

Municipality of Lakeshore – Report to Council

Operations

Water Management



To: Mayor & Members of Council

From: Krystal Kalbol, P. Eng, Corporate Leader – Operations

Date: March 11, 2024

Subject: Lakeshore’s Quality Management System (QMS) Operational Plan, March 2024

Recommendation

Adopt the Municipality of Lakeshore’s updated Quality Management System (QMS) Operational Plan, March 2024 in accordance with the Safe Drinking Water Act (SDWA) which mandates the requirement to implement a Drinking Water Quality Management Standard (DWQMS) in Ontario; and

Authorize the Mayor and Top Management and the Overall Responsible Operator to execute the Commitment and Endorsement of the QMS Operational Plan by the Owner (Council) and Operating Authority (Top Management) as required under DWQMS Element 3 – Commitment and Endorsement, as presented at the March 19, 2024 Council meeting.

Background

Following the Walkerton drinking water tragedy in 2000, Justice Dennis O’Connor, in Part Two of the Report of the Walkerton Inquiry made recommendations that led to the establishment of the Safe Drinking Water Act (SDWA) introduced in 2002, with the following purpose (as outlined in SDWA 2002, S.O. 2002, c. 32 - Bill 195 Part I Interpretation):

- To recognize that the people of Ontario are entitled to expect their drinking water to be safe; and
- To provide for the protection of human health and the prevention of drinking water health hazards through the control and regulation of drinking water systems and drinking water testing.

The SDWA also mandated the requirement to implement a Drinking Water Quality Management Standard (DWQMS) in Ontario. DWQMS was established in 2007 and the final version was posted on Ontario's Environmental Registry in April 2017.

Municipality of Lakeshore has a QMS Operational Plan in place which was developed in 2016 - 2017. In 2023, the Corporate Leader – Operations identified several deficiencies in the Operational Plan and commenced a process to address the concerns.

Comments

The Commitment and Endorsement was signed on July 11, 2008 (and revised on March 1, 2009) related to Lakeshore's original Operational Plan.

Although components of the plan were updated over the years, changes in regulations and operations were reviewed in 2023 and it was determined that a full update of Lakeshore's Operational Plan was required.

Water Management Division has followed an extensive exercise of re-developing the Operational Plan, presenting accurate information regarding the operations of Water Management, rectifying communication structures and formalizing the water interruption notification process.

The updated QMS Operational Plan has the following additions and modifications:

- Consolidation of all elements into one document as opposed to the current Operational Plan separated into Policy #'s for each element.
- Addition of an *Introduction* providing an overview for establishing the QMS Operational Plan in accordance with SDWA and following 21 Elements outlined in DWQMS.
- *Re-appointment of QMS Representative* from Water Compliance Coordinator to Division Leader – Water Management under Element 4 – QMS Representative.
- Addition of Tilbury-Wheatley Water Service Area to *neighbouring drinking water systems* under Element 6 – Drinking Water Systems.
- Addition of *Figure 4 – Quality Management System (QMS) – Organizational Structure* that streamlines the Water Management Division's organization structure under Element 9 – Organizational Structure, Roles, Responsibilities, and Authorities.
- Modifications to the communication channels defined under Element 12 – Communications which outlines that any *communication to and from Owner, Suppliers, and Public* will be only through Top Management (Corporate Leader – Operations and Division Leader – Water Management) and the addition of a flow chart for "information reported annually via reports to Council" on page 34.
- Addition of "*Watermain Replacement Plan (5-year plan), the Water Wastewater Master Plan (WWMP) and the Asset Management Plan (AMP)*" under Element 14 – Review and Provisions of Infrastructure to effectively plan for future infrastructure project in Water.
- Modified the *Water Interruption Notification* with clear guidelines to follow under each Incident Level including both scenarios of During and After working hours under Element 18 – Emergency Management.

- Addition of *Correction Action Reporting (CAR)* process flowchart which is issued by Ministry of Environment, Conservation and Parks (MECP) and must be implemented by the Municipality under Element 19 – Internal Audits.
- Addition of *Appendices* at the end of the Operational Plan associated with Element 2 - Quality Management System Policy, Element 5 – Document and Records Control, Element 9 – Organizational Structure, Roles, Responsibilities, and Authorities and Element 17 – Measurement and Recording Equipment Calibration and Maintenance.
- Modernized in a more interactive platform for easier use.
- Formal adoption of the full Operational Plan by Council.

Moving forward, any operational and policy updates (made through Element 21 – Continual Improvement) to the Operation Plan will be taken to Council every 4 years, at the onset of a new Council. This is required to obtain an updated Commitment and Endorsement as required by DWQMS Element 3.

Financial Impacts

There are no budget impacts based on this report.

Attachments

Attachment 1) Municipality of Lakeshore's QMS Operational Plan, March 2024

Report Approval Details

Document Title:	Municipality of Lakeshore's Quality Management System (QMS), Operational Plan, March 2024.docx
Attachments:	- Municipality of Lakeshore's QMS Operational Plan, March 2024.pdf
Final Approval Date:	Mar 13, 2024

This report and all of its attachments were approved and signed as outlined below:

Prepared by Krystal Kalbol

Approved by Truper McBride