



Frequently Asked Questions by Regional Partners

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CanadianWildlifeFederation.ca
1.877.599.5777 | info@cwffcf.org



Watersheds.ca
613-264-1244 | info@watersheds.ca



About the Program

How many lakes have been assessed so far?

As of 2023:

- 175 lakes in Ontario
- 21 lakes in Saskatchewan
- 4 lakes in Alberta
- 8 lakes in British Columbia
- 8 lakes in Nova Scotia

How many properties have been assessed so far?

As of 2023, 49 753 properties have been assessed.

Do you train the regional partners for delivery of the program?

Yes, training of regional partners and their surveyors is mandatory.

What happens after the assessments are completed and the survey code letters are distributed to shoreline property owners?

The following spring when shoreline property owners receive their letter with their unique survey code in the mail, they can download/order their property report online at MyReport.LoveYourLake.ca. They can choose a free PDF to be emailed to them or they can order a printed and bound hardcopy to be mailed to them for \$20.00 including taxes and shipping.

When they access their report, there will also be a link to an Evaluation Survey. The purpose of this survey is to find out what shoreline property owners think about their report and to determine any potential plans for future stewardship efforts. Through this survey, further communications can be had with shoreline property owners to see if any additional resources are needed to help them accomplish their shoreline plans.

Participating lake groups will also receive a Values Survey/Lake Summary Report summarizing the data collected along the entire lakeshore and encouraging stewardship actions at the community level. These reports do not contain any personal information.

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Additional follow-up may be possible, such as naturalization projects. In the interim, Regional Partners are encouraged to keep communicating with the lakes they worked with to maintain positive relationships and to build on stewardship action projects.

About the Data

What data/equipment do I need to obtain in order to deliver Love Your Lake in my region?

The data/equipment that you require is:

- Mailing addresses for all shoreline property owners
- Shoreline property addresses for all properties on the lake
- Parcel mapping data – this is a layer of the entire region
- Parcel mapping layers – depending on the lake, the layers you may need are:
 - Clipped layer of your lake
 - Parcel layer to show the property lines, and
 - Assessment layer to show associated roll numbers (ARN)
 - Municipality layer to show the boundaries of each municipality
 - Lake parcel buffer layer to extract shoreline lengths
- GIS software, program and device to show the map such as laptop, SXPad, tablet, phone, etc.
- Avenza is a free app that can be used on a smartphone or tablet and shows your location on a map to determine property boundaries.

Who owns the data?

The Love Your Lake program administrators, Watersheds Canada and CWF, own the shoreline assessment data; however, Regional Partners have access to region-specific data in the database and exported excel files. The program administrators must approve sharing data with others through a signed data sharing agreement with the party requesting the data.

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How is the data stored?

The datasheets are in the possession of the Regional Partner organizations. Supporting program documents and information may also exist on the computers, servers or other office or operational infrastructure of the Regional Partner organization and Love Your Lake program administrators. The data entered into the Love Your Lake database is stored on internal and/or external servers owned by the Love Your Lake program administrators.

What safeguards are in place to protect the data?

The datasheets are in the possession of the Regional Partner organization and are therefore the responsibility of the Regional Partner organization to safeguard appropriately.

The program administrators are committed to maintain the integrity and security of all assessment information that is electronically entered into the online database. Such data may reside on internal or external CWF servers. The infrastructure is held to a high standard and in full compliance to all regulatory statutes and security protocols. Specifics of physical, network, and database security can be found in the Love Your Lake Privacy Policy.

Is the data encrypted?

The back-end of the Love Your Lake database is encrypted; however, the data itself is not encrypted as it is used to generate the personalized shoreline property reports. If it was encrypted, it would disable this process.

How long will the data be retained?

The data is intended to be retained in perpetuity. If the lakes are re-assessed at a later time it allows for comparative assessments over time.

How can Regional Partners access the data?

Regional Partners will be provided with login credentials for the online Love Your Lake database to access their data. Upon dissolution of Regional Partnerships with the Love Your Lake program administrators, login credentials will no longer be valid.

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About Shoreline Property Owner Reports

Why are survey code letters provided to shoreline property owners instead of the actual reports?

Survey code letters are distributed to shoreline property owners so as not to mail out thousands of valuable reports that shoreline property owners do not want to receive. Shoreline property owners are encouraged to download/order their report because they are interested in what their property report contains. If a Regional Partner has the funds to send all shoreline property owners their individual property report, this will be considered by the program administrators but at a cost to the Regional Partner organization.

Are the reports available electronically instead of in printed form?

Yes, when shoreline property owners receive their survey code letter, they can order a free PDF copy of their individual property report, which will be emailed to them.

Other than the shoreline property owner, who has access to the individual reports?

During production, staff from the contracted database company will use information from the database to generate the electronic files used to create the PDF reports and the electronic files for the hardcopy reports. The contracted printing facility will use the electronic files and will bind and package the printed reports for shipment.

Staff from the Love Your Lake program administrators or from the Regional Partner organizations may require access to the personalized reports to resolve outstanding issues or questions (i.e., to resolve any discrepancies regarding content of a report).

While every effort is made to ensure shoreline property owners receive their correct shoreline property report, issues may arise beyond the reasonable control of the Love Your Lake program administrators and/or Regional Partners that allow a property owner to receive an incorrect shoreline property report. In these situations, affected property owners can contact their Regional Partner for assistance.

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How can shoreline property owners access their report without internet access?

Shoreline property owners without internet access will be able to call their Regional Partner organization, who will order the report for the shoreline property owner upon their request and consent.

If the report is ordered, mailed, and not received, how can Regional Partners provide another report to the shoreline property owner?

Shoreline property owners, or Regional Partners on behalf of the shoreline property owner, can contact the Love Your Lake program administrators to order their report again.

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