad Evans, VP Strategy and Corporate Services

Transportation Trailblazers – Women Take Industry by Storm



9% higher than the Rail Transportation industries' female participation rate (13%) and 10% higher than the Truck Transportation industries' female participation rate (12%).

Although we've made significant progress over the years, women may still face challenges when entering the historically male-dominated transportation industry. Ontario Northland is here to support the female workforce and ensure that they feel welcomed, empowered and valued.

In honour of International Women's Day, we're featuring past employee Marjorie Wright and current employee Sarah Verge.

Celebrated annually on March 8th, International Women's Day (IWD) is a global day celebrating the social, economic, cultural and political achievements of women. The day also marks a call to action for accelerating gender parity.

Over its 120-year history, Ontario Northland has seen many women walk through its doors and take on a wide variety of roles across the company. Early on, women were often employed as switchboard operators, dispatchers, dining car servers, and office workers. These days, Ontario Northland is proud to have many tradeswomen among our ranks (including car(wo)men, fore(wo)men and electricians) as well as motor coach operators, engineers, and business professionals.

We've come a long way – from when there was often only one (or none!) woman in the room to today, where women are at the decision table driving change. Currently 50% of our senior leadership team is represented by women - including our very own President & CEO Corina Moore. Ontario Northland's female participation rate (22%) is

Marjorie Wright (née Williamson) worked in the offices of the Temiskaming and Northern Ontario Railway and was the first Canadian woman to act as a delegate at the American Brotherhood of Railway and Steamship Clerks.



Courtesy of the North Bay Museum



Employee Profile: Sarah Verge, ONTC's First Female Painter

Recently, Ontario Northland had the pleasure of hiring its first ever female painter in its Paint Shop's history. Sarah Verge was hired in February at our North Bay Remanufacturing and Repair Center's Paint Shop.

A self-taught painter, Sarah was excited to expand her skillset and learn new techniques at Ontario Northland. Previously, Sarah had worked on a powder coating line at Warner Custom Coating in Guelph, moving to Nordic Minesteel and then painting dump trucks at Gincor in Mattawa.

Sarah was eager to work on large locomotives and over the last few months she has worked on Metrolinx cars and locomotives throughout different stages of production from priming to full paint jobs. Sarah has been training under Ontario Northland’s experienced painters, something she thinks is a great opportunity saying, *“I’ve heard they’re some of the best painters!”*

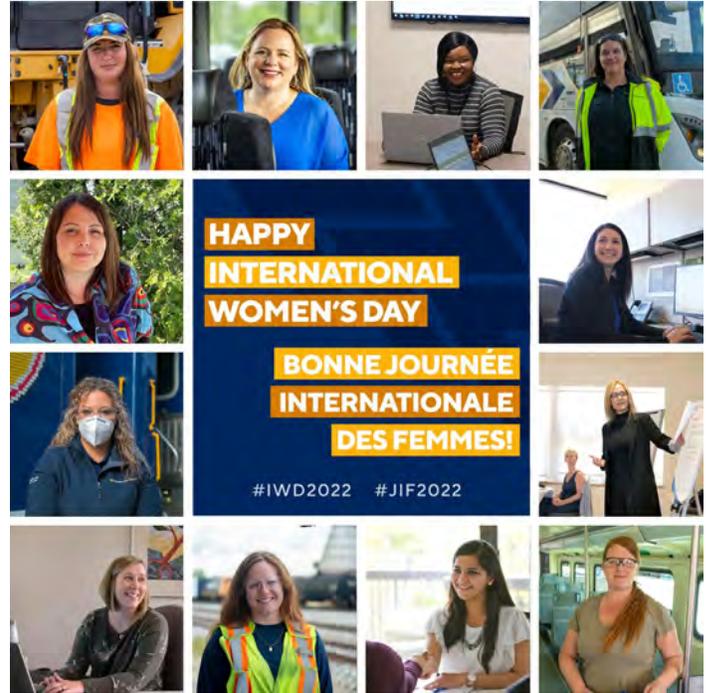
Although painting may be a traditionally male-dominated trade, Sarah has never let that stop her from doing a job that she enjoys. Speaking of her new co-workers, *“Everyone has been really nice and welcoming”*.

Ontario Northland is always looking to hire tradespeople, especially with the potential of a future expansion of the Paint Shop. President & CEO Corina Moore stopped by the Paint Shop to introduce herself and learn more about what attracted Sarah to Ontario Northland.

“We need to show women like Sarah that they have a place in trades,” says Corina. *“We offer fantastic training and apprenticeship programs that can set up individuals for a longstanding and rewarding career in trades.”*

Originally from North Bay, Sarah returned after living in Southern Ontario to be closer to family. In her free time

Sarah enjoys gardening and spending time with her two children.



Cochrane ‘Sugar Shack’ Demolished

The Sugar Shack in Cochrane was demolished on March 31, 2022. The structure was built in 1990-91 and employees affectionately nicknamed it the Sugar Shack. It was once used for storage for the Station Inn Restaurant, then On Board Services (OBS) needed it for freezer space when the Polar Bear Express menu was expanded. Once it was no longer needed for storage it was converted into a space for the train crews to work before train time. The train crews have now been moved by the shops in an ATCO trailer.



In Memoriam

We would like to extend our condolences to the families and friends of our pensioners who have passed away.

Name	Last Position Held	Department	Years Worked
Gerald Morgan	Conductor	Transportation	1954-1990
Victor Turcotte	Supervisor Passenger Operations	Passenger Services	1955-1990
Allan Jones	Carman	Mechanical	1957-1994
Reginald Andrews	Carman Lead Hand	Mechanical	1958-1994
Sylvio Ricci	Carman	Mechanical	1952-1990
John MacLean	Carman Helper	Mechanical	1970-2004
Rock Leveille	Track Program Supervisor	Infrastructure	1983-2018
Bryon Wilson	B&B Gang Foreman	Infrastructure	1982-2016
Scott McLean	Carman	RRC	2004-2017
John Kappel	Network Services Technician	Telecommunications	1961-1996
Raymond Hebert	Signal Maintainer	Infrastructure	1953-1990

Ontario Northland On-track for Sustainable Future

“Climate change”, “sustainability”, and “environmental protection.” These are hot topics not only across the country, but the entire world. Individuals and corporations alike realize that it is important (and imperative!) to reduce their environmental footprint. As an organization, a commitment to environmental protection and climate change resilience is increasingly expected from critical stakeholders, including employees, customers, government, industry partners, the public and Indigenous communities. Further, it has been shown that organizations that invest in sustainability benefit from greater operational efficiencies and cost savings, not to mention improved employee engagement, retention and morale.

In the recent ON Voice Survey, only 47% of our employees agreed that Ontario Northland is committed to minimizing its impact on the environment. While some initiatives are already underway, we know that we can continue to grow and improve in this regard. Through the newly created Sustainability Program and Sustainability Committee, Ontario Northland hopes to do just that.

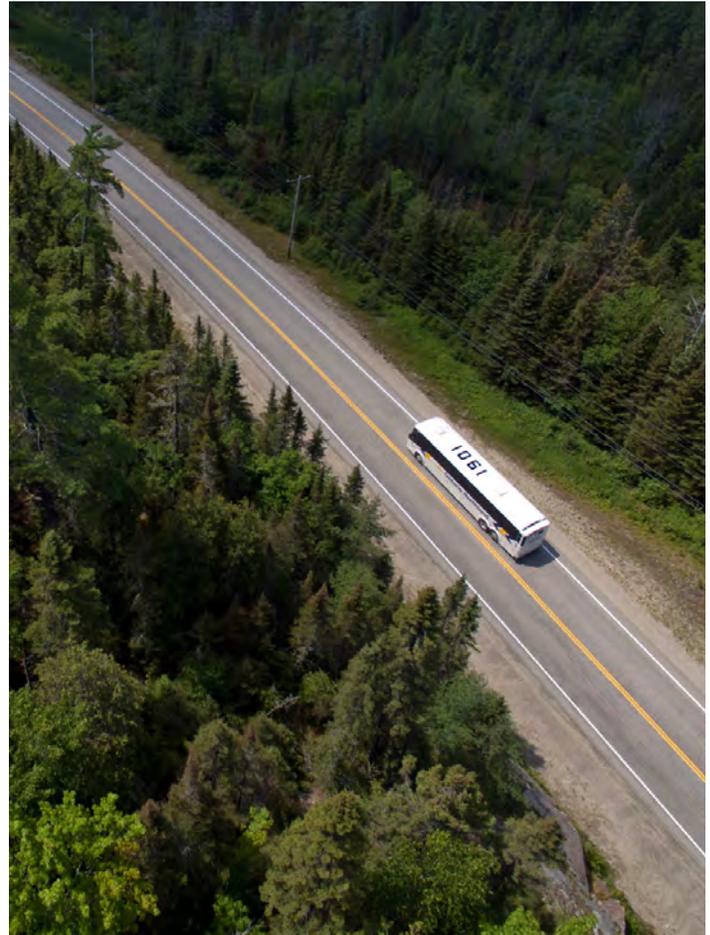
Sustainability Program

While providing essential transportation services that connect northern communities and businesses, Ontario Northland is increasingly conscious of the impact its operations have on the environment, as well as the potential adverse effects of climate change to its operations. During 2021, an internal Sustainability Program was initiated as a result of Ontario Northland’s Executive Team’s desire to increase its commitment to environmental sustainability.

“By providing more sustainable travel options to individuals and businesses with our buses and trains, Ontario Northland is providing alternatives that reduce the adverse impacts on the environment and global warming,” says Chad Evans, VP of Strategy and Corporate Services. *“We are examining ways to intentionally establish and improve sustainable practices when making business decisions.”*

The Sustainability Program is a new initiative with the purpose of building, fostering and promoting Ontario Northland’s commitment to environmental responsibility. The following four Environment Material Factors will be the initial areas of focus for the committee:

1. Climate Change Resilience
2. Greenhouse Gas Emissions Reduction
3. Facility and Waste Management
4. Responsible Procurement Practices



Introducing Ontario Northland’s Sustainability Committee

To steer the Sustainability Program, an internal Sustainability Committee comprised of key departmental managers and specialists was formed in October 2021. Chaired by Environmental Specialist Joe Viscek, the Sustainability Committee will lead in the development, implementation and tracking of sustainability initiatives related to each of the environmental Material Factors listed above.

These sustainability initiatives will be developed and propelled forward by all levels of our dedicated and knowledgeable Ontario Northland workforce, from “boots-on-the-ground” front-line workers and staff to the executive level.

“We know from experience, that change begins with our employees. As part of this program, we are encouraging employees from all levels to get involved and speak to any committee member with their sustainability ideas,” says Chair Joe Viscek.

Overall, Ontario Northland’s sustainability efforts will lead to meaningful improvements to our environmental impacts and climate change resilience in our workplace and the communities in which we work, helping to preserve our

beautiful landscapes, abundant wildlife and clean air and water for generations to come.

Committee Members

Our dedicated committee is here to support you, please do not hesitate to reach out! We look forward to collaborating with your team as you work towards achieving your sustainability goals.

- *Executive Sponsors:* Chad Evans, VP of Strategy & Corporate Services and Donna Jaques, General Counsel and ESG Lead
- *Committee Chair:* Joe Viscek, Environmental Specialist
- *Facilities:* Robert Bouffard, Sr. Manager Facilities

- *Rail Infrastructure:* Paul-Andre Lajeunesse, Director Rail Infrastructure
- *Rail Mechanical:* Lonnie Little, Director Rail Mechanical
- *Remanufacturing & Repair:* Justin Haight, Supervisor RRC
- *Passenger Services:* Martin Bizier, Operations and Capital Project Analyst
- *Transportation Services:* Steve Loranger, Manager Train Service
- *Procurement:* Claude Levasseur, Stores Supervisor, Jason Baker, Manager Strategic Procurement
- *Org Change & Engagement (OCE):* Rachel Domanico, Internal Communications Specialist

Watch for further communication as our committee evolves and grows.

Paint and Car Shops Trialing PPE Recycling Program

With over 750 employees, Ontario Northland consumes large amounts of personal protective equipment (PPE) every day (pre- and post-COVID-19) including face masks, ear plugs, latex, vinyl and nitrile gloves, and safety glasses. All these items are disposed of after their usable life and find their way into local landfills as recycling of these materials doesn't exist anywhere in the North. Our landfills are then burdened with these hard-to-breakdown materials. For instance, nitrile gloves can take up to 200 years to decompose and polycarbonate safety glasses are not biodegradable.

One of the areas of opportunity identified in the recent ON Voice Survey, was ensuring that we, as a company, are committed to minimizing our impact on the environment. Mark Roelcke, Director of Car Shop Operations, saw the abundance of waste caused by the use of PPE as the perfect chance to improve on our promise to operate more sustainably.

Mark recognized that if we can somehow divert these items from our landfills and source a company that is capable of recycling them, "we can not only have a positive impact on our environment but continue to elevate our standing as a forward-thinking agency who cares not only about our environment but future generations to come."

After some research, Mark was able to locate a company based out of Toronto called TerraCycle that offers recycling services for a wide array of products that aren't covered by local recycling programs including PPE. He submitted an order for multiple "Zero Waste" boxes and once arrived, they were placed in high traffic areas throughout the Car Shop and Paint Shop.

Through tailgate meetings, the presence and purpose of the "Zero Waste" boxes was communicated to all staff and employees who were encouraged to use these boxes to deposit their used non-woven plastic-based masks,

surgical masks, ear plugs, safety glasses and disposable gloves (latex, nitrile, and vinyl). Once the Zero Waste box is full, the box is returned to the recycling facility with a prepaid return label affixed to the box.

Upon arrival at the recycling facility, the items are sorted into categories based on material composition (rubbers, metals, non-woven plastic, etc.) by utilizing a wide array of sorting technologies including manual sortation, size separation, sink/float, optical, air density, gravity, magnetic, etc. The different material types are then sent for processing to recycle the materials into usable forms. For example, non-woven plastics are recycled into plastic pellets and granules and metals from face mask nose bridges are manually removed and smelted into new bar stock and metal sheeting. In addition, gloves are processed into a rubberized powder which is used for flooring tiles, playground surface covers and even athletic fields.

Departments across the organization are encouraged to implement similar programs where appropriate. Managers/Supervisors can simply visit <https://zerowasteboxes.terracycle.ca/> and select a recycling box depending on the size and materials they'd like to recycle. There is an associated cost for each box which covers the full cost of shipping and recycling of these products (ex. the large box is capable of holding approximately 20,000 used face masks which translates to a cost of \$.02 per mask for this service).



"Zero Waste" box at the RRC Car Shop entrance



The committee at their first meeting in December 2021.

Passenger Services' New Accessibility Advisory Committee

The Passenger Services Division of Ontario Northland is pleased to introduce their Accessibility Advisory Committee with six members of the public receiving their Appointments in October 2021.

In alignment with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR), the Accessibility Advisory Committee provides a forum for consultation and collaboration on initiatives relative to improving the accessibility of the passenger services division for persons with disabilities whether they be passengers, employees, visitors, or other members of the general public. The committee has had three meetings to date– December, January, and April.

The Committee members include:

Charles Tossell, Sudbury, ON
Dorothy Macnaughton, Sault Ste. Marie, ON
Jake Beaton, North Bay, ON – not pictured
John Ezekiel, Barrie, ON – not pictured
Madelaine Kioke, Timmins, ON
Marcia Yale, Huntsville, ON

Internal Ontario Northland members:

Earl Segriff, Herb St. George and Rebecca McGlynn.

For more information about the Accessibility Advisory Committee or about the AODA and the IASR and how it relates to your work, please contact accessibility@ontarionorthland.ca

Welcome New Employees

Since January 2022, 68 employees have joined us. Be sure to introduce yourself and personally welcome them to Ontario Northland!

Courtney Day-Taylor ITS Support Analyst North Bay	Bradley Vanword Electrician North Bay	Jerome Edwards Cleaner Cochrane	Frankie Mann Spare Housekeeper/Front Desk Cochrane
Danny Roy Electrician North Bay	Kevin Hamilton Machinist North Bay	Brooke Martin Spare Housekeeper/Front Desk Cochrane	Lesley Lawrence Legal Counsel North Bay
Carolyn Harris RIM Specialist North Bay	Randy Lamothe Painter North Bay	Jason Cook Bus Operator North Bay	Nirupama Balu Project Manager North Bay
Dakota Church Customer Serv. Unit Clerk Englehart	Carson Emans Cleaner Cochrane	Albert Ferguson Bus Operator Thunder Bay	Dana Wood Bus Operator North Bay
Mark O'Neill Maintenance Mgt. Specialist North Bay	B.M. Adnan Business Process Analyst North Bay	Natalie Rochefort Law Clerk North Bay	Anne Dauphinais Law Clerk North Bay
Bob Pasichnyk Leadhand Mechanic North Bay	Renee Demers Business Process Analyst North Bay	Mark Fawcett Spare Rail Traffic Cont. Englehart	Guy Lessard Maintenance/Building Operator Cochrane
Jaspal Singh Spare CSSA Timmins	Tyler Murphy Machinist North Bay	Mario Tremblay Pipefitter North Bay	Rene Martel Machinist North Bay
Jessica Gramigna Project Manager North Bay	Kevin Willett Leadhand Mechanic North Bay	Tyson Gardner Cleaner Cochrane	Nicholas Vrbensky Electrician North Bay
Marshall Johnston Electrician North Bay	Alain Lagassie Painter North Bay	Angela Ellis-Girard Hotel Supervisor Cochrane	Kody Kant Track Labourer Englehart
Curtis Carr ITS Support Analyst North Bay	Galen Petrie Production Worker North Bay	Leslie King Occ. Health Spec. Nurse North Bay	Gregory Hamilton Track Labourer Englehart
Paul Beurivage ITS Support Analyst North Bay	Ethan Plummer Production Worker North Bay	Isaiah Rose Production Worker North Bay	Kevin Stone Track Labourer Englehart
Jonathan Harvey Production Worker North Bay	Christopher Martin Conductor Trainee North Bay	Catherine Schultz Refurb. Support Staff North Bay	Gerald Desbiens Track Labourer Englehart
Elisha Findlay Production Worker North Bay	Michael Courtney Conductor Trainee North Bay	John Giroux Asset Knwl & Prfm Mgmt Spec. North Bay	Robert Piche Track Labourer Englehart
Stephanie Cormier Storesperson North Bay	Jessica Leblanc Conductor Trainee North Bay	Kate Bondett Comms & Issues Mgmt Specialist	Connor Viau Track Labourer Englehart
Clifton Johnson Production Worker North Bay	Jordanna Porter Manager of Marketing North Bay	Alexander Buchanan Maintenance/Building Operator North Bay	Jonathan Eagle Track Labourer Englehart
Jesse Freeman Production Worker North Bay	Kevin Connolly Mech. Operations Supp Mgr North Bay	Caroline Leclair Spare Clerk North Bay	Brock Robinson Track Labourer Englehart
Dylan Larose ITS Support Analyst North Bay	Sarah Verge Painter North Bay	Wesley Reed Cleaner North Bay	Alain Gagne Track Labourer Englehart

The Junction is live!



https://ontarionorthland.sharepoint.com

The Junction is Up and Running!

In September 2021, Information Technology Services (ITS) announced that Ontario Northland's current intranet would be receiving an update. Named 'The Junction', this new online hub would be built with the latest Microsoft software and services.

After months of hard work, the Junction officially went live on February 9th, 2022. "This launch is an exciting milestone in our journey towards modernizing technology and software throughout the organization" says Chester Smirle, Manager of ITS.

The Junction features:

- A fresh new look and design for our internal website
- Access to the documents and resources you need (ex. expense forms, safety boot request forms) – right at your fingertips!
- Content tailored specifically to you
- Mobile-friendly access, with or without connecting to the VPN

Integration with all other Office 365 tools
ITS continues to work with representatives from all divisions and departments to ensure the most up-to-date and relevant information is available on the Junction.

Visit <https://ontarionorthland.sharepoint.com/> to explore our new, modern intranet.

The team also hosted a guided tour of the Junction and Q&A session which you can find on Streams under "webinars" or on the [Dispatch app](#).

If you have any questions about the Junction, feel free to contact ITS at ext. 500 or servicedesk@ontarionorthland.ca.

Congratulations on your Retirement



Eric Rochon's son Ayden snapped this picture of locomotive engineer Peter Smith on his last (372 mile!) round trip on April 15th, 2022. Peter will be officially retired on June 10th after almost 36 years.



Staff gathered to celebrate Food Services Coordinator Lillian Laporte's 19+ years of service on her last working day, May 3rd, 2022.

After 35 years, on July 10th, 2022 Janet Alexander is retiring. Janet progressed with the Shops all while juggling being a wife, a farmer, a coach cleaner, Lead Hand and a Relieving Supervisor.





#GetReal
about how to help.

Mental Health Week

The Human Resources team recognized Mental Health week on May 2nd – 8th by sharing information and holding virtual events for employees. Two mental-health focused Lunch and Learns with special guest speakers from the community were held including:

- Mental Health Yoga Practice with Krystal Henophy of Grounded Studios
- Navigating Change During Unpredictable Times Through Mindful Grounding with Kayla Aelick of The HeadWay Clinic

HR also held contests and activities on the ON Dispatch App including daily Mental Health Trivia and a contest that asked employees to tell us how they show empathy for a chance to win a Wellness Basket. Here are some of the great responses!

“Take a moment to walk in their shoes” – Delinda

“In order to truly understand others, you have to take a moment to stop and listen. At the end of the day, we all want to be heard, and to know that someone out there cares.” – Jennifer

“Even if it is for a problem I cannot fix, that does not mean I don’t have time to listen and be empathetic.” – William

According to the ON Voice Survey, our employees feel like they can be themselves and are treated with respect at work – let’s continue to foster an empathetic, inclusive and respectful work environment!

Best Wishes in Your Retirement

Pensioner	Last Position	Location
Alan Davidson	Electrician	North Bay
Kurt Nickmann	Machinist	North Bay
Irene Woollings	Steward/Waiter	Cochrane
Brent McLeod	Track Technician	Englehart
Grant Milller	Trainman	Cochrane

Employees Make Their Voices Heard

Ontario Northland distributed its inaugural employee engagement survey - the ON Voice Survey - this past March. Employees had just under two weeks to provide their honest feedback about what it's like to work at Ontario Northland and have a say in what matters most to them. The survey was a huge success with an outstanding response rate of 73% - the highest that Deloitte has seen! Deloitte is the consulting firm hired to assist us with the ON Voice survey, strategic plan and people and culture strategy.

The survey was done as part of Ontario Northland's broader initiative to reimagine its mission, vision and values. Since the survey's release, the senior leadership team has used the feedback received to refresh Ontario

Northland's values which will guide our organization and improve the employee experience at Ontario Northland. Through voluntary focus groups, employees were invited to reflect on these values and identify the everyday behaviours we can all uphold to bring these values to life. Stay tuned as we unveil these new values in the coming months!

The ON Voice Survey will be redistributed yearly. Having completed the first ON Voice Survey, we've now established a baseline to monitor progress and ensure employees continue to have a voice in shaping the employee experience at Ontario Northland.

Take a look at the summary of the results here!



Now the real work begins to improve the employee experience by addressing the areas of most concern. There are already initiatives underway to improve the employee experience and those include:

- Refreshing Ontario Northland's values and associating behaviours to each of them and holding each other accountable to live by them
- Enhancing recognition programs at Ontario Northland and introducing new ones
- Designing and delivering a Leadership Development program to enhance our management's leadership skills
- Creating new employee engagement opportunities and enhancing existing ones

This is just the beginning of our journey to improve the employee experience at Ontario Northland, together.

Company Clean Up

On Friday, April 22 employees from across the organization participated in a company clean up in honour of Earth Day.



New Signage - Before and After

It's a sign! Ontario Northland is modernizing – and so should our signage! Take a look at the beautiful new signs created through a collaboration of our Passenger Services and Marketing and Communications teams.



North Bay Station

The North Bay Station business sign, located at the corner entrance of Station Road and Seymour Street was recently updated with modernized signage. This customized business sign was constructed with a high-quality aluminum composite designed to stand the test of time and is illuminated with energy efficient and environmentally friendly LED lighting. The new business sign will help attract customers traveling through the Highway 11/17 corridor while providing the added benefit of allowing passengers and customers to quickly and easily identify the station's physical location.



North Bay Bus Maintenance Facility

What was once an empty patch of grass at the entrance to the North Bay bus maintenance facility now has a brand-new monument sign! The new aluminum composite sign includes some thoughtful design elements such as recessed LED lighting and height considerations to ensure clear visibility during the winter season. The new modern sign instills pride in our employees and the customers that rely on Ontario Northland's service.



Anne's Journey with a Rare Disease

Celebrated annually on the rarest day of the year (February 28th or 29th on leap years), Rare Disease Day raises awareness for the 300 million people living with rare diseases around the world. Currently, there are over 6,000 identified rare diseases that affect approximately 5% of the population. Due to the unique nature of these diseases and lack of scientific knowledge of them, this often leads to a delay in diagnosis or misdiagnosis. Bringing awareness to the many different types of rare diseases is what Rare Disease Day is all about, and something that Ontario Northland employee Anne Morin is passionate about.

Anne is a Motor Coach Operator at our Timmins Terminal. She was diagnosed with Hereditary Angioedema (HAE) when she was twelve years old, a very rare and potentially life-threatening genetic condition that occurs in about 1 in 10,000 - 50,000 people.

HAE is caused by a defect in the gene that controls a blood protein called C1-Inhibitor. Those diagnosed with HAE experience recurrent attacks of severe swelling (angioedema) in various parts of the body, including the hands, feet, stomach, face and throat. Throat swelling is the most dangerous symptom of HAE, because it can close the airway and be fatal. Episodes can last for two to five days and may be triggered by anxiety, stress, minor physical trauma, surgery or sickness (i.e., cold or flu), although swelling often occurs without a known trigger.

Because HAE is so rare, it can take as long as a decade to obtain an accurate diagnosis after symptoms are first

experienced – something Anne can attest to. When she started experiencing symptoms between the ages of three and four, it took her over eight years to receive an official diagnosis – something that actually happened by fluke! After years of constant second-guessing and misdiagnosis from doctors, Anne's family doctor sent her for allergy testing around the age of twelve. Anne says she was at the *"right place at the right time"* when, during the allergy test, she started swelling. An immunologist happened to be walking by and after seeing Anne's reaction they suspected that her swelling may be associated with HAE. This prompted more testing, and Anne finally received the diagnoses she needed to get the right care!

According to RareDiseaseDay.org, 72% of rare diseases are genetic. After Anne was diagnosed, she had a maternal cousin who also started showing symptoms. Because of the two diagnosis' they were able to confirm that Anne's grandfather had HAE as well – his symptoms being mistakenly diagnosed as gout and a heart attack when he passed.

Although HAE has no cure, thankfully for Anne and others diagnosed, there are preventative measures and treatments that can be taken for acute attacks. While treatment options were limited originally, there has been significant research and progress. After attending a global HAE conference in Vienna in 2018, Anne learned about the many medications available and once back in Canada she worked with her immunologist to see what would be the most beneficial for her. Now, Anne always has two life-

saving treatments with her, one that she takes at the onset of an attack and another she uses as a preventative.

Before getting the right treatment, Anne was going through attacks almost every two days and multiple each week, something that had a significant impact on both her social and work lives. With the treatment, the frequency of Anne's attacks has been significantly decreased. "My quality of life has improved enormously. I'm able to do the things I love without the fear of having an attack." Previously, Anne would be weary of travelling, "Now I'm able to travel as a career!"

Anne says Ontario Northland has been incredibly supportive throughout her five years with the company. "I really love that the company is like a family. We all work together and help each other out," says Anne. "Everyone has been open to learning about my condition and eager to know how to help."

After connecting with HAE Canada in 2015, Anne's advocacy journey began. "Meeting with others who had the disease gave me the courage to use my voice and be heard". She has recorded a video detailing her journey (available on the [Dispatch App](#)) to help doctors and researchers recognize the signs of HAE. Recently she attended a conference in Montreal, Canada where 500 researchers gathered to ask her questions on what they can do to help those living with HAE. "Doctors, researchers and patients need to work together to ensure people with HAE and other rare diseases receive the proper care" says Anne.

Since she began speaking up, many people have been able to realize that they too may have HAE. For instance, in 2018 Timmins only had three people with HAE (Anne, her cousin and her aunt). Four years later there are now eight people who have been diagnosed. Anne was also surprised that by being open to speaking about her journey, she has met so many people who have a connection with HAE.



What can you do?

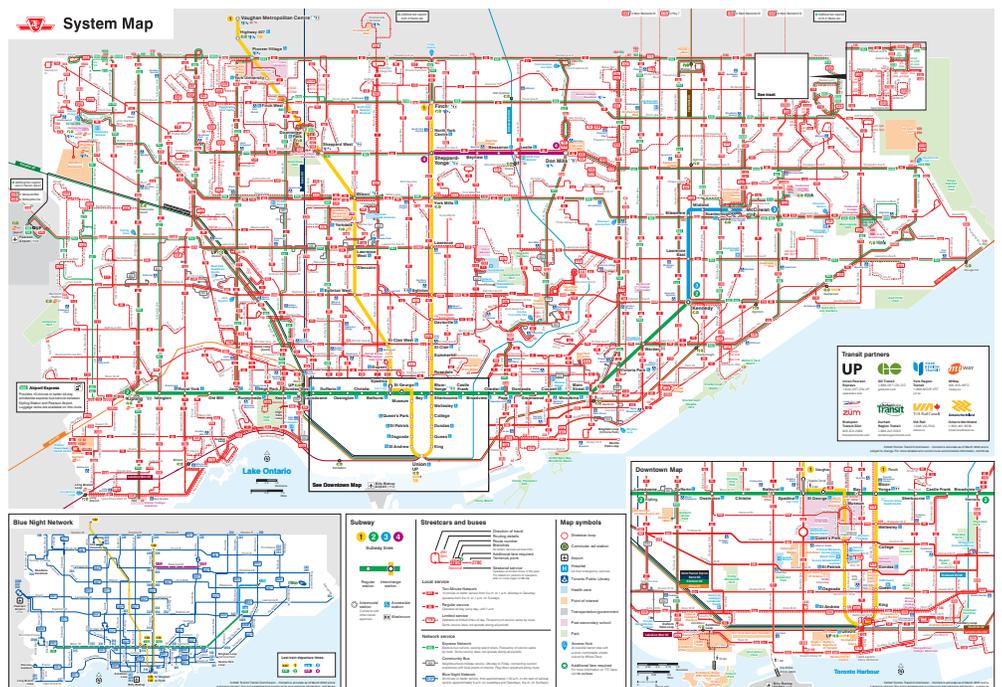
Help raise awareness! The long-term cause of the Rare Disease Day campaign is to achieve equitable access to diagnosis, treatment, health and social care and social opportunity for people affected by a rare disease.

For more information on Rare Disease Day visit <https://www.rarediseaseday.org/>

To learn more about Hereditary Angioedema (HAE) visit <https://haecanada.org/>

Ontario Northland now on TTC System Map

In March the Toronto Transit Commission's (TTC) design team reached out to Ontario Northland looking for our information to include on their system map. TTC System Maps are featured on ttc.ca, in subway stations, bus shelters and more. Ontario Northland bus services connect to the TTC at the 407 Station in Vaughan, Yorkdale and Union Station. "This added visibility to Toronto transit riders is great for Ontario Northland," Rebecca McGlynn, Director of Marketing and Communications. "It shows how easy it is to move between the two services. As summer approaches people in the city will be looking to head north on the weekends - our advertising and this map will show them the way!"



Trainman Signals the End of Cancer Treatments

Luke Lumley received a cancer diagnosis in January 2022, a rare form of testicular cancer that had spread to other locations in his body. Throughout the following months he faced surgery and chemotherapy. When Luke received his final chemotherapy treatment on April 19th his partner Jen Sloan took the tradition of ringing a bell to celebrate one step further.

Luke works as a Trainman in Cochrane and Jen works as a Cleaner in the North Bay Diesel Shop. *“His markers are perfect. As of today, he’s cancer-free,”* says Jen.

Jen thought, what better way to signal the end of a long, hard journey than to ring a locomotive bell? When Jen reached out to Unifor Local 103 President Jeremy Rodgers to see if this was possible he was more than happy to assist. *“It’s heartwarming,”* says Rodgers of Sloan’s idea. *“When you have an opportunity to be part of something like this, you need to be here. We’re co-workers, but we’re family at the end of the day.”*

Family shows up for each other and that’s exactly what Luke’s Ontario Northland family did. Many of Luke’s co-workers, including Jeremy, joined the friends and family gathered in the hospital parking lot to cheer on Luke as he rang the locomotive bell.

“It’s very overwhelming,” says Lumley, who shed *“tears full of happiness”* when he saw the crowd gathered to mark the moment with him. *“I’m thrilled I’m done,”* he adds, and he’s thankful for the love and support he’s received from everyone. *“For everyone to be there for me was amazing.”*

Luke’s brother Joe says it was important for his brother *“to know that a lot of people have been thinking about him and standing by him through this process.”*

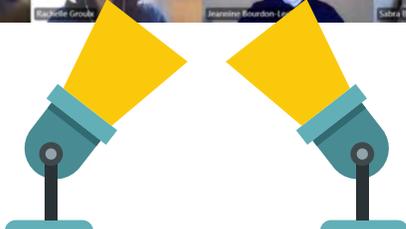


Luke Lumley (standing to the right of the bell) with his fellow Ontario Northland co-workers

“Luke’s diagnosis came as a surprise to all of us,” he adds, giving kudos to the medical staff from North Bay to Barrie who treated and helped him through the process. *“He’s a really positive guy. I’m very happy we’re at the end of this.”*

Luke has one request for everyone, and that’s to stay current with physicals and not be shy to make that doctor’s appointment if something doesn’t feel right. A routine physical examination is how Luke discovered he had a rare cancer, and it could save your life too!

You can watch the emotional video here: <https://cutt.ly/yHOdaMj>



Spotlight on Finance Shared Services

Did you know that the Finance Shared Services team at Ontario Northland is the team behind the scenes who:

- Issues 800 employee paycheques every two weeks, plus employee expenses
- Completes billing for close to \$100 million every year
- Processes over 30,000 invoices
- Performs audits of ticket sales on a daily basis
- And so much more!

Finance Shared Services team of 15 is the combination of Payroll, Passenger Revenue, Accounts Receivable (Invoicing and collections to customers) and Accounts Payable (Paying suppliers and employees).

Managing Our Assets

Did you know that Ontario Northland currently has \$865 million worth of assets – with another \$610 million to add in the next 10 years... and that's not even including future projects like Passenger Rail!

The Enterprise Asset Management (EAM) Program is not just a concept for Ontario Northland – it is a new way of thinking! EAM will help ensure that asset ownership is understood and that we are taking responsibility for our assets and their performance.

Why do we need to “manage” our assets?

- Some departments are more advanced than others in terms of asset information
- Currently, there is no easily accessible, single-source of information for our assets that we can analyze

This means, we can't make the best business decisions, and ultimately cannot plan ahead.

In order to continue to receive Provincial funding, EAM will ensure that Ontario Northland is a fiscally responsible government agency, with solid asset data and asset management practices that allows us to manage funding in the most efficient and effective way possible.

What does an EAM Program mean for Ontario Northland?

Ontario Northland is beginning to think about assets as a bigger picture, including:

- Planning for an asset (when to purchase new, when to overhaul, when to sell for the highest return)
- Maintenance of an asset (when to do preventative maintenance and urgent maintenance)
- Information associated with an asset (age, repairs completed, value etc.,)
- Materials to maintain an asset (tools, inventory and parts)
- People required to maintain and operate assets, and
- The overall value that assets deliver to the organization (without our assets, we can't move people or goods!)

What will the new EAM Software help us with?

The new EAM Software will help us understand our assets and allow us to perform detailed reporting on them by:

- Capturing all the necessary information about an asset
- Allowing us to easily plan and track maintenance schedules
- Ensuring there is a single source of truth for all asset information like warranty, year of purchase, vendor info etc.
- Detailed reporting capabilities

Who is responsible for the ongoing EAM Program?

The responsibility of managing our assets falls under the Asset Management Office (AMO), which is responsible for:

- Creating the asset management policy, strategy, and objectives
- Ensuring the asset management system supports delivery of the asset management strategy, and conforms to the asset management policy and ISO 55000 standards
- Creating asset management plans that inform budget requests
- Developing plans and financial proposals for asset-related capital and operating expenditure (for both new and existing assets)
- Providing systems and methods to support asset decision making throughout their lifecycle



Who is the AMO team?

- Melanie Brown – Manager, AMO
- Blair Carmichael – Asset Strategy & Planning Specialist
- Joe Giroux – Asset Knowledge & Performance Specialist
- Ken Irvine – Asset Integrity & Productivity Specialist
- Brodie Chapman – MRO Materials Management Specialist (assigned to EAM)
- Mark O'Neill - Maintenance Management Specialist (assigned to EAM)

What's next in the Program?

It may be hard to believe, but this Spring marked a year since the beginning of the EAM journey! June 3, 2022 marks 100 Days to EAM Go-Live 1, which involves all the assets in the following four areas:

- Everything to do with Buses
- Select Facilities
- Art, and
- Select Land

In the Fall of 2022, Go-Live 2 will involve Rolling Stock, More Facilities, and RRC.

In the Spring of 2023, the final Go-Live 3 will involve Rail Infrastructure and IT Equipment.

Benefits of EAM for Ontario Northland

- Immediate access to the state of all assets (ownership status, condition, location, etc.)
- Centralization and easy access to data (maintenance, parts, and warranty)
- Asset Analyst(s) within each division to ensure all information is accurate, and to help minimize gaps
- Ability to plan for parts proactively, instead of reactively
- Updated parts information in real-time
- Barcoding of parts to simplify parts receiving, parts audit and issuing to work orders
- Streamlined process for transferring parts between stores
- Knowledge of asset lifecycle costs with accurate forecasts and strong reporting
 - Ability to track cost by Work Order, Asset Class, and service levels
 - Increased visibility meaning better project costing
 - Work Order cost postings are to be at time of transaction vs. Current state of at time of Work Order Closure



Employee Now a Member of the CIA... No, not that CIA

May is the “International Internal Audit” month and Ontario Northland’s Controllership team is lucky to now have a “CIA” member. Marie Hemmings, Internal Auditor, completed the grueling exam process and the experience required to become a “Certified Internal Auditor.” Combined with her CPA, CA designation, Marie brings vast knowledge, skills and tools to our Controllership team! Congratulations Marie!

Check out the impressive workbenches created by RRC’s Metal Fabrication Shop for our mechanics at the North Bay Bus Maintenance Facility! Our Paint Shop painted them in our classic Ontario Northland navy! The Fab Shop has also created other custom-built workbenches by request for Stores and locations in Cochrane and Englehart.





National Day of Mourning

The National Day of Mourning (April 28th) is a day to remember and honour those who have lost their lives or been injured at work and to renew our commitment to prevent further deaths, injuries and diseases by improving health and safety in our workplace. Ontario Northland recognized this day by flying the flag at our head office at half-mast and placing a wreath in the lobby by the plaque listing the names of our fallen employees. The wreath was made of 46 white roses - one rose to represent each of the 46 employees who lost their lives throughout our company's history.



In Memoriam

Employees who lost their lives in service of the Company

<p>1914 – Thomas Smith 1916 – Emile Larocque 1918 – Alexander McLeod 1918 – Harold Saunders 1918 – Hubert Reynolds 1920 – Albert Farmer 1920 – George Guertin 1921 – Frank Turner 1921 – Claude Showell 1922 – Leo Cusson 1923 – Thomas Woollings 1923 – James Kirkwood 1923 – Thomas Faulkes 1923 – George Quinn 1924 – Robert Kennedy</p>	<p>1928 – Robert Legary 1929 – Sam Simpson 1929 – John Merry 1930 – Harvey Johnson 1933 – Roger Crogan 1935 – John Mulligan 1943 – David Emmell 1945 – George Naismith 1947 – James Birnie 1948 – Jack Newton 1948 – Herb Louis 1948 – Joseph Lang 1950 – Grenville Hammond 1951 – Hector Birnie 1956 – Herb Stitt</p>	<p>1956 – Everett Duncan 1957 – Norman Adams 1957 – Stanley Martin 1964 – Cecil Artindale 1965 – Allan Webster 1965 – Carl Hueston 1966 – Leandre Gadoury 1974 – Robert Coxford 1977 – Charles Valencik 1977 – Michael McCallan 1977 – Leo St. George 1977 – Don Smith 1978 – Andrew Lauay 1980 – Harry Manual 1990 – William Foster 2003 – Frayne Church</p>
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“Honour the past, Work Safe in the present, Plan to improve the Future”

wsib
ONTARIO

DAY OF MOURNING
April 28th



Bringing Safety to Life

In order to keep safety top-of-mind and ensure our employees know where we stand, the Health and Safety Team will now be providing weekly updates on our current Health and Safety statistics. These updates can be found on screens across the organization and on the Dispatch app.

Employees will be able to learn more about the most common types of workplace injuries we're seeing, the number of injuries (both overall and by division), and the number of days injury-free. Statistics on prevention efforts will also be shared including the number of reported

hazards and near misses and stats on observations made by managers to reinforce and reward safe operations.

"Keeping the workplace safe is everyone's responsibility," says Manager of Health and Safety Laurie Laronde. "Reporting workplace hazards and following workplace procedures are the most effective ways for employees to participate in workplace safety."

Stay tuned for the upcoming release of our revamped WorkSafe Awards!

Work Safe. Take Action. Speak Up.

Like Mother Like Daughter(s)!

A very happy belated Mother's Day to all our employees who celebrated!

Finance Clerk Nicki Pavone has worked at Ontario Northland for over 20 years and has inspired her daughters Christina and Alex to join the team as well. Alex currently works as a Procurement Officer and Christina as a Special Project Coordinator assisting our Human Resources and Marketing and Communications Teams.

"Being a part of your mom's work life is quite inspiring," says Christina. "I appreciate seeing her commitment and passion for the company and how she contributes to the team here at Ontario Northland. I am grateful to be able to share work experiences with my mom as she



demonstrates what it takes to be a hard worker. She is an inspiration to me and my sister and the best mom!"

From our shops to the track and our head office, Ontario Northland is proud to employ multiple (up to 5!) generations of fantastic, hardworking employees!

More Than Just IT Support – Spotlight on the Growing ITS Team

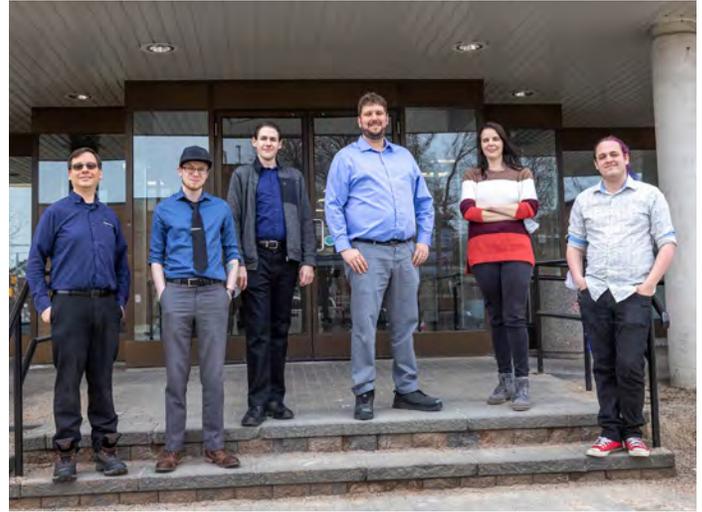
When you think of Ontario Northland you may think of the many types of roles our employees have, the large area we service and the many different types of equipment it takes to run our busses and trains – but do you ever think of what happens behind the scenes to make sure business continues as usual? You may not realize it, but Information Technology Services (ITS) is there to support almost everything that goes on at Ontario Northland – from the computers at our desks, the computer system that connects with the refrigeration system on the Polar Bear Express, and even computer equipment that interfaces with the boiler system at our Remanufacturing and Repair Centre – ITS maintains over one hundred unique systems to keep Ontario Northland running.

With the implementation of new software and technology as well as an increase in demand for technical support, the ITS department was in need of additional support analysts.

“The rapid growth with all things IT in the last few years has created an increased need for highly-qualified IT professionals, and the same was true for Ontario Northland” says Anthony Romaine, Senior Systems Engineer at Ontario Northland. The ITS department was in need of four IT Support Analysts and Anthony knew exactly what group to reach out to. *“There seems to be more demand than there is supply with qualified IT professionals.”* Anthony has been a professor at North Bay’s Canadore College for the Computers Systems and Networking Technician Program, teaching two courses a semester. *“This was the perfect recruitment and teaching opportunity,”* laughs Anthony. *“There was a high probability that some of the students in my class could potentially become employees of Ontario Northland. It was also a great learning experience to apply and interview for a position in IT before graduation.”* As a Canadore Alumni, Anthony acknowledges the importance of hands-on, real-world experience and reached out to Human Resources to see if they would be willing to give each student that applied an interview so that they could experience a panel interview at a large organization. The collaboration between IT and HR led to over 14 Canadore student interviews.

As it turns out, four of these students impressed the team so much that they were offered part-time positions! Courtney Day-Taylor, Curtis Carr, Paul Beaurivage, and Dylan Larose were officially hired as ITS Support Analysts in January 2022. The ITS Team and HR were able to accommodate their school schedule as they finished up their final semester for the following months.

“Chester (Smirle), Anthony (Romaine) and Adam (Moore) were all amazing in giving us the flexibility to balance



From left to right: Anthony Romaine, Dylan Larose, Curtis Carr, Adam Moore, Courtney Day-Taylor and Paul Beaurivage

both school and work” says Dylan. *“It’s a great team to work with, everyone is willing to lend a hand and is super knowledgeable”* says Courtney. Speaking of the advantages of hiring new graduates, Anthony says *“it allows us to teach them about Ontario Northland’s specific technology needs instead of looking at it from a broader sense. These new graduates are so eager and willing to both learn and make suggestions.”*

Anthony and Service Desk Supervisor Adam Moore are thrilled to have the new team members on board, saying that they’ve already contributed so much. ITS typically receives 6,000+ support requests per year. *“By expanding our team we’ve now shifted from being reactive everyday to being able to offer support immediately.”*

Many of the students had previously worked in customer service while completing their studies, making this their first venture into the corporate world. *“Everyone at Ontario Northland has been overwhelmingly nice and I love coming into work every day”* says Courtney. A North Bay local, Courtney was familiar with Ontario Northland but was excited to learn more about what the company does and to take on a position where she could help people. Co-worker Dylan Larose had similar sentiments saying, his favourite part of working at Ontario Northland is helping people as well as being able to work on some of the technology he’s learned about in school.

On April 22nd, the foursome officially graduated and became full-time employees at Ontario Northland.

ITS is currently recruiting an additional ITS Support Analyst as the department continues to grow to keep up with demand. Looking towards the future, Manager of ITS Chester Smirle says, *“the department really feels refreshed –we’re ready to face challenges that come our way while we stay current and up to date with the latest tech trends.”*



Eve Wiggins (VP of Bus Services and Interim President of Rail Operations for Metrolinx), Al Spacek (ONTC Chair), MPP Vic Fedeli and Corina Moore (ONTC President & CEO)

Teamwork the Key to Continued Metrolinx Work

If you happened to stop by the Remanufacturing and Repair Center the week of April 4th you may have noticed a very busy Car Shop. All hands were on deck making sure the area was in tip-top shape for a big announcement that was coming. You could feel the excitement in the air.

On Friday April 8th, 2022 President and CEO Corina Moore and Minister and Nipissing MPP Vic Fedeli announced that Ontario Northland had secured another 56 Go-Transit bi-level rail coaches. An extension to the existing 2019 contract for the refurbishment of 15 cab cars, this represented an investment of over \$109 million.

“This contract will provide job stability for our employees while contributing to economic growth in Northern Ontario,” says Corina. “Our continued partnership with Metrolinx, specifically for refurbishment projects, confirms our exceptional skillset and reputation for high quality remanufacturing services right here in North Bay.”

The preparations were worth it – the announcement went off without a hitch and everyone was excited about the great news, including Senior Manager of Operations Josh Dale.

Josh has worked for Ontario Northland for 18 years and has extensive knowledge of the Metrolinx partnership. He was one of the first Carmen on the 121 refurbishment program (2004 – 2012), starting on the project’s very first car. Eventually Josh became a supervisor in the Car Shop, getting first-hand experience with completing the design and outlay of the stations and setting them up with the appropriate tools, hardware and parts. Josh and his team are now able to use the lessons learned from past projects to streamline the process for the new contract.

When Josh took on the role of Production Manager and moved from supervising five stations to overseeing the entire project, he had a keen focus on team building and



(from left to right) Rob Francis, Josh Dale, Matt Boulet, Jordyn Vaillancourt

boosting morale. A coach for the Junior “A” hockey team the Powassan Voodoos and a hockey player himself, Josh knew the importance of creating a strong team environment for achieving success. After implementing simple but impactful measures like recognizing employees for working safely and showing up to their workstations on time, Josh said *“I noticed a huge difference in the Shop. Employees were more engaged and comfortable bringing ideas forward.”*

Recently, the Car Shop wanted to start an evening shift from 2:00 p.m. to midnight Monday to Thursday. *“We thought that instead of choosing who would be on this later shift, we could post it and have employees who were interested bid on it. That way we could ensure that we’re not taking time away from employees who may have young families to get home to or commitments in the evening but instead let those who would prefer the later hours step forward”* Josh explains.

Creating a team-oriented environment had positive impacts on employees and productivity. Thanks to the hard work and dedication of the Car Shop team, from management to workers at the stations, Ontario Northland was able to show that we deliver quality, on-time and on-budget and received top marks (90%, 98%, 99%) on the current bi-level program report cards. Metrolinx took notice and continued to place their trust in us by awarding 56 new bi-level rail coaches.

Josh is excited about what this announcement means for the future saying, *“this gives us an opportunity to once again show what we can do. We have many new employees working on this contract and I have complete confidence that they will step up to the plate and provide the top-quality work Ontario Northland is known for.”*

Work on the newly awarded coaches began on May 30th, 2022 and is expected to be completed by late September 2025.

We want your feedback!

Complete this quick survey to tell us your thoughts on the ON News and how we can improve it.

Visit: surveymonkey.com/r/85PTFS5

A graphic with a blue background. At the top, there are five smiley faces in a row, colored red, orange, yellow, green, and blue. The blue smiley face is the largest and has a magnifying glass over it, with a hand holding the handle. Below the smiley faces, the text "We want your feedback!" is written in a bold, italicized, yellow font. Underneath that, the text "Complete this quick survey to tell us your thoughts on the ON News and how we can improve it." is written in a smaller, bold, italicized, blue font. At the bottom, the text "Visit: surveymonkey.com/r/85PTFS5" is written in a blue font.



New! Youth & Adult
Engineer Hats.



Ontario Northland

Have you visited Ontario Northland's merchandise store?

Our apparel is perfect for gifts, visiting guests, and railway enthusiasts.
Items can be picked up at our corporate head office located
at 555 Oak Street East, North Bay.

<http://merch.ontarionorthland.ca>

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