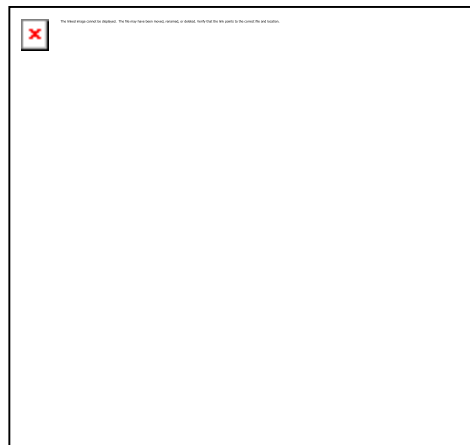


Town of Wasaga Beach

OPERATIONAL PLAN

Wasaga Beach Distribution System




This Operational Plan is designed for the exclusive use of the Town of Wasaga Beach.

This Operational Plan has been developed by Town staff with the assistance of the Ontario Clean Water Agency (OCWA)-Engineering Services with the Town's practices in mind, and utilizing Town staff to implement it.

Any use which a third party makes of this Operational Plan, or any part thereof, or any reliance on or decision made based on information within it, is the responsibility of such third-parties. The Town of Wasaga Beach and OCWA accept no responsibility for damages, if any, suffered by any third party as a result of decisions made or action taken based on this operational plan or any part thereof.

This Operational Plan defines and documents the Quality Management System (QMS) for the Town of Wasaga Beach Public Works/Drinking Water Distribution System. It sets out the policies and procedures with respect to quality management in accordance with the requirements of the Province of Ontario's Drinking Water Quality Management Standard (DWQMS).

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: TOB Rev Date: 26-Feb-2021 Rev No.: 12
TABLE OF CONTENTS		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

QMSP 01 - Quality Management System	1
QMSP 02 – Quality Management System Policy	1
QMSP 03 - Commitment & Endorsement of QMS & Operational Plan	1
QMSP 04 – Quality Management System Representative	2
QMSP 05 – Documents and Records Control	3
Table 1 – QMS Documents and Records	5
QMSP 06 – Drinking Water System	7
Map 1 – Servicing Summary	9
QMSP 07 – Risk Assessment	10
Table 2 – Risk Assessment of Hazardous Events	12
QMSP 08 – Risk Assessment Outcomes Table 3	15
QMSP 09 – Organizational, Structure, Roles, Responsibilities & Authorities	20
Table 4 – Organizational Structure & Responsibilities	22
QMSP 10 – Competencies – Table 5	24
QMSP 11 – Personnel Coverage	26
QMSP 12 – Communications	28
QMSP 13 – Essential Supplies & Services	31
Table 6 – Suppliers of Essential Supplies & Services	33
QMSP 14 – Review & Provision of Infrastructure	34
QMSP 15 – Infrastructure Maintenance, Rehabilitation and Renewal	35
QMSP 16 – Sampling, Testing & Monitoring	36
QMSP 17 – Measurement & Recording Equipment Calibration & Maintenance	38
QMSP 18 – Emergency Management	40
Table 7 – Emergency Contact List	42
QMSP 19 – Internal QMS Audits	46
QMSP 20 – Management Review	48
QMSP 21 – Continual Improvement	51
Schedule “A” – System Description	53



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-01, 02,
03
Rev Date: 3-Feb-23
Rev No.: 9

QMSP-01 QUALITY MANAGEMENT SYSTEM (QMS)
QMSP-02 QUALITY MANAGEMENT SYSTEM POLICY
QMSP-03 COMMITMENT & ENDORSEMENT OF QMS, OPERATIONAL PLAN

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

Quality Management System (QMS)

The Town of Wasaga Beach Quality Management System (QMS) for the Wasaga Beach Distribution System is structured and documented in this Operational Plan.

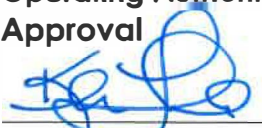
Quality Management System Policy

The Town of Wasaga Beach Public Works Department, on behalf of the Corporation of the Town of Wasaga Beach, operates and maintains a Class Three (3) Water Distribution System. The Wasaga Beach Public Works Department is committed to maintain and continually improve on the Quality Management System (QMS), provide safe drinking water to consumers, and comply with applicable legislation and regulations.

Commitment & Endorsement of QMS & Operational Plan

Top Management of Public Works as the Operating Authority and CAO representing the Owner have approved the QMS for the Wasaga Beach Distribution System as documented in this operational plan.

Operating Authority Endorsement Approval



Director of Public Works
Kevin Lalonde FEB 2/23 Date

Owner Endorsement & Approval




Mayor
Brian Smith FEB 2/23 Date



CAO
Andrew McNeill FEB 2/23 Date

Revision History

Date	Revision #	Reason for Revision
5-Oct-2010	1	Minor amendment to remove specific names of management staff.
4-July-2011	2	Remove "Acting" Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit report
30-Dec-2014	4	Update Owner endorsement of Mayor and contact list
15-Jan-2016	5	Amendments as per Minor Non Conformance & OFI from External Audit
10-Dec-2018	6	DWQMS 2.0 Revisions
4-Dec-2020	7	Reformat Document
17-Dec-2020	8	Owner Endorsement
3-Feb-2023	9	Owner Endorsement

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-04 Rev Date: 4-Dec-2020 Rev No.: 5
QMSP-04 QUALITY MANAGEMENT SYSTEM REPRESENTATIVE		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. Purpose

To describe the specific roles and responsibilities of the QMS Representative for the Wasaga Beach Distribution System

2. Scope

None

3. Responsibility

All personnel

4. Definitions

None

5. Procedure

5.1 The Water/Sewer Foreman is appointed as QMS Representative and can call upon other Public Works staff to fulfill some duties as QMS Representative. The QMS Representative is appointed by Top Management.

5.2 All personnel have a role and associated responsibilities within the Town of Wasaga Beach Distribution System’s QMS

5.3 The QMS Representative is responsible for:

- Administrating the QMS by ensuring processes and protocol needed for the QMS are established and maintained,
- Reporting on QMS performance and identifying opportunities for improvement,
- Ensuring that current versions of documents related to the QMS are in use,
- Ensuring personnel are aware of all applicable legislative and regulatory requirements that pertain to their operational duties, and
- Promoting awareness of the QMS to Water Systems’ personnel.

6. Revision History

Date	Revision #	Reason for Revision
5-Oct-2010	1	Remove specific names of staff
4-Jul-2011	2	Remove “Acting” Director of Public Works
30-Dec-2014	3	Amendments per OFI
10-Dec-2018	4	DWQMS 2.0 Updates
4-Dec-2020	5	Reformat Document



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-05
Rev Date: 4-Dec-2020
Rev No.: 6

QMSP-05 DOCUMENTS AND RECORDS CONTROL

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

1. Purpose

To describe the procedures for ensuring the QMS documents are kept current and for ensuring QMS documents and records are kept legible, readily identifiable, retrievable, stored, protected, retained and disposed of.

2. Scope

Applies to all QMS Document and QMS Records pertaining to the Town of Wasaga Beach Distribution System as identified in this procedure.

3. Responsibility

All personnel

4. Definitions

None

5. Procedure

5.1 Documents and records required by the Town of Wasaga Beach Distribution System QMS are listed in Table 1.

5.2 All internally developed QMS documents are generated electronically to ensure legibility and are identified with a title, issue date, page numbering. QMS records are generated electronically whenever possible. Handwritten records must be legible and permanently rendered in ink or non-erasable marker.

5.3 Additional controls for QMS Procedures within the Operational Plan are used to ensure appropriate review and approval. These include the use of authorized approval, alpha-numeric procedure code, issue date, revision number and revision history.

Authorized personnel for review and approval of QMS Procedures for the Town of Wasaga Beach are:

Review: Operations Manager and/or Water/Sewer Foreman

Approval: Director of Public Works

5.4 All QMS Documents and Records are stored at the Public Works building. The secure access of the building ensures appropriate protection and prevents unauthorized use and access, damage, deterioration or loss of QMS documents and records. Copies of QMS documents and records located outside of the Public Works building are considered uncontrolled.



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-05
Rev Date: 4-Dec-2020
Rev No.: 6

QMSP-05 DOCUMENTS AND RECORDS CONTROL

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

- 5.5 The electronic version of the Operational Plan is password protected and is located on a secure off site server located at Town Hall.
- 5.6 The latest version of forms and procedures is maintained by the Water/Sewer Foreman. The QMS Representative ensures that any changes made to QMS documents are communicated to relevant personnel and coordinates related training (as required).
- 5.7 When a QMS document is superseded, the hardcopy of the document is removed from its location by the QMS Representative and disposed of. The new electronic version of the QMS document replaces the previous one.
- 5.8 The authorized method for disposal of documents and records after the specified retention requirements have been met is shredding.
- 5.9 All QMS documents and records are retained in accordance with applicable regulations and legal instruments made under the Safe Drinking Water Act (SDWA). The Wasaga Beach Records Management Policy also applies. The minimum retention time for the Wasaga Beach Distribution System records is per the Wasaga Beach Records Management Policy.
- 5.10 QMS documents and records are arbitrarily checked for evidence of control during each internal audit as per QMSP – Element 19 Internal QMS Audits.

- 6. Related Documents
QMSP – Element 19 Internal QMS Audits
Wasaga Beach Records Management Policy

7. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Procedure revised
04-July-2011	2	Procedure revised
18-August-2011	3	Procedure revised
20-March-2013	4	Update Purchasing Policy # Document titles to DWQMS Element Numbers
10-Dec-2018	5	DWQMS 2.0
4-Dec-2020	6	Document reformatted



	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-05 Rev Date: 4-Dec-2020 Rev No.: 6
QMSP-05 DOCUMENTS AND RECORDS CONTROL		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

Table 1 – Town of Wasaga Beach Distribution System QMS Documents and Records

Note: All documents and records are located in the Public Works Building

Internal QMS document
Operational Plan for the Wasaga Beach Distribution System
Operational Plan for the Wasaga Beach Well Supply System
Water Distribution Procedure Manual
Confined space and rescue procedures
Binder of Forms
Water and Sewage Annual Capacity Assessment Report
External QMS Document
MECP Annual Inspection Report
Municipal Drinking Water License, Drinking Water Works Permit, Permits to Take Water (2)
Town of Wasaga Beach – All Risk Emergency Plan (located in Emergency Operations Centre)
Maps
Collective agreement
Wasaga Beach Records Management Policy
Purchasing Policy – By-law #2012-96 (as amended)
Current Legislation/Regulations – E-law’s Website – www.e-laws.gov.on.ca
QMS Records
Field Diaries – located in a secure vault in the Public Works building
Completed forms (including customer complaints), verification/calibration records
Records of internal communication such as memos
Records of QMS audits, corrective actions, minutes of management review
List of personnel and certification and training records
Continual Improvement Summary and Review Table

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-06 Rev Date: 25-Feb-22 Rev No.: 9
QMSP-06 DRINKING WATER SYSTEM		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

1. Purpose

To Name the owner and operating authority, as well as describe the system and all associated components.

2. Scope

None

3. Responsibility

All Personnel

4. Definitions

None

5. Procedure

5.1 The Operating Authority for the distribution system is the Town of Wasaga Beach represented by Public Works.

5.2 The Wasaga Beach Water Distribution System is rated as a Class 3 Distribution System. The system is less than fifty years old.

5.3 Wasaga Beach Distribution System


As of December 31, 2021 the main characteristics of the Water Distribution System are as follows:

- Length in mains: 202 km
- Number of services connected: 12,652
- Number of fire hydrants: 1,257
- Number of valves: 1,471

Fire hydrants and valves are placed strategically throughout the distribution system for fire protection and isolation of portions of the system during required maintenance and emergencies.

Maps of the water distribution system are maintained in the Town’s GIS database and available at the Public Works department.

Disinfection residuals in the distribution system are maintained through our weekly flushing program for areas of lesser use and dead ends, also through our annual flushing program where every hydrant gets flushed once a year.

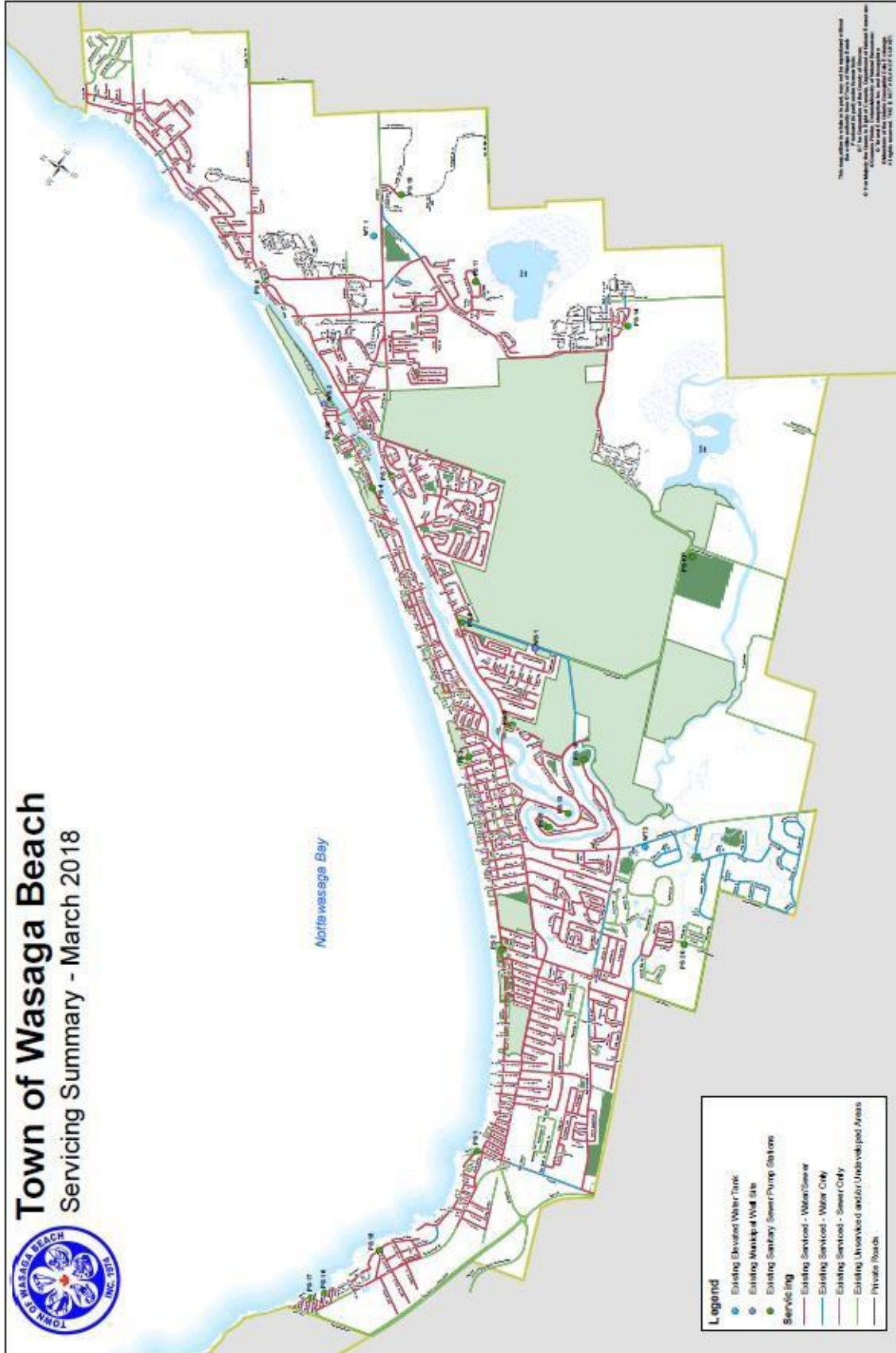
	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-06 Rev Date: 25-Feb-22 Rev No.: 9
QMSP-06 DRINKING WATER SYSTEM		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works


6. Revision History

Date	Revision #	Reason for Revision
5-Oct-2010	1	Minor amendments to remove specific names of management staff
4-July-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Amendments as per recommendations of the QMS Audit. Rename document titles to correspond with DWMQS Elements
15-Jan-2016	5	Various amendments as per minor non conformance and OFI from External Audit
10-Dec-2020	6	DWQMS 2.0 revisions
4-Dec-2020	7	Reformat Document
17-Dec-2020	8	Update Servicing Summary
25-Feb-2022	9	Update Servicing Map Remove 5.4 Well Supply - OCWA

Town of Wasaga Beach

Servicing Summary - March 2018



	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-07 Rev Date: 26-Feb-21 Rev No.: 11
QMSP-07 RISK ASSESSMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. Purpose

To define the process for conducting a drinking water risk assessment and for documenting and reviewing the results of the assessment.

2. Scope

The risk assessment process is limited to the assessment of potential drinking water health hazards and hazardous events, and the control measures to address those hazards and hazardous events in the Wasaga Beach Distribution System. Addressing of other potential hazards is set out in QMS Procedure QMSP - 18 Emergency Management.

3. Responsibility

Director of Public Works

4. Definitions

Drinking Water Health Hazard – means, in respect of a drinking water system,

- a) a condition of the system or a condition associated with the system’s waters, including anything found in the waters,
 - i. that adversely affects, or is likely to adversely affect, the health of the users of the system,
 - ii. that deters or hinders, or is likely to deter or hinder, the prevention or suppression of disease, or
 - iii) that endangers or is likely to endanger public health,
- b) a prescribed condition of the drinking water system, or
- c) a prescribed condition associated with the system’s waters or the presence of a prescribed thing in the waters

Critical Control Point (CCP) – An essential step or point in the drinking water system at which control can be applied by the Operating Authority to prevent or eliminate a drinking water health hazard or reduce it to an acceptable level


Hazardous Event – an incident or situation that can lead to the presence of a hazard

Hazard – a source of danger or a parameter that may cause drinking water to be unsafe for human consumption, including a biological, chemical, physical or radiological agent that has the potential to cause harm

Control Measure – includes any processes, physical steps or other practices that have been put in place at a drinking water system to prevent or reduce a hazard before it occurs

Control Limit – defined set points for existing control measures at which a Critical Control Point response procedure is initiated

Likelihood – the probability of a hazard or hazardous event occurring

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-07 Rev Date: 26-Feb-21 Rev No.: 11
QMSP-07 RISK ASSESSMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

Consequence – the potential impact to public health and/or operation of the drinking water system if a hazard/hazardous event is not controlled

Detectability – the ability to detect a hazardous event

Risk Assessment – an orderly methodology of identifying hazards or hazardous events that may affect the safety of the drinking water and evaluating their significance

Risk – probability of identified hazards causing harm, including the magnitude of that harm or the consequences

5. Procedure

5.1 The Director of Public Works assigns a team to perform the risk assessment for the Distribution System.

5.2 The assessment is performed as follows:

- Identify hazardous events and associated hazards (possible outcomes) that could impact the distribution system’s ability to deliver safe drinking water in the Summary of Risk Assessment Outcomes table.
- For each of the hazardous events, specify control measures currently in place that eliminate or mitigate the hazard.
- Taking into consideration existing control measures (including the reliability and redundancy of equipment), assign each hazardous event a value for the likelihood, a value for the consequence, and a detectability value of that event occurring based on the following criteria:


	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-07 Rev Date: 26-Feb-21 Rev No.: 11
QMSP-07 RISK ASSESSMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

Table 2: Risk Assessment of Hazardous Events

- **Likelihood**


Description	Likelihood of Hazardous Event Occurring	Rating
Rare	May occur in exceptional circumstances, and has not occurred in the past	1
Unlikely	Could occur at some time, historically has occurred less than once every 5 to 10 years	2
Possible	Has occurred or may occur once or more per year	3
Likely	Has occurred or may occur on a monthly basis	4
Very Likely	One or more occurrences on a monthly or more frequent basis	5

- **Consequence**

Description	Consequence of Hazardous Event Occurring	Rating
Insignificant	Insignificant impact, little public exposure, little or no health risk	1
Minor	Limited public exposure, minor health risk	2
Moderate	Minor public exposure, health impact on small part of the population	3
Major	Large part of the population at risk	4
Catastrophic	Major impact for large part of the population, complete failure of systems	5

- **Detectability**


Description	Detectability of Hazardous Event	Rating
Very Detectable	Easy to detect, on-line monitoring through SCADA	1
Moderately Detectable	Moderately detectable, alarm present but not in SCADA, may require operator to walk by and notice alarm, problem is indicated promptly by lab test results	2
Normally Detectable	No alarm present, visually detectable on rounds, or through regular maintenance	3
Poorly Detectable	Visually detectable but not inspected on a regular basis, or not evident until problem occurs	4
Undetectable	Cannot be detected	5

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-07 Rev Date: 26-Feb-21 Rev No.: 11
QMSP-07 RISK ASSESSMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

Add the likelihood and consequence, and detectability values to determine the risk value (ranking) of each hazardous event and record all values in the Summary of Risk Assessment Outcomes Table. Hazardous events with a ranking of 9 or higher are considered high risk.

- Review the hazardous events and rankings documented in Summary of Risk Assessment Outcomes table and identify any activity/process step as CCP if all of the following criteria are met:
 - ✓ The associated hazardous event has a ranking of 9 or higher
 - ✓ The associated hazardous event is reduced to an acceptable level through control measure(s)
 - ✓ Operation of the control measures can be monitored and corrective actions can be applied in a timely fashion
 - ✓ Specific control limits can be established for the control measure(s)
 - ✓ Failure of the control measures would lead to immediate notification of Medical Officer of Health (MOH) or Ministry of the Environment (MECP) or both
 - If applicable, list identified CCPs in a CCP Table. Set related critical control limits (e.g., limits for turbidity, chlorine residual, temperature, and pH) for each CCP as appropriate.
 - If applicable, ensure procedures have been developed and implemented to monitor the critical control limits and respond to, report and record deviations from the critical control limits. List these procedures in the CCP Table.
- 5.3** The information recorded in the Summary of Risk Assessment Outcomes is reviewed at least once every calendar year as part of the Management Review process, and includes verification of the currency of the information and the validity of the assumptions used in the risk assessment.
- 5.4** The Director of Public Works ensures that a risk assessment is conducted and documented at least once every thirty-six months.

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-20	Kevin Lalonde	Director of Public Works
26-February 2021	Kevin Lalonde	Director of Public Works
10-May-2022	Kevin Lalonde	Director of Public Works

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-07 Rev Date: 26-Feb-21 Rev No.: 11
QMSP-07 RISK ASSESSMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

6. Related Documents

Summary of Risk Assessment Outcomes

7. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Amended to remove specific management staff names
04-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-August-2011	3	Various amendments as per recommendations from the Internal QMS Audit Report
18-January-2013	4	Various amendments as per Minor non conformance and OFI from external audit
20-March-2013	5	Document titles to DWQMS Elements
1-March-2016	6	Table 1 – Reviewed
10-Dec-2018	7	DWQMS 2.0 Revision Update Risk Assessment Outcomes
25-Feb-2020	8	Added Table for Yearly Review
4-Dec-2020	9	Reformat document
17-Dec-2020	10	Updated Risks to include the Pandemic Added Risk Assessment Review Table
26-Feb-2021	11	Named Table “2”



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-08
Rev Date: 10-May-22
Rev No.: 6

QMSP-08 RISK ASSESSMENT OUTCOMES

Reviewed by: Water/Sewer Foreman

Approved by: Director of Public Works

Table 3: Risk Assessment Outcomes

Activity/ Process Step	Hazardous Event	Hazard / Hazard Type	Control Measures	Likelihood (1-5)	Consequence (1-5)	Detectability (1-5)	Risk Value	Critical Control Point	Mitigation Process/ Procedure	Critical Control Limits	Response Procedures	Comments
Distribution	Watermain break	Contamination Physical / Biological	None	2	3	4	9	N	Refer to SOP 4100 Repair of Watermain Break or leak	140 Kpa	Investigate Main break	Bulk Water Station
Distribution	Loss of chlorine residual	Contamination Physical / Biological	Investigate	2	2	2	6	N	SCADA Weekly testing	< 0.05 mg/l Free	Flushing Sampling Testing	Residual analyzer at WTD
Distribution	Cross Connection	Contamination Chemical / Biological	Bylaw	2	3	3	8	N	Monitor I/C/I/R Meter Data reports	N/a	Isolate	
Distribution	Low Pressure	Contamination Physical / Biological	Investigate	2	2	1	5	N	SCADA Weekly testing	140 Kpa	Isolate Investigate	MECP Guideline



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-08
Rev Date: 10-May-22
Rev No.: 6

QMSP-08 RISK ASSESSMENT OUTCOMES

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

Distribution	Back-flow	Contamination Chemical / Biological	By-law OBC	3	3	2	8	N	Monitor I/C/I/R Meter Data reports	N/a	Isolate	
Distribution	Human Based (vandalism)	Contamination Physical / Biological / Chemical	None	1	4	3	8	N	N/a	N/a	Isolate Maintain Positive pressure	
Distribution	Staff shortage due to strike	Contamination Physical / Biological / Chemical	Union Contract	1	1	1	3	N	Negotiation	N/a	Alternate staff as per O'reg. 128/04 S.24	OCWA /PW staff available
Distribution	Staff shortage due to Pandemic	Contamination Physical / Biological / Chemical	Mutual Aide	1	1	2	4	N	Emergency Regulatory Permissions	N/a	Alternate staff as per O'reg. 128/04 S.24	OCWA/ PW staff available
Distribution	High Turbidity	Contamination Biological	Complaints	3	2	2	7	N	Regular Flushing	N/a	Flushing	MECP Aesthetic only
Distribution	Natural (fire, storms)	Contamination Physical / Biological / Chemical	None	2	3	3	8	N	N/a	N/a	Isolate Investigate	



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-08
Rev Date: 10-May-22
Rev No.: 6

QMSP-08 RISK ASSESSMENT OUTCOMES

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

Distribution	Technical (power, telephone)	Contamination Physical / Biological / Chemical	None	2	3	2	7	N	N/a	N/a	Isolate Investigate	
All systems	Long Term Impacts of Climate Change	Contamination Physical	Ground Water Monitoring	1	4	3	8	N	N/A	N/A	Isolate Investigate	
All systems	Water supply shortfall	Contamination Physical/ Biological	Investigate with OCWA	2	3	1	6	N	SCADA Pressure alarms Low Level Alarms	Low Pressure alarm 140 Kpa/ 20PSI Low tower and reservoir alarms	Investigate with OCWA	Enforce Water Restriction Bylaw
All systems	Extreme weather events	Contamination Physical/ Biological	None	1	4	3	8	N	Weekly Sampling Pressure Alarms	Adverse Bacti Samples	Isolate Flushing Resample	Correspond with OCWA
All systems	Extreme temps	Contamination Physical/ Biological	Investigate	1	3	3	7	N	Low Level Alarms	Low Level or low pressure		



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-08
Rev Date: 10-May-22
Rev No.: 6

QMSP-08 RISK ASSESSMENT OUTCOMES

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

All systems	Chemical spill impacting source water	Contamination Chemical	Investigate	1	4	1	6	N	Online Analyzers and Alarms	High & Low alarms on monitors	Isolate Flushing Resample	
All systems	Terrorist & vandalism actions	Contamination Physical Biological Chemical	None	1	4	3	8	No	N/A	N/A	Isolate Flush Sample	
Distribution Systems	Sustained pressure loss	Contamination Physical Biological	Investigate	1	4	2	7	No	SCADA Low Pressure Alarms		Isolate and Investigate	
Treatment Systems & Distribution Systems providing secondary disinfection	Failure of equipment or process associated with secondary disinfection	Contamination Physical Biological	Preventative Maintenance	2	3	3	8	No	N/A	N/A	Isolate Investigate Flush	
All systems	Cyber Threats	Physical/Data	IT Security Control	2	1	4	7	Yes	Hourly Backups sent offsite nightly Back Up Server Firewalls Virus Protection	N/A	Isolate Recovery	Co-ordinated through CITO



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-08
Rev Date: 10-May-22
Rev No.: 6

QMSP-08 RISK ASSESSMENT OUTCOMES

Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works

Revision History

Date

10-Dec-2018	1	DWQMS 2.0 updates
25-Feb-2020	2	Critical Control Limits revised for Watermain Break
4-Dec-2020	3	Reformat Document
17-Dec-2020	4	Update Risks to include Pandemic
26-Feb-2021	5	Reclassifying Watermain Break under CCP
10-May-2022	6	Addition of Cyber Hazardous Event Change Watermain Break SOP to 4100 Residual Analyzer at WTD not WWTP Water Supply Shortfall – Add 20 psi as well as 140 Kpa



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-09
Rev Date: 26-Feb-21
Rev No.: 8

QMSP-09

ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES

Reviewed by: Water/Sewer Foreman

Approved by: Director of Public Works

1. Purpose

To show all roles and responsibilities from the owner, to management, QMS Rep, Operation Staff and Administrative Assistant. Along with showing the structure in which this is followed.

2. Scope

3. Responsibility

4. Definitions

5. Procedure

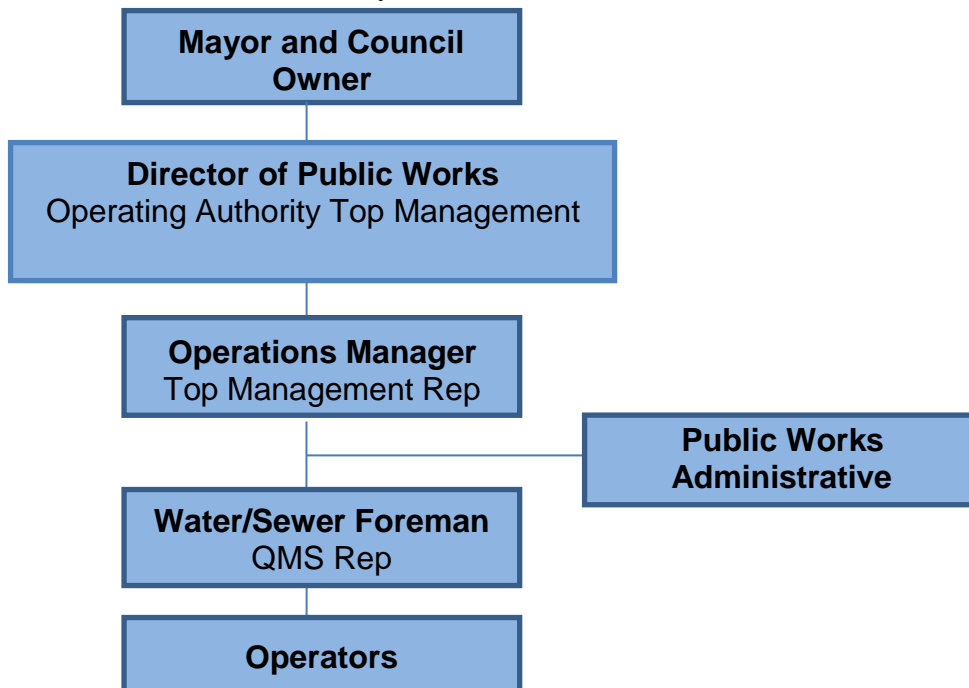
5.1 Owner and Operating Authority

The Owner of the Wasaga Beach Drinking Water System is the Town of Wasaga Beach, represented by Mayor and Council.

The Operating Authority for the distribution system is the Town of Wasaga Beach represented by Public Works.

5.2 Organizational Structure

The organizational structure for the Town of Wasaga Beach Public Works/Distribution System is as follows:





OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-09
Rev Date: 26-Feb-21
Rev No.: 8

QMSP-09

ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES

Reviewed by: Water/Sewer Foreman

Approved by: Director of Public Works

For the Wasaga Beach Distribution System, the QMS Representative is also the Water/Sewer Foreman. He is also the QMS implementation lead.

5.3 QMS Roles, Responsibilities and Authorities

Responsibilities for implementing and maintaining individual elements of the QMS are outlined in the QMS Procedures referenced throughout this Operational Plan.

Specific QMS-related roles, responsibilities and authorities of the Owner and the Operating Authority personnel are summarized in the table below.



OPERATIONAL PLAN Town of Wasaga Beach

QMS Doc: QMSP-09
Rev Date: 26-Feb-21
Rev No.: 8

QMSP-09

ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES

Reviewed by: Water/Sewer Foreman

Approved by: Director of Public Works

TABLE 4:	
Position	Roles, Responsibilities and Authorities
Mayor & Council Owner	<ul style="list-style-type: none"> ▪ Complete oversight of the Distribution System and its QMS ▪ Ultimate responsibility for the provision of safe drinking water ▪ Financial, administrative authority related to the distribution of safe drinking water
Director of Public Works (or Designate) Operating Authority Top Management	<ul style="list-style-type: none"> ▪ Complete oversight of the Distribution System and its QMS ▪ Lead for undertaking QMS management reviews ▪ Provide and/or obtain resources for the QMS and necessary infrastructure and resources to operate and maintain the distribution system safely and effectively ▪ Communication with Mayor and Council about the QMS and the water distribution system ▪ Ensure compliance with applicable legislation and regulations ▪ Ensure the system is operated in accordance with all applicable legislation and regulations ▪ Preparation of budget and recommends system improvement ▪ Financial, administrative and technical authority related to the distribution of safe drinking water ▪ Staffing, within the guidelines of the Municipality ▪ Acting Operator in Charge/or Designate ▪ Acting QMS Representative in the Water/Sewer Foreman's and Operations Manager's absence
Operations Manager Top Management Representative	<ul style="list-style-type: none"> ▪ Complete oversight of the Distribution System and its QMS ▪ Part of QMS management reviews ▪ Provide and/or obtain resources for the QMS and necessary infrastructure and resources to operate and maintain the distribution system safely and effectively ▪ Ensure compliance with applicable legislation and regulations ▪ Ensure the system is operated in accordance with all applicable legislation and regulations ▪ Preparation of budget and recommends system improvements ▪ Financial, administrative and technical authority related to the distribution of safe drinking water ▪ Staffing, within the guidelines of the Municipality ▪ Acting Operator in Charge/or Designate ▪ Acting QMS Representative in the Water/Sewer Foreman's and Director of Public Work's absence



OPERATIONAL PLAN
Town of Wasaga Beach

QMS Doc: QMSP-09
Rev Date: 26-Feb-21
Rev No.: 8

QMSP-09

ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES


Reviewed by: Water/Sewer Foreman

Approved by: Director of Public Works

<p>Water/Sewer Foreman QMS Representative</p>	<ul style="list-style-type: none"> ▪ Schedule and oversee the day-to-day activities related to the water distribution system ▪ Makes changes to the QMS in consultation with the Director of Public Works ▪ Recommend changes to the QMS ▪ Communication/liaison with the Director of Public Works ▪ Identify and oversee staff training needs including QMS training ▪ Develop procedures for ensuring distribution of safe drinking water ▪ Operator In Charge as per O’Reg 128/04 ▪ Orders day to day supplies as needed ▪ Internal Audits and Corrective Action resolutions
<p>Public Works Administrative Assistant</p>	<ul style="list-style-type: none"> ▪ Communication/liaison with Director, Operations Manager, Water/Sewer Foreman and Operators on QMS related topics ▪ Respond to and document public inquiries and complaints ▪ Documentation and record control of the QMS ▪ Update and document changes to the QMS ▪ Keep training records and certification expiry dates
<p>Operators</p>	<ul style="list-style-type: none"> ▪ Work in accordance with Wasaga Beach policies, procedures and plans ▪ Perform duties in compliance with all applicable legislation and regulations ▪ Reports to Water/Sewer Foreman ▪ Perform regular maintenance of the Distribution System ▪ Recommends changes to the QMS and participates in QMS training ▪ Respond to customer inquiries and complaints ▪ Document all day to day activities

6. Revision History

Date	Revision #	Reason for Revision
5-Oct-2010	1	Minor amendments to remove specific names of management staff
4-July-2011	2	Remove “Acting” Director of Public Works
20-March-2013	3	Rename document titles to correspond with Elements
30-Dec-2014	4	Upgrade owner endorsement of Mayor & the Emergency contact list
25-Nov-2016	5	Updates to the description of the Director of PW
10-Dec-2018	6	DWQMS 2.0 revisions
4-Dec-2020	7	Reformat document
26-Feb-2021	8	Delineate Owner from Operating Authority Name Chart – Table 4

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-10 Rev Date: 26-Feb-2021 Rev No.: 7
QMSP-10 COMPETENCIES		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

Required competencies

Under SDWA, 2002 the regulation O. Reg. 128/04 outlines the requirement for the certification of Water Treatment and Water Distribution Operators.


The competencies required for personnel whose work directly affects drinking water quality are presented below:

Table 5: Required Competencies

Position	Required Competencies	Desired Competencies
Water/Sewer Foreman	<ul style="list-style-type: none"> • Class 2 Water Distribution & Supply Certification • Valid driving license • Training on the Town of Wasaga Beach’s QMS & DWQMS 2.0 • Training & experience in operating the distribution system and performing/planning maintenance activities 	<ul style="list-style-type: none"> • Class 3 Water Distribution & Supply Certification • First aid/CPR
Operators	<ul style="list-style-type: none"> • Class 1 or 2 certification or OIT with Class 2 supervision • Valid driving license • Training on the Town of Wasaga Beach’s QMS & DWQMS 2.0 • Training & experience in operating the distribution system & performing/planning maintenance activities 	<ul style="list-style-type: none"> • DZ license

Activities to develop and maintain these competencies:


Every year the Water/Sewer Foreman plans for the training staff have to take in order to keep their certification requirements current, and monitors certification expiry dates. Records of all training and CEUs are kept by the Public Works Administrative Assistant.

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-10 Rev Date: 26-Feb-2021 Rev No.: 7
QMSP-10 COMPETENCIES		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

In addition to the on-going training, day-to-day work on the distribution system provides operators with hands on experience of the relevance of their duties. All new staff members are provided orientation.


Revision History

Date	Revision #	Reason for Revision
5-Oct-2010	1	Minor amendments to remove specific names of management
4-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Minor amendments as per recommendation from the Internal QMS Report
20-March-2013	4	Various amendments as per recommendations of the QMS Audit
10-Dec-2018	5	DWQMS 2.0 revisions
4-Dec-2020	6	Reformat document
26-Feb-2021	7	Rename chart as Table 5 Eliminate positions that are not performing duties affecting the drinking water quality

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-11 Rev Date: 28-Feb-22 Rev No.: 9
QMSP-11 PERSONNEL COVERAGE		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. **Purpose**
To describe the procedure for ensuring that sufficient and competent personnel are available for duties that directly affect drinking water quality.
2. **Scope**
Applies to Water Distribution System Personnel.
3. **Responsibility**
Director of Public Works
Operations Manager
Water/Sewer Foreman
4. **Definitions**
None
5. **Procedure**
 - 5.1 The Director of Public Works ensures that personnel meeting the competencies identified in the Operational Plan are available for duties that directly affect drinking water quality.
 - 5.2 The water system is staffed Monday to Friday 7:00 am to 3:30 pm. Outside normal working hours the answering service is contracted to a company that has the contact information of the Public Works personnel. The answering service contacts a foreman. The foreman assesses the situation and contacts the appropriate staff. Should the Foreman be unavailable to respond to the initial contact from the Answering Service, the following individuals are subsequently contacted as necessary:
 - Public Works Operations Manager
 - Director of Public Works
 - 5.3 The responsibility of ORO (Overall Responsible Operator) is contracted out to OCWA. The Water/Sewer Foreman is the OIC (Operator in Charge) for the Distribution System. When the Water/Sewer Foreman is away, a back-up OIC with Class 2 certification is designated within Public Works staff.
 - 5.4 In accordance with the Collective Agreement vacation is limited, in order to ensure sufficient staff are available at all times.

The Operations Manager creates a standby schedule for staff coverage after hours and on the weekends. The after hour shifts are daily 3:30 pm – 7:00 am Monday to Friday. Weekends and Statutory holidays are included in this schedule.


	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-11 Rev Date: 28-Feb-22 Rev No.: 9
QMSP-11 PERSONNEL COVERAGE		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

6. Related Documents

Operational Plan for the Well Supply System
Collective Agreement
List of personnel contact information – see Table 7 Emergency Contact List

7. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendments to remove specific names of management
04-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-August-2011	3	Minor amendments as per recommendations from the Internal QMS Report
20-March-2013	4	Various amendments as per the QMS Audit
15-Jan-2016	5	Document Titles to DWQMS Element Procedure revised due to OFI External Audit (SAI)
10-Dec-2018	6	DWQMS 2.0 Revision
4-Dec-2020	7	Reformat document
26-Feb-2021	8	Related Documents, named Table #7
28-Feb-2022	9	Change in shift coverage

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-12 Rev Date: 11-Sep-2023 Rev No.: 11
QMSP-12 COMMUNICATIONS		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		


1. **Purpose**
To describe the procedures for QMS-related communications between the Town of Wasaga Beach Public Works Top Management and staff, the owner, suppliers and the public.

2. **Scope**
Applies to the Town of Wasaga Beach Public Works internal and external communications regarding the QMS.

3. **Responsibility**
All personnel

4. **Definitions**
None

5. **Procedure**
The QMS Representative shall facilitate required communication between Top Management and Council, department personnel, suppliers, and the public in the following ways:
 - a. **Top Management and Council**
 - Formal communication is achieved through preparing and submitting Staff Reports to Council on a regular and as-needed basis.
 - Informal communication occurs between the Director of Public Works and Council at regular Committee or Council meetings and through personal correspondence.
 - b. **Top Management and Operating Authority personnel**
 - The Drinking Water QMS Policy is posted at the Public Works office.
 - Management and staff meet regularly through Department Meetings, and Manager/Staff, Manager/Supervisor, and Supervisor/Staff Meetings.
 - Relevant QMS information is delivered through staff meetings and awareness training.
 - Informal communication occurs on an as-needed basis through emails, written memos, phone calls, bulletin boards, informal meetings, etc.
 - Managers and staff can communicate in the form of non-conformance reports and opportunities for improvement, corrective and preventive actions, and document change requests.
 - c. **Top Management Rep, QMS Rep and Suppliers**
 - Regular meetings (pre-construction, progress, etc.)
 - Informal ‘field’ communications (inspectors and other Town staff)


	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-12 Rev Date: 11-Sep-2023 Rev No.: 11
QMSP-12 COMMUNICATIONS		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

- Contract documents, RFP's, tenders, information packages
 - Town of Wasaga Beach QMS Contractor & Supplier Brochure
 - Town of Wasaga Beach Engineering Standards and Contract Specifications
 - Communications with suppliers of essential supplies and service providers to ensure they are aware and understand the QMS policies and procedures, this is defined in Element 13 – Appendix E – Essential Supplies and Services. Located in the Operation Plan.
- d. Top Management and the Public**
- The QMS Policy is accessible to the public through posting at the Public Works Office, and is available electronically on the Town website.
 - The Town's website contains pertinent drinking water information and is regularly updated with important notices and changes.
 - The Operational Plan and Annual Water Quality Report are available to the public through the Town's website and upon request from the Public Works Dept.
- e. Management Review**
- Communication between Department personnel and Top Management is facilitated by the QMS Representative at least once every twelve months through Management Review meetings, as detailed in QMSP – Element 20 Management Review.

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works


6. Related Documents

- QMSP – Element 13 Essential Supplies and Services
- QMSP – Element 18 Emergency Management
- QMSP – Element 20 Management Review
- Record of complaints

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-12 Rev Date: 11-Sep-2023 Rev No.: 11
QMSP-12 COMMUNICATIONS		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

7. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendments to remove specific names of management
04-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-August-2011	3	Minor amendments as per recommendations from the Internal QMS Report
20-March-2013	4	Document titles to DWQMS Element, various amendments as per recommendations of the QMS Audit
15-January-2016	5	Procedure revised due to OFI External Audit
25-February -2020	6	Added Table for Yearly Review
4-Dec-2020	7	Reformat document
17-Dec-2020	8	Added Management Review Table
26-Feb-2021	9	Change all references of Essential Suppliers & Services
10-May-2022	10	Remove The Wasaga Sun
11-Sep-2023	11	Update were the posted copy is b. Public Works Office
		Change Top Management to Top Management Rep and QMS Rep
		Insert Reviewed Table

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-13 Rev Date: 11-Sep-23 Rev No.: 13
QMSP-13 ESSENTIAL SUPPLIES AND SERVICES		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

1. Purpose

To describe the procedures for procurement and for ensuring the quality of suppliers of essential supplies and services.

2. Scope

Applies to suppliers of essential supplies and services identified in this procedure.

3. Responsibility

Director of Public Works
Operations Manager
Water/Sewer Foreman
Operators

4. Definitions

Suppliers of Essential Supplies and Services – supplies and services deemed to be critical to the delivery of safe drinking water

5. Procedure

5.1 Suppliers of essential supplies and services are listed in Table 6 of this procedure. The tables consists of contacts that are utilized for typical parts supply and operation of the Distribution System, but also includes the contacts utilized during emergency repairs where universal supplies of parts and pieces cannot be found in the Town’s material stores supplies.

Efforts are made to ensure that adequate stock is available on hand; however in some instances parts may not be within tolerances and subsequently require more universal or specialty parts and pieces.


The list is reviewed and updated as required and at least once every calendar year by the Director of Public Works.

5.2 Purchasing is conducted in accordance with the Town of Wasaga Beach Purchasing Policy.

5.3 Essential suppliers are made aware of the Wasaga Beach Distribution System QMS Policy, by signing the “Suppliers and Contractors Acknowledgement” form, and other QMS-related information as needed.

5.4 Where applicable, supplies must meet AWWA and ANSI standards. Upon receipt all material is inspected for quality standards.

The quality of service of OCWA as the operating authority for the Well Supply System and provider of other services (including calibration of Public Works colorimeters, provision of disinfectant, and responsibility of ORO for the Distribution system) is governed by the Quality Management System described in the “Operational Plan for the Wasaga Beach Well Supply System”.

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-13 Rev Date: 11-Sep-23 Rev No.: 13
QMSP-13 ESSENTIAL SUPPLIES AND SERVICES		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works

6. Related Documents

Procurement Policy – By-law #2012-96, as amended
Operational Plan for the Wasaga Beach Well Supply System
Acknowledgement for Suppliers & Contractors
Engineering Standards Appendix G

7. Revision History

Date	Revision #	Reason for Revision
26-April-2010	1	CGSB Audit Ref #271 Revision to Table 1 (Supply and or Service)
04-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations of the Internal QMS Audit Report
20-Mar-2013	4	Various amendments as per on OFI Update Purchasing Policy Number
15-Jan-2016	5	Document titles to DWQMS Element Numbers Procedure revised due to OFI External Audit (SAI GLOBAL)
25-Nov-2016	6	Update Suppliers List
15-Jan-2018	7	Updated Suppliers List
10-Dec-2018	8	Updated Related Documents
4-Dec-2020	9	DWQMS 2.0 Revisions
17-Dec-2020	10	Reformat document
26-Feb-2021	11	Updated Suppliers List
10-May-2022	12	Name Table 6 Change all references of Essential Suppliers & Services to Suppliers of Essential Supplies and Services
11-Sep-2023	13	Added Engineering Standards Added Curb Stops to Table 6 Update Suppliers List Table 6 Insert Review Table



	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-13 Rev Date: 11-Sep-23 Rev No.: 13
QMSP-13 ESSENTIAL SUPPLIES AND SERVICES		
Reviewed by: Water/Sewer Foreman Approved by: Director of Public Works		

Table 6 – Wasaga Beach Distribution System Suppliers of Essential Supplies and Services

Supply and/or Service	Supplier	Contact	Phone number
<ul style="list-style-type: none"> ▪ Watermain Valves ▪ Clamps and Sleeves ▪ Watermain Pipe ▪ Couplings ▪ Water Meters ▪ Fittings ▪ Saddles ▪ Hydrants ▪ Curb Stops 	<p>WAMCO</p> <p>CROWLE</p> <p>CORIX</p> <p>NEPSCO</p> <p>WOLSELEY</p>	<p>W. Mills</p> <p>A. Corney</p> <p>G. Crowle</p> <p>R Cotterill</p>	<p>705-734-3535</p> <p>705-725-6770</p> <p>705-722-6199</p> <p>705-429-0424</p> <p>226-377-1871</p>
<ul style="list-style-type: none"> ▪ Operation of the Well Supply System and elevated tanks, Production of potable water ▪ Disinfectant (for Public Works use) ▪ Calibration of the colorimeters (for Public Works use) ▪ Responsibility of ORO (Overall Responsible Operator) for the Distribution System 	Ontario Clean Water Agency (OCWA)	Operations Manager	705-429 2525
<ul style="list-style-type: none"> ▪ Localized Construction Dewatering during repairs due to High Water Table 	Joe Donato Construction Robert Boyce Enterprises	J. Donato R. Boyce	705-429-3121 705-429-8708
<ul style="list-style-type: none"> ▪ Chlorine colorimeters ▪ Free and Total DPD Reagents 	HACH	Sales Desk	1-800-665-7635

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-14 Rev Date: 10-May-22 Rev No.: 7
QMSP-14 REVIEW AND PROVISION OF INFRASTRUCTURE		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. Purpose

To describe the procedure for reviewing the adequacy of infrastructure necessary to operate and maintain the Distribution System.

2. Scope

Applies to the Town of Wasaga Beach Distribution System.

3. Responsibility

Director of Public Works

4. Definitions

None

5. Procedure

5.1 Once every calendar year, the Director of Public Works has a technical report generated on the status of the Distribution System, including Distribution System Capacity. It is the Water and Sewage Annual Capacity Assessment Report. In addition, the Risk assessment document under Element 8 will be considered.

5.2 Recommendation for extension and/or improvement of the Distribution System is included in this report.

5.3 The Water Model is updated and maintained on a regular basis as development plans occur.


6. Related Documents

Water and Sewage Annual Capacity Assessment Report
Ultimate Water Supply and Distribution System Model Update

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works

7. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendments to remove specific names of management staff
04-July-2011	2	Minor amendment to remove "Acting" Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Procedure revised Document Titles to DWQMS Element Numbers
10-Dec-2018	5	DWQMS 2.0 Revisions
4-Dec-2020	6	Reformat document
10-May-2022	7	Remove "The Report is communicated to the Owner through PW Comm and adopted through council"

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-15 Rev Date: 11-Sep23 Rev No.: 3
QMSP-15 INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

The Water/Sewer Foreman maintains a program of scheduled activities and maintenance of infrastructure for the Distribution System.

All activities are recorded on Daily Work Assignment Sheets. Records are maintained as per QMS Procedure QMSP - Element 5 Document and Records Control.

A summary of the Distribution System activities is outlined below:


- Unidirectional Flushing and Swabbing
 - a. Maintain chlorine residual:
 - Flushing program
 - Chlorine residual testing
 - b. Repair of water mains and service connections, maintenance of main line valves and Air Relief Chambers
 - c. Capital Budget Forecasting, infrastructural maintenance, rehabilitation and renewal
 - d. Maintenance of fire-hydrants and valves: inspection, repair, repaint
 - e. Respond to customer inquiries (such as low pressure; taste and/or odor; etc.)
 - f. Locates of watermains/services for other construction activities.

The procedures for these activities are contained in the Water Distribution Procedure Manual. The Water/Sewer Foreman monitors the effectiveness of these activities on an ongoing basis and makes adjustments as required. At least once every calendar year the Director of Public Works along with the Operations Manager and Engineering Manager reviews the 10 year plan for infrastructure, maintenance, rehabilitation and renewal activities and prepares a summary. This summary is communicated to the owner as a result of the management review. The effectiveness of the overall maintenance program is discussed at the Management review meeting.

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works

Revision History

Date	Revision #	Reason for Revision
10-Dec-2018	1	DWQMS 2.0 revisions
4-Dec-2020	2	Reformat document
11-Sep-2023	3	Add swabbing to the list of activities Insert Reviewed Table

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-16 Rev Date: 4-Dec-2020 Rev No.: 7
QMSP-16 SAMPLING, TESTING & MONITORING		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. Purpose

To describe the procedure for sampling, testing and monitoring for drinking water quality for the Town of Wasaga Beach Distribution System.

2. Scope

All sampling, monitoring and testing required under SDWA O. Reg. 170/03 is conducted by OCWA as the operating authority for the Well Supply System. The procedure for sampling is part of OCWA’s QMS and is laid out in the “Operational Plan for the Wasaga Beach Well Supply System”.

The scope of this procedure is the testing for chlorine residual performed by the Public Works staff. The scope also includes the test for static pressure.

3. Responsibility

Water/Sewer Foreman
Operators

4. Definitions

None

5. Procedure

5.1 After main or service connection repairs, and as part of the flushing program and/or upon request from client, operators test the water for chlorine residual. The procedure for chlorine residual testing is contained in the Water Distribution Procedure Manual.


5.2 In case of an identified adverse condition (chlorine residual less than 0.05 mg/L), reporting must follow the requirements of SDWA O. Reg. 170/03. The procedure for reporting adverse water quality is contained in the Water Distribution Procedure Manual. Public Works staff would take action in conjunction with OCWA. Flushing and testing would be performed until the chlorine residual reaches an acceptable value.

5.3 Upon request from clients, operators test the static pressure on the distribution system. The procedure for static pressure testing is contained in the Water Distribution Procedure Manual.

5.4 All testing is recorded, reviewed and discussed at the Management Review Meeting.


6. Related Documents

Operational Plan for the Wasaga Beach Well Supply System
Water Distribution Procedure Manual
Field diaries
Completed forms

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-16 Rev Date: 4-Dec-2020 Rev No.: 7
QMSP-16 SAMPLING, TESTING & MONITORING		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

7. Revision History

Date	Revision #	Reason for revision
05-Oct-2010	1	Minor amendment to remove specific names of management staff
04-July-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-August-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
02-Feb-2012	4	Procedure revised
20-March-2013	5	Document Title to DWQMS Element Numbers
		Various amendments as per recommendations of the QMS Audit
10-Dec-2018	6	DWQMS 2.0 Revisions
4-Dec-2020	7	Reformat document


	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-17 Rev Date: 26-Feb-2021 Rev No.:7
QMSP-17 MEASUREMENT & RECORDING EQUIPEMNT CALIBRATION & MAINTENANCE		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. **Purpose**
To describe the procedure for calibration and maintenance of measurement and recording equipment for the Town of Wasaga Beach Distribution System.
2. **Scope**
Applies to measurement and recording equipment for the Town of Wasaga Beach Distribution System.
3. **Responsibility**
Water/Sewer Foreman
Operators
4. **Definitions**
None
5. **Procedure**
 - The Water/Sewer Foreman ensures that as necessary and appropriate, calibration per the manufacture’s specification is completed for equipment used by the Operating Authority.
 - The chlorine analyzers (colorimeters) used by the Distribution System staff need calibration.
 - Verification/calibration is performed by OCWA at the frequency required by the manufacturer specification.
 - The quality of calibration is governed by OCWA’s QMS as specified in the Operational Plan for the Wasaga Beach Well Supply System.
 - Calibration records and equipment manuals are maintained as per QMSP – Element 5 Documents and Records Control.
6. **Related Documents**
QMSP – Element 5 Documents and Records Control
Verification/Calibration Records
Operational Plan for the Wasaga Beach Well Supply System
Hach Pocket Colorimeter II Manual

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-17 Rev Date: 26-Feb-2021 Rev No.:7
QMSP-17 MEASUREMENT & RECORDING EQUIPEMNT CALIBRATION & MAINTENANCE		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

7. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove specific names of the management staff
04-July-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-August-2011	3	Various amendments as per recommendations from the Internal QMS Audit
20-March-2013	4	Document titles to DWQMS Element Numbers, amendments as per the QMS Audit Report
10-Dec-2018	5	DWQMS 2.0 Revisions
4-Dec-2020	6	Reformat document
26-Feb-2021	7	Added Hach Pocket Colorimeter Manual to Related Documents

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-18 Rev Date: 11-Sep-23 Rev No.: 11
QMSP-18 EMERGENCY MANAGEMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. Purpose

To describe the procedure for maintaining a state of emergency preparedness for the Town of Wasaga Beach Water Distribution System.

2. Scope

Applies to potential emergency situations or service interruptions identified for the Town of Wasaga Beach Distribution System.

3. Responsibility

Director of Public Works
Operations Manager
Water/Sewer Foreman

4. Definitions

None

5. Procedure

The Water/Sewer Foreman establishes the Emergency Procedures which are contained in the Water Distribution Procedure Manual. The Procedures are reviewed and approved by the Director of Public Works.

The Emergency Procedures define the processes for response and recovery for each of the key emergency situations/service disruptions.


The Town of Wasaga Beach has established a list of potential emergency situations/service disruptions. These are:

- Adverse water condition
- Backflow incident
- Extended interruption of service/supply of temporary potable water
- Watermain break
- Cross-connection
- Low Pressure

The above procedures are contained in the Water Distribution Procedure Manual

Staff are trained on the identified emergency situations and Emergency Procedures. Each Procedure is reviewed at a minimum annually. Review also provides testing and training. All testing and training is documented.

Roles and responsibilities for emergency management are set out in the Town of Wasaga Beach - All Risk Emergency Plan under the “Roles and Responsibilities” section. Specific roles and responsibilities of the Water System Distribution staff related to emergency situations are set out in the Emergency Procedures contained in the Water Distribution Procedure Manual.

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-18 Rev Date: 11-Sep-23 Rev No.: 11
QMSP-18 EMERGENCY MANAGEMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

An emergency contact list is appended to this document and is updated at least annually. Procedures for communication during emergency situations or service interruptions are set out in the Water Distribution Procedures Manual.

6. Related Documents

- Water Distribution Procedures Manual
- Records of Training, Testing and Review of Emergency Procedures
- Town of Wasaga Beach Operations All Risk Emergency Plan
- Emergency Contact list

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works

7. Revision History


Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove Specific names of management staff
04-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-August-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
20-March-2013	4	Procedure revised Document Title to DWQMS Element Numbers
19-Dec-2014	5	Add Related Documents
10-Dec-2018	6	DWQMS 2.0 Revisions
31-Mar-2020	7	Emergency Contact List added & Revised
4-Dec-2020	8	Reformat Document and Update contact list
26-Feb-2021	9	Name Table 7
28-Feb-2022	10	Update Contact List
11-Sep-2023	11	Update Contact List
		Update list of potential situations

Table 7: Emergency Contact List

Agency	Position	Contact Name	Mobile Number	Home Phone Number
Town of Wasaga Beach	Town Hall			705-429-3844
	Bylaw / Dispatch	After 4:30 pm		705-429-2511
	Mayor	Brian Smith	705-818-3886	
	CAO	Andrew McNeill		
	Public Works Director	Kevin Lalonde	705-443-7540	705-444-1829
	Public Works Operation Manager	Gerald Reu	705-446-5102	705-718-5430
	Water / Sewer Foreman	Dave Guarasci	705-446-6780	705-985-2021
	PW Roads Foreman	John Moreau	705-443-1714	705-422-1062
	PW Roads Foreman	Adam Rowbotham	705-446-5688	
Water Operators	Class 2	Dave Guarasci	705-446-6780	705-985-2021
	Class 2	Phil Cooke	705-441-2244	705-429-6028
	Class 2	Rob Pittaway	705-970-1778	705-429-4694
	Class 2	Brook Cushing	705-715-3988	
	Class 1	Jordan Townes	705-607-0778	
	Class 1	Tom Semper	416-576-1540	
	Class 1	Paul Goodall	705-309-4611	
	Class 1	Nygel Blondin	705-790-8002	
	Class 3	Troy Backhaus	705-305-8531	
Public Works	Equipment / Trucks / Labourer - See Seniority List			
Fire	Chief	Craig Williams	705-443-1400	
	Deputy Chief	Dan Bell	705-529-9407	
	Fire Hall 1			705-429-5281
OCWA	Office			705-429-2525
	Georgian Bay Hub	Distribution ORO	Angela Pauze	705-715-7241
Water/Sewage Plants	Backup Distribution ORO	Richard Eagle	705-623-2376	705-716-2219
	Collection ORO	Richard Eagle	705-623-2376	705-716-2219

Spills Action Centre				1-800-268-6060
Ministry of the Environment	Barrie District Office			1-800-890-8511
				705-739-6441
Ministry of Health Simcoe County	Collingwood	Office		705-445-0804
		Emergency On-call	1-888-225-7851	
Ministry of Labour	Trench Number		1-888-310-1122	
Ministry of Transportation	Fowler Construction (Round about)	On-call Patrol	1-800-375-2430	
Ontario Parks	Wasaga Superintendent	John Fisher	705-443-1674	
	Assistant Superintendent	Ben Dasti	705-429-6629	
	Wasaga Beach Office			705-429-2516
Ontario Provincial Police	Communications Centre			1-888-310-1122
	Wasaga Beach Office			705-429-3575
Ambulance	Wasaga Office			705-429-5281
NVCA	Office		705-424-1479	705-424-1479
Wasaga Distribution	Office			705-429-2517
	Line Foreman	Mike Dineen	705-446-6639	
	Locates	Steve Franklin	705-441-5105	
Local Media	CTV	Barrie		705-734-3300
	Rock 95 (radio)	Barrie		705-725-7304
	97.7 The Beach (radio)	Wasaga Beach		705-422-0970
	95.1 The Peak (radio)	Collingwood		705-446-9510
Local Contractors Heavy Construction	Arnott's	Mark Fisher	705-444-4355	
	B&J Construction	Dean Prior	705-817-0145	
	Robert Litz	Robert Litz	705-446-4035	
Dewatering	JDC	Joe Donato	705-446-4382	
		Frank Aversa	705-446-4350	
	Robert Boyce Inc.	Robert Boyce	705-44-4233	705-429-8708

Suppliers	Wamco Water Works	Office		705-734-3535
	Manager	Warren Mills	705-721-3771	
		Todd Rutledge	705-627-8195	
	Corix Water Products	Office		705-722-6199
	Wolseley	Ritchie Cotterill		226-377-1871
	Crowle Fittings & Supply	Office		905-793-2222
	Customer Service Rep.	Andy Corney	705-725-6770	
NEPSCO	Gord Crowle	705-429-0424	705-446-5364	
Contractors Rental Suppliers	Sunbelt Rentals	Jeremy Durkin	705-792-8883	
	Cooper Equipment	Nick Folkerson		249-535-5658
	Louie Dewar		705-229-7023	
Emergency Locates	Ontario One Call	Member ID - 3624		1-800-400-2255

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-19 Rev Date: 11-Sep-23 Rev No.: 8
QMSP-19 INTERNAL QMS AUDITS		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. Purpose

To describe the procedure for conducting internal audits that evaluate the conformance of the Quality Management System to the requirements of the Drinking Water Quality Management Standard.

2. Scope

Applies to all activities within the scope of the QMS as documented in the Operational Plan.

3. Responsibility

Director of Public Works
Operations Manager
Water/Sewer Foreman/QMS Rep

4. Definitions

Internal QMS Audit – a systematic and documented internal verification process that involves objectively obtaining and evaluating documents and processes to determine whether a quality management system conforms to the requirements of the DWQMS

Internal Auditor – person with skills, training and/or experience to conduct an internal audit

Nonconformity – non-fulfillment of a requirement

5. Procedure

5.1 The Director of Public Works ensures that an internal QMS audit is conducted at least once every calendar year by personnel with adequate skills, training and/or experience.


5.2 The audit criteria follow the DWQMS requirements; they are documented in an audit protocol.

5.3 The auditor(s) reviews the Operational Plan, the results of previous internal and external QMS audits, the status of corrective actions and other QMS-related documentation prior to the audit.

5.4 The auditor(s) follows the audit protocol and engages in activities that may include asking questions, observing operations and reviewing documents and records. All discoveries made during the various activities are recorded for reference.

Non-conformities are recorded on the audit protocol along with any additional comments and suggestions.

5.5 The completed audit protocol is used to generate a final audit report. The auditor(s) reviews the report and identified nonconformities with the Director of Public Works.

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-19 Rev Date: 11-Sep-23 Rev No.: 8
QMSP-19 INTERNAL QMS AUDITS		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works


The audit report and supporting documentation are filed by the QMS Rep and retained according to the Document and Record Control Procedure.

- 5.6 When a non-conformity is identified through the internal audit process, a corrective action request is generated to rectify the issue, specifying responsibility and a target date for resolution. The QMS Rep monitors the progress of the action taken related to the identified nonconformity until it is fully resolved.
- 5.7 The QMS Representative ensures that results of the audit are included as input to the management review process.
- 6. **Related Documents**
Internal Audit Protocol
Internal Audit Report
Internal Audit Corrective Action Request Form

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works

7. Revision History


Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove specific names of management staff
04-July-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Document Titles to DWQMS Element Numbers, various amendments as per recommendations of the QMS Audit
15-Jan-2016	5	Procedure revised due to OFI External Audit (SAI GLOBAL)
10-Dec-2018	6	DWQMS 2.0 Revisions
4-Dec-2020	7	Reformat Document
11-Sep-2023	8	Insert Review Table

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-20 Rev Date: 11-Sep-2023 Rev No.: 10
QMSP-20 MANAGEMENT REVIEW		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. **Purpose**
To describe the procedure for conducting a Management Review of the Quality Management System (QMS).
2. **Scope**
Applies to the review of the QMS as documented in the Operational Plan.
3. **Responsibility**
Director of Public Works
Operations Manager
Water/Sewer Foreman
4. **Definitions**
Management Review – a formal (documented) meeting conducted at least once every calendar year by Top Management to evaluate the continuing suitability, adequacy and effectiveness of the Town of Wasaga Beach Quality Management System (QMS)
5. **Management Review Team**
The Management Review Team consists of members from both the water distribution system and water supply system, including the following:

Water Distribution System	Water Supply System
Director of Public Works, Top Management	Operating Authority, Senior Operations Manager
Operations Manager, Top Management Representative	Operating Authority, Operations Manager
Water/Sewer Foreman, QMS Representative	Operating Authority, Process & Compliance Technician
	Overall Responsible Operator

6. **Procedure**
 - 6.1 The Director of Public Works conducts a joint QEMS/QMS Management Review with the operating authority, OCWA, at least once every calendar year.
 - 6.2 The standing agenda for Management Review meetings is as follows:
 - a) Incidents of regulatory non-compliance,
 - b) Incidents of adverse drinking water tests,
 - c) Deviations from critical control limits and response actions,
 - d) The effectiveness of the risk assessment process,

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-20 Rev Date: 11-Sep-2023 Rev No.: 10
QMSP-20 MANAGEMENT REVIEW		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

- e) Internal and third-party audit results,
- f) Results of emergency response testing,
- g) Operational performance,
- h) Raw water supply and drinking water quality trends,
- i) Follow-up on action items from previous Management Reviews,
- j) The status of management action items identified between reviews,
- k) Changes that could affect the Quality Management System,
- l) Consumer feedback,
- m) The resources needed to maintain the Quality Management System,
- n) The results of the infrastructure review,
- o) Operational Plan is current in regard to content and updates, and
- p) Staff suggestions.


The Director of Public Works coordinates the Management Review and ensures that the agenda is distributed to all participants in advance of the Management Review meeting along with any related reference materials.

- 6.3** The Management Review participants review all data presented and make recommendations and/or initiate actions required to address identified deficiencies as appropriate.
- 6.4** The Water/Sewer Foreman ensures that minutes of and action plans resulting from the Management Review meeting are prepared and distributed to the participants and the Owner.
- 6.5** The Water/Sewer Foreman monitors the progress and documents the completion of actions required resulting from the Management Review. Where appropriate, individuals will be identified to carry out an action item.

7. Related Documents


- Minutes of the Management Review
- Management Review Corrective Actions Request Forms

DATE	REVIEWED RESULTS	AUTHORIZATION
17-Dec-20	Kevin Lalonde	Director of Public Works
26-Feb-21	Kevin Lalonde	Director of Public Works
10-May-22	Kevin Lalonde	Director of Public Works
11-Sep-23	Kevin Lalonde	Director of Public Works


	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-20 Rev Date: 11-Sep-2023 Rev No.: 10
QMSP-20 MANAGEMENT REVIEW		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

8. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove specific names of management staff
04-July-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
20-March-2013	4	Document Titles to DWQMS Element Numbers, various amendments as per recommendations of the QMS Audit
19-Dec-2014	5	Procedure revised
15-Jan-2016	6	Minor Non Conformance – Management Review Team
10-Dec-2018	7	DWQMS 2.0 Revisions
4-Dec-2020	8	Reformat document
17-Dec-2020	9	Included Operations Manager to Responsibilities
11-Sep-23	10	Insert Review Table

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-21 Rev Date: 26-Feb-2021 Rev No.: 6
QMSP-21 CONTINUAL IMPROVEMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

1. **Purpose**
To describe the procedure for Continual Improvement of the Quality Management System (QMS).
2. **Scope**
Applies to the review of the QMS as documented in the Operational Plan.
3. **Responsibility**
Director of Public Works
Operations Manager
Water/Sewer Foreman
4. **Definitions**
None
5. **Procedure**
 - 5.1 The Town of Wasaga Beach works to continually improve the efficiency of the QMS for the distribution system through the thorough reviews that are completed annually. The continual improvement is tracked and measured by way of our Continually Improvement Summary as well as the Review Table (located in the Water Distribution Procedure Manual).
 - 5.2 Corrective Actions – Actions taken to resolve a nonconformity situation.
 - 5.3 These non-conformances can be identified, through, but not limited to the following reviews:
 - Internal/External audits
 - Emergency incidents
 - Public complaints
 - Inspections and other checks
 - 5.4 The QMS Representative will conduct an investigation into the nonconformance and determine the corrective action needed to resolve this issue. Part of this corrective action will result in target date for the resolution.
 - 5.5 The QMS Representative will ensure that findings for corrective actions are tracked and documented on the Continual Improvement Summary as well as the Review Table.
 - 5.6 Preventative Actions – Actions taken to prevent a nonconformity situation.
 - 5.7 Preventative actions can be identified, through, but are not limited to the following means:
 - As an Opportunity For Improvement (OFI) through Internal and External audits
 - Staff meetings
 - Third party inspections
 - Results identified after an incident

	OPERATIONAL PLAN Town of Wasaga Beach	QMS Doc: QMSP-21 Rev Date: 26-Feb-2021 Rev No.: 6
QMSP-21 CONTINUAL IMPROVEMENT		
Reviewed by: Water/Sewer Foreman		Approved by: Director of Public Works

- 5.8** The QMS Representative will assess the need for the preventative action, based on their decision if the preventative action is required it will be assigned and a target date for the resolution will be given
- 5.9** The QMS Representative will ensure that the preventative actions are tracked and documented on the Continual Improvement Summary as well as the Review Table.
- 5.10** Best Management Practices (BMP's)
- 5.11** The QMS Representative will consider after review of all BMP's that have been identified through the Management Review, Internal and External audits as well as the corrective and preventative action processes described above.
- 5.12** Best Management Practices may include, but are not limited to the following:
- Changes to industry standards
 - Publications by the Ministry of Environment, Conservation and Parks
 - Legislation and regulatory changes
- 5.13** All BMP's must be reviewed for consideration, at a minimum of once every 36 months.

6.0 Related Documents

Continual Improvement Summary

7.0 Revision History

Date	Revision #	Reason for Revision
26-March-2014	1	Procedure revised
19-Dec-2014	2	Procedure revised
15-Jan-2016	3	Procedure revised due to OFI External Audit (SAI GLOBAL)
10-Dec-2018	4	DWQMS 2.0 Revisions
4-Dec-2020	5	Reformat document
26-Feb-2021	6	Update the Continual Improvement Summary

**SCHEDULE "A"
SYSTEM DESCRIPTION**

Schedule "A"					
Subject System Description Form					
Municipal Residential Drinking-Water System					
Owner of Municipal Residential Drinking-Water System			The Corporation of the Town of Wasaga Beach		
Name of Municipal Residential Drinking-Water System			Wasaga Beach Well Supply System		
Subject Systems					
			Name of Operational Subsystems (if applicable)	Name of Operating Authority	DWS Number(s)
Operational Subsystem 1:			WASAGA BEACH WELL SUPPLY SYSTEM	ONTARIO CLEAN WATER AGENCY	220002137
Operational Subsystem 2:			WASAGA BEACH WATER DISTRIBUTION SYSTEM	TOWN OF WASAGA BEACH PUBLIC WORKS	220002137
Operational Subsystem 3:					
Operational Subsystem 4:					
Add attachments if there are additional 'Operational Subsystems'					
	Name	Title	Phone No (s).	Email Address	
Primary:	Dave Guarasci	Public Works Water/Sewer Foreman	705-429-2540 x 2319	waterforeman@wasagabeach.com	
Alternate:	Gerald Reu	Operations Manager	705-429-2540 x2306	operationsmanager@wasagabeach.com	
Tertiary:	Kevin Lalonde	Public Works Director	705-429-2540 x2302	publicworksdirector@wasagabeach.com	