



AGENDA

Council Meeting

4:30 PM - Thursday, March 27, 2025
Municipal Office

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| 1. CALL TO ORDER | |
| 2. DISCLOSURE OF PECUNIARY INTEREST | |
| 3. MINUTES | |
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| 4. BUSINESS ARISING FROM THE MINUTES | |
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| 7.6. <u>Clerk Administrator's Report:</u> Operational Plan re-endorsement OP Alvinston | 40 - 125 |
| 8. BY-LAWS | |

9. NEW BUSINESS

9.1. Notice of Motion (Councillor Sanders); Petrolia Line East

9.2. Continuation of Judith & Norma Alix Foundation funding discussion

10. CLOSED SESSION

11. RISE AND REPORT

12. BY-LAW CONFIRMING PROCEEDINGS

13. ADJOURNMENT



MINUTES

Council Meeting

4:30 PM - Thursday, March 13, 2025
Municipal Office

The Council of the Municipality of Brooke-Alvinston was called to order on Thursday, March 13, 2025, at 4:30 PM, in the Municipal Office, with the following members present:

Council Present: Mayor David Ferguson, Deputy Mayor Frank Nemcek, Councillor Don McCabe, Councillor Jenny Redick, and Councillor Craig Sanders

Staff Present: Clerk Administrator Janet Denkers, Treasurer Stephen Ikert, Public Works Superintendent Jamie Butler, Parks & Recreation Manager Greg Thornicroft, and Fire Chief Steve Knight

Regrets:

1 CALL TO ORDER

The Mayor called the meeting to order at 4:30 p.m.

2 DISCLOSURE OF PECUNIARY INTEREST

The Mayor requested that any pecuniary interests be declared at the appropriate time during the meeting.

3 MINUTES

a) Regular Council Meeting Minutes of February 27, 2025

RESOLUTION-2025-079

Deputy Mayor Frank Nemcek made a motion that the minutes of the February 27, 2025 meeting be approved as presented without any error or omission. Councillor Craig Sanders seconded the motion.

Carried

4 BUSINESS ARISING FROM THE MINUTES

5 DELEGATIONS & TIMED EVENTS

a) Adam McKellar - ELMHA

Adam Mackellar was present to answer any questions from Council regarding his submitted letter in requesting the ice stay in 9 days longer for ELMHA tryouts.

RESOLUTION-2025-080

Councillor Craig Sanders made a motion that the request for extended ice be approved in principle and that staff be requested to bring forward a report on increased pricing options. Councillor Jenny Redick seconded the motion.

Carried

6 CORRESPONDENCE

a) Municipal Information

RESOLUTION-2025-081

Councillor Jenny Redick made a motion that the circulated correspondence be received and filed. Deputy Mayor Frank Nemcek seconded the motion.

Carried

- b) Durham County - Ban the Swastika

RESOLUTION-2025-082

Councillor Don McCabe made a motion that the request from Durham County be received and filed. Councillor Jenny Redick seconded the motion.

Carried

- c) Niagara on the Lake - Ontario Heritage Act

RESOLUTION-2025-083

Councillor Don McCabe made a motion that the request from Niagara on the Lake be received and filed. Councillor Jenny Redick seconded the motion.

Carried

- d) Coleman Township - Northern Highway Safety Plan

RESOLUTION-2025-084

Councillor Craig Sanders made a motion that the Council of the Municipality of Brooke-Alvinston supports the request from Coleman Township to support the Northern Highway Safety Plan. Deputy Mayor Frank Nemcek seconded the motion.

Carried

- e) City of Sarnia - Carbon Tax

RESOLUTION-2025-085

Councillor Don McCabe made a motion that the request from the City of Sarnia be received and filed. Councillor Jenny Redick seconded the motion.

Carried

- f) Champlain Township - Steel Tariffs

RESOLUTION-2025-086

Councillor Don McCabe made a motion that the request from Champlain Township be received and filed. Councillor Craig Sanders seconded the motion.

Carried

7 STAFF REPORTS

- a) **Treasurer's Report:** Accounts Payable Listing - February 2025

RESOLUTION-2025-087

Councillor Craig Sanders made a motion that Council receive and file the Accounts Payable Listing for February 2025. Councillor Jenny Redick seconded the motion.

Carried

- b) **Clerk Administrator's Report:** The Judith & Norman Alix Foundation Funding Application

RESOLUTION-2025-088

Councillor Craig Sanders made a motion that Council table the Judith &

Norman Alix Foundation Grant for more discussion. Deputy Mayor Frank Nemcek seconded the motion.

Carried

- c) **Clerk Administrator's Report:** Municipal Authorization - West Nile Virus Larvicide

RESOLUTION-2025-089

Deputy Mayor Frank Nemcek made a motion that the Municipality of Brooke-Alvinston supports local action by Lambton Public Health to reduce the risk of the West Nile Virus and authorizes any permit application for West Nile Virus control submitted to the Ministry of the Environment, Conservation and Parks from an appropriately licensed exterminator to apply a larvicide into catch basins or surface water located within and owned by Brooke-Alvinston and located on private land that drain into the storm drain system or waterways located in Brooke-Alvinston. Councillor Craig Sanders seconded the motion.

Carried

8 BY-LAWS

Councillor Nemcek declared a conflict of interest as he is a member of the Alvinston Optimist Club.

- a) By-law Number 12 of 2025 - Outside Canteen Agreements

Councillor McCabe noted a duplicate line in the agreement.

RESOLUTION-2025-090

Councillor Jenny Redick made a motion that By-law 12 of 2025 be read a first, second and third time and finally passed this 13th day of March, 2025
Councillor Craig Sanders seconded the motion.

Carried

9 NEW BUSINESS

- a) Notice of Motion (Councillor Redick): Discussion on BAICCC rental rates.

Councillor Redick noted she conducted research and the BAICCC rates are nearly the lowest with few areas have minor sports fees. Staff were requested to prepare a report for Council's consideration.

- b) Notice of Motion (Mayor Ferguson): Discussion on the implementation of Development Fees in Brooke Alvinston.

RESOLUTION-2025-091

Councillor Craig Sanders made a motion that staff be directed to report on process of implementing development fees in the Municipality. Councillor Jenny Redick seconded the motion.

Carried

- c) April Meeting Adjustment

RESOLUTION-2025-092

Deputy Mayor Frank Nemcek made a motion that the April 10, 2025 Council meeting and April 24, 2025 Council meeting be adjusted to a 3:30pm start time to accommodate the Lambton County Rural Game Association banquet and other fundraising event. Councillor Craig Sanders seconded the motion.

Carried

10 CLOSED SESSION

- a) 239(2): (k) a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board

RESOLUTION-2025-093

Councillor Craig Sanders made a motion that Council move into closed session
Councillor Jenny Redick seconded the motion.

Carried

11 RISE AND REPORT

The Clerk Administrator provided the rise and report. It is reported that a closed session was held. There was nothing to report out.

12 BY-LAW CONFIRMING PROCEEDINGS

- a) Confirming By-law

RESOLUTION-2025-094

Councillor Craig Sanders made a motion that By-law 13 of 2025 be read a first, second and third time and finally passed this 13th day of March, 2025. Deputy Mayor Frank Nemcek seconded the motion.

Carried

13 ADJOURNMENT

Councillor Sanders made a motion to adjourn the meeting at 5:35 p.m.

Clerk-Administrator

Mayor



Our Annual Meeting is being held at the Oil Springs United Church
 March 27, 2025
 4655 Oil Springs Line, Oil Springs, ONT. N0N 1P0.
 6:30 pm – Pot luck dinner before meeting
 NOTE: Earlier time start!



Pot Luck Dinner and Annual Meeting

- Please, bring your favorite pot luck dish or salad, or dessert and your plates and utensils. Coffee and tea will be provided.
- Dues are \$25. And can be paid before or after meeting.

This is our Annual Meeting and we are looking for volunteers to run for Director, President and Vice-President in the executive position. If you are interested please send by e-mail or mail, ASAP a short note indicating if you are interested.

- We also require people to run for Standing committees. These include: Membership, Constitution, Bursary, Public Relations. For each committee we would like to have a minimum 2 up to 4 people max. *Please consider running for one of these roles.*
- Committee Year End Reports are to be submitted on 8 ½ * 11 paper. Please submit year end reports to the secretary after giving your report at the Annual Meeting.
- *Social and Dues: 6:15– 6:30 pm, Dinner: 6:30 pm, Annual Meeting: When Dinner completed. Approximately 7:30*



Minutes from 2024 Annual Meeting

March 28th, 2024

Brooke-Alvinston-Inwood Community Centre Complex
3310 Walnut St, Alvinston, ON N0N 1A0

- Opening by President; Ron Urry
- Ron opened the meeting by thanking Brooke-Alvinston for arranging the meeting.
- Brooke-Alvinston – Don McCabe introduced Bertha Rose Parks who did a presentation on the school history in the area. She brought photos, one of which was from 1938 of a one room school. Wonderful presentation.
- Review minutes of the previous Annual Minutes.
 - With Corrections; motion to accept by Dan Caron and seconded by Bill Moran
- Treasurer Annual Meeting Report:

| | | |
|-------------------|-----------|--------------------------------|
| Publishing Record | \$5139.30 | Total Balance \$8846.30 |
| Bursary Record | \$2049.20 | |

 - Investment is up for renewal. We can make 5% interest if we change the investment. *Motion to raise the investment to \$2000.00 @ 5%.*
 - **Motion to raise the investment** and accept Treasurer report was made by Ron McLean and seconded by Elsie Urry. It was voted on and passed.
- Secretary Report: Motion to accept by Deb Narr and seconded by Dan Caron
- Committee Reports:
 - Book Report and Bursary Report was provided by Gord Perry.
 - Book sales for 2023 were \$841.
 - We have 4584.30 in publishing account and he presented Ron McLean with checks from book sales at Arts Den and Oil Museum.
 - Inventory was done with a total of 641 books in inventory.
 - We moved \$50.00 last year from general account to bursary account for 2 memorials.
 - Motion to accept Book and Bursary Report was made by Ron McLean and seconded by Marjorie Cumming
 - Constitution Report was provided by Gord Perry for Margaret Perry.
 - Admendment to Lambton County Historical Society – Bursary Committee – In accordance with Article 9 and 11.0 of the constitution.
 - **Motion to to increase the bursary from \$300 to \$500** was made by Gord Perry and seconded by Carol Thompson. Voted on and passed.
- Committees:
 - Bursary: Gord Perry, Marjorie & Ray Lloyd
 - Constitution and Policy: Margaret Perry
 - Public Relations: Laura Greaves, Gord Perry
 - Membership: Marjorie Cummings, Florence Hall
- **Election Of Officers:**
 - Secretary: 2024 – 2027; Deb Narr will continue as secretary. There were no other runners. Motion to have Bill Moran as a helper and backup. This will not be an executive position. Voted on and was unanimously accepted.
 - Election of Auditors for next year; is postponed to next meeting. Motion by Dan Caron and seconded by Jen Dewitt.
 - Motion to confirm was made by Dan Caron and seconded by Elsie Urry
 - Motion to close Annual Meeting was made by Marjorie Cumming and seconded by Ron McLean



Minutes from October, 2024 Meeting

Meeting was held at the Petrolia Victoria Hall

We started our meeting with a wonderful dinner. Thank you to Petrolia, Liz and the caterer.

Opening by Ron Urry

- Ron opened the meeting by thanking Liz and Petrolia for hosting our meeting, and providing us with a delicious dinner.
- Presentation: Petrolia Discovery Presentation
 - We were introduced to the summer workers working on several projects throughout the summer; some of which were: Stable restoration, Flag garden, Church exterior cleanup, building new ease troughs and much more. Excellent presentation.

Review of Minutes

- The minutes from September 2024 were reviewed and accepted. Motion to accept was made by Keith Rabidoux and seconded by Douglas Craig. Motion was passed.

Treasurers Report

- Total Balance – \$9741.60
- Ron McLean made a motion to accept Treasurers Report and Marjorie Cumming seconded the motion. Motion was passed.

Secretary Report

Deb Narr had no new correspondence. Deb Narr made motion to accept secretary Report and it was seconded by Jen Dewitt. Motion was passed.

Unfinished Business:

- Bill Moran gave an update on the constitutional changes we may require. Bill Moran and Margaret Perry are to go over the new information, and will present the changes required at our Annual Meeting. Thank you so very much Bill for all your time, effort and work you put into the research.
- Digital presence will be investigated in the New Year.

New Business

- We need a new President for next year, as Ron Urry will be stepping down as President. Annual meeting in March we will be voting on Director, President and Vice-President Positions. Please, consider running.

Committee Reports

- None presented

LCHS Library – Elsie Urry brings in a display of our books for members to borrow at every meeting.

Attendance was taken.

Ron McLean made a motion to adjourn the meeting which was seconded by Bill Moran. Motion was passed.

Lambton County Historical Society
Annual Meeting Agenda

March 27th, 2025

Oil Springs United Church
4655 Oil Springs Line, Oil Springs, ON. N0N 1P0
Meeting @ ~7:30 after Pot Luck Dinner

- Opening by President
- Thank You to Host
- Host Comments
- Review minutes of the previous Annual Minutes.
 - Errors or Omissions
- Constitution – general update
- Election Of Directors and Officers:
 - President, Vice-President, Director
- Election Of Committees:
 - Membership: Marjorie-Jean Cumming, Florence
 - Bursary: Gord Perry, Marjorie & Ray Lloyd
 - Constitution and Policy: Margaret Perry, Bill Moran
 - Public Relations: Gord Perry
- Treasurer Report:

| | |
|----------------------------|-------------------------|
| Publishing Record \$ _____ | Total Balance \$ _____ |
| Bursary Record \$ _____ | Annual Balance \$ _____ |
- Secretary Report:
- Committee Annual Reports: Membership, Constitution and Policy, Public Relations Committee, Bursary Committee, Book Sales and Inventory
- New Business

Continue with Regular Meeting (Time permitting)

- Review of last regular meeting minutes.
 - Errors or Omissions
- Unfinished business:
 -
- New Business
 - Constitution Update Requirements:
- Upcoming County Happenings:

| | | |
|------------------|------------------|-----------------|
| Brooke-Alvinston | Petrolia | Warwick |
| Dawn-Euphemia | Plympton-Wyoming | Lambton Shores |
| Enniskillen | Sarnia | |
| Oil Springs | St. Clair North | St. Clair South |
- Attendance
- Next meeting: Brooke Alvinston
- Closing by President

3236 River St. P.O. Box 28
Alvinston, ON N0N 1A0

Phone: 519.898.2173
Fax: 519.898.5653



March 17, 2025

**NOTICE OF CONSIDERATION OF DRAINAGE WORKS
Parker Lucas Drain Branch No.1 and the Acton Drain**

Dear Sir and/or Madam:

You are hereby notified that the Engineer appointed by the Council of the Municipality of Brooke-Alvinston under the *Drainage Act, 1990*, did, file at our office a report on the **Parker Lucas Drain Branch No.1 and the Acton Drain**.

This report will be considered at the **Brooke-Alvinston Municipal Office** on:

Thursday, April 10, 2025 at 3:30 pm

Attached is a copy of the Engineer's Report for the proposed drainage work for your perusal prior to the meeting. Please bring your copy of the report to the meeting.

If you wish to object to the report, please submit your written objections to the undersigned prior to the meeting.

APPEALS AGAINST ASSESSMENT ARE NOT CONSIDERED AT THIS MEETING.

If the report is adopted, you will receive a copy of the provisionally adopted by-law indicating the assessments and notifying you of the date of the first sitting of the Court of Revision. You are hereby requested to take notice that the proposed work included in the report will be commenced after all appeals have been finally resolved.

Janet Denkers
Clerk Administrator



Public Works Department
789 Broadway Street, Box 3000
Wyoming, ON N0N 1T0

Telephone: 519-845-0801
Toll-free: 1-866-324-6912
Fax: 519-845-3872

NEWS RELEASE

For Immediate Release

2025 Household Hazardous Waste Collection Events Monday, March 24, 2025

Wyoming, ON - The County of Lambton is once again partnering with Clean Harbors Canada Inc. to host Household Hazardous Waste collection events in 2025. Lambton County residents can bring their household hazardous waste to these events to be disposed of safely, for free.

Collection events will take place at the Clean Harbors Lambton Facility (4090 Telfer Road, St. Clair Township) and will run from 9:00 a.m. until 2:00 p.m. on the following Saturdays for the 2025 season:

- March 29
- April 26
- May 31
- June 21
- September 20
- October 25

There will also be two mobile events held this year in Sarnia and Lambton Shores:

- Saturday, June 7 – Lambton College Parking Lot 11 (1457 London Road, Sarnia)
- Saturday, October 4 – Public Works Forest Depot (6958 Townsend Line, Lambton Shores)

"Corrosive, toxic, reactive and flammable materials will be collected at these events," says Matt Deline, Public Works Manager, County of Lambton. "These items should never be placed in a regular landfill because they have the potential to injure workers and damage the environment."

These collection events are for household derived hazardous materials only. Commercially generated hazardous waste, including industrial and agricultural, will not be accepted.

For a list of acceptable items and additional information, visit lambtononline.ca/hhw or call 519-845-0801.

-30-

Community Safety and Well-Being (CSWB)

Leadership Group Meeting Minutes

| | |
|----------------------|--|
| WHAT: | Community Safety and Well-Being |
| WHEN: | Wednesday February 26, 2025 |
| TIME: | 1:00 p.m. – 3:00 p.m. |
| WHERE: | Lambton Shared Services Centre |
| PRESENT: | Ian Hanney, Kevin Churchill, Craig McKenzie, Nadine Neve, Jordan Banninga, Michelle Bloomfield, Valerie Colasanti, Stephanie Ferrera, Mark Houghton (for Gary Girardi), Ryan Perry, Brian White, Chris Avery |
| REGRETS: | Jeff Baranek, Rick Cousins, Myles Vanni, Leo Murphy, Jennifer Vansteenkiste, Jamie Maness, Lisa Demers, Kim Bressette., Daniel Miskokomon, Murray Bressette, Chad Jacobs |
| ALSO PRESENT: | Paula Stokes, recorder |

1. Land Acknowledgement/Roundtable Introductions

Chair, Brian White called the meeting to order at 1:04 p.m. Valerie delivered the Land Acknowledgement to the group. Kevin C. will deliver the acknowledgement at the next meeting.

2. Action Tables

No updates from Jennifer (IPV). Discussion will be held regarding the action tables.

3. Administrative Updates

No updates

4. Priority Pillars Updates (Leads)

Housing and Homelessness: Ian H. gave a high-level overview of current homelessness in the community, recent funding from the provincial government, current builds that the County is working on including supportive housing. Ian spoke about the supportive housing component within the HART hub in the County's current housing stock. Valerie spoke about the supportive housing piece of the HUB and Nadine gave an update on the primary care/medical aspects of the HART Hub that will be included with this model. Discussion about encampments, generally we have not seen youth in encampments as they tend to couch surf, but we may start to see a change in this.

Mental Health & Addictions: Craig M gave the group an update on the Youth mental health initiatives, and Youth Wellness Hubs, connecting with rural and Indigenous youth. Capacity building through EDI training, and community collaboration. Emergency treatment fund for trauma informed training, includes Mobile outreach bus and mobile drug testing for police.

Addictions updates from Nadine N. – treatment centre is going ahead, Rethink Your Drinking campaign through LPH, Youth Outreach team funded by Alix Foundation for youth.

Jordan B. gave update from Lambton Drug and Alcohol Strategy – used harm reduction supplies disposal. Mark H. added that school board is offering vaping and smoking sessions for youth in schools.

Systemic Racism: Stephanie F. updated the group on SLARDIC anti racism work, community-based EDI strategy.

Community Safety: Lambton OPP meeting with Walpole Island FN and doing great community outreach in the school. School resource program very successful in the county. Lambton OPP have a designated Abuse Issues Coordinator, who will review all IPV cases and offer additional resources where appropriate.

Probation and Parole – designated position for Community Reintegration Officer – hoping to roll out shortly. Currently working with other community agencies to assist those with higher needs. IPV regional initiative that is in addition to Power Program – more intensive program for offenders. Redpath Addictions program being offered as well.

Poverty Reduction: Discussion about provincial social assistance rates and caseloads. Food Basket information will be shared with Council to assist in describing the poverty in the community.

Discussion about the number of people without primary health care providers.

Mark H – Boys into Men Program -currently having high school coaches trained to be able to deliver the program to male physed classes.

Action Item: Chris to reach out to Mark and will begin working on IPV for all school age kids.

5. CSWB Communication – Update and Next Steps

Report to County Council to be prepared, and Paula is working on a report card to be an appendix to the report.

6. Discussion Re: Dedicated Resources for CSWB

Kevin gave the group an update on the ROMA delegation that was presented to the Ministry of the Solicitor General for some dedicated funding for the coordination for the CSWB.

7. Other

Discussion about doing a new report as this one covers until 2025 and what resources would be needed.

Action Item: Meeting to be held with committee chairs/GMs to review report, Paula to coordinate.

8. Next Meeting – Potential Agenda Items

None discussed.

9. Next Meetings:

May 28, 2025 @ 1PM – County of Lambton Admin Building, (789 Broadway St., Wyoming)
Committee Rm #1

September 24, 2025 @1PM – LSSC Boardroom

November 25, 2025 @ 1PM - County of Lambton Admin Building, (789 Broadway St., Wyoming)
Committee Rm #1

Hello:

On behalf of the board of directors, I am sharing with you an update on our current collective agreement negotiations.

For Your Information

The Bluewater Recycling Association remains committed to reaching a fair and equitable collective agreement with our employees while ensuring the continued delivery of essential services to our communities.

Negotiations with Teamsters Local 879 began on October 7, 2024, in anticipation of the current contract ending on November 30, 2024. The first tentative agreement was presented to the Union membership for a vote on October 20 but was rejected. Following this, the Bluewater Recycling Association requested the appointment of a conciliation officer on November 12 to facilitate further discussions. A second agreement was brought forward for a vote on February 9, 2025, and was rejected with a strike mandate from the Union membership.

On February 27, the Union filed a “no board” notice, placing them in a legal strike position following a 17-day cooling-off period. We have maintained open and constructive discussions with the Union and are pleased to confirm that an agreement was reached on March 12 for presentation to the Union’s membership. A ratification vote is scheduled for Saturday, March 15. This offer represents the Association’s best and final proposal.

We remain confident that the terms of this offer present a fair and sustainable solution that benefits both our employees and the communities we serve. While we await the outcome of the ratification vote, we are hopeful that the Union’s membership will recognize the progress made and move forward with approval.

At this time, our operations continue as usual, and we are prepared for a positive resolution. However, should the membership reject the offer, Teamsters Local 879 would be in a legal strike position effective Wednesday, March 19.

The Board of Directors and leadership team have been actively preparing contingency plans to mitigate potential disruptions and will continue to prioritize service continuity for our members. We will provide further updates as discussions progress.

Thanks,

Michelle Courtney CPA, CA | President & CEO

Bluewater Recycling Association
P.O. Box 547
415 Canada Avenue

Hello,

On behalf of the Board of Directors, I am providing an update on our ongoing collective agreement negotiations.

The ratification vote held on Saturday was close but resulted in favor of a strike. However, negotiations continued, and we are pleased to confirm that another agreement has been reached today for presentation to the Union membership. A new ratification vote is scheduled for tomorrow, Tuesday, March 18.

At this time, no strike date has been set. The earliest possible date for a legal strike would be Monday, March 24.

The Bluewater Recycling Association remains committed to reaching a fair and equitable agreement while ensuring uninterrupted service to our communities. We appreciate your continued support and will provide further updates as discussions progress.

Thanks,

Michelle Courtney CPA, CA | President & CEO

Bluewater Recycling Association

P.O. Box 547
415 Canada Avenue
Huron Park, ON N0M 1Y0
p. 519.228.6678 ex224
f. 519.228.6656
e. michelle@bra.org

www.bra.org



Town of Bradford West Gwillimbury

100 Dissette St., Unit 7&8
 P.O. Box 100, Bradford, Ontario, L3Z 2A7
 Telephone: 905-775-5366
 Fax: 905-775-0153

www.townofbwg.com

March 12, 2025

VIA EMAIL

The Hon. Doug Ford
 Legislative Building
 Queen's Park
 Toronto ON M7A 1A1
premier@ontario.ca

Dear Premier Ford

Re: Motion to Request Landlord Tenant Reforms

At its Regular Meeting of Council held on Tuesday, March 4, 2025, the Town of Bradford West Gwillimbury Council approved the following resolution:

Resolution 2025-79
 Moved: Councillor Giordano
 Seconded: Councillor Dykie

WHEREAS Ontario has expanded the accessory dwelling unit (ADU) framework to address the housing supply crisis, which includes the need to balance the interests of both tenants and small-scale landlords;

WHEREAS small-scale landlords may face financial strain when tenants withhold rent in bad faith, and delayed dispute resolution systems can result in undue hardship for landlords, while also affecting tenants' security and well-being;

WHEREAS it is crucial to support the development of legal ADUs and secondary rentals while ensuring tenants' rights are respected and upheld;

WHEREAS proposed reforms could include:

- Accelerating dispute resolution for ADUs and secondary rentals at the Landlord and Tenant Board (LTB) within 30 days, ensuring fairness for both tenants and landlords
- Introducing mediation services to resolve disputes quickly and amicably, reducing reliance on lengthy hearings
- Providing both landlords and tenants with enhanced tools for clear communication, such as standardized rental agreements and better screening practices

- Strengthening protections for tenants against unfair eviction while enforcing stricter penalties for tenants withholding rent in bad faith
- Ensuring law enforcement access to properties only under appropriate circumstances, respecting tenants' rights while supporting landlords in the resolution of unpaid rent issues
- Establishing a hardship relief fund for landlords impacted by unpaid rent, while ensuring tenants are also supported in cases of financial distress
- Offering free or low-cost legal assistance to both landlords and tenants to navigate disputes fairly.

NOW THEREFORE BE IT RESOLVED that the Town of Bradford West Gwillimbury Council requests the provincial government to look at ways to implement these balanced reforms that protect both small-scale landlords and tenants, ensuring fairness in the rental market; and

BE IT FURTHER RESOLVED that a copy of this resolution be forwarded to Premier Doug Ford, our local Member of Provincial Parliament, President of the Association of Municipalities of Ontario, Minister of Municipal Affairs and Housing, Attorney General, and all Ontario municipalities to support the creation of balanced protections for both landlords and tenants

CARRIED.

Thank you for your consideration of this request.

Regards,



Tara Reynolds
 Clerk, Town of Bradford West Gwillimbury
 (905) 775-5366 Ext 1104
treynolds@townofbwg.com

CC: President of Association of Municipalities of Ontario, Robin Jones - resolutions@amo.on.ca
 Hon. Paul Calandra, Minister of Municipal Affairs and Housing - minister.mah@ontario.ca
 Hon. Doug Downey, Attorney General - attorneygeneral@ontario.ca
 All Ontario Municipalities



Council Staff Report

To: Mayor Ferguson and Members of Council
Subject: Renewal of Patio - Armor's Ale House
Meeting: Council - 27 Mar 2025
Department: Clerks
Staff Contact: Janet Denkers, Clerk Administrator

Recommendation:

That Council consider the renewal of the patio at Armor's Ale House.

Background:

The Patio at Armor's Ale House has been in place since 2016 and was renewed in 2019 and 2021. The agreement expired in 2024 and is being presented to Council for consideration of an additional three (3) year renewal upon the request of the owner(s).

Comments:

In 2024, the Municipality received one complaint in regards to lack of parking on River Street once the patio went up. Additionally, it was brought up at a Council meeting, by a Councillor, that a request for more accessible parking is needed on River Street with the operation of the Pharmacy (~ 2017) and Medical Clinic (new opening in 2024). It was noted that an accessible parking spot could be incorporated into the municipal parking lot if directed.

The patio has been installed in the past no earlier than April 15th and removed October 31st.

A copy of the previous agreement is attached for reference.

Financial Considerations:

In accordance with the fees by-law, the current annual fee is \$250.

ATTACHMENTS:

[By-law 17 of 2022 - Outdoor Patios](#)

THE CORPORATION OF THE MUNICIPALITY OF BROOKE-ALVINSTON
BY-LAW NUMBER 17 of 2022

A BY-LAW TO REGULATE OUTDOOR PATIOS

WHEREAS the Municipality of Brooke-Alvinston is desirous of entering into an agreement with Jamie & Vicki Armstrong (Armor's Ale House);

AND WHEREAS Section 8(3) of the Municipal Act 2001, c. 25 SO 2001, as amended, provides that a municipality may establish by-laws respecting matters which regulate or prohibit respecting a matter;

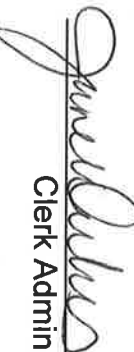
NOW THEREFORE BE IT RESOLVED THAT the Council of the Corporation of the Municipality of Brooke-Alvinston enacts as follows:

1. That the said Agreement attached as Schedule "A" to this By-law be hereby accepted.
2. That the Mayor and Clerk Administrator are hereby authorized to execute this Municipal Agreement
3. That this by-law shall take effect on the passing thereof.

Read a first, second and third time and finally passed this 10th day of March 2022



Mayor



Clerk Administrator



AGREEMENT FOR A SIDEWALK LEASE AGREEMENT
3225 / 3227 RIVER STREET



This agreement made this 10 day of March, 2022

Between Jamie & Vicki Armstrong (Armor's Ale House)
(hereinafter referred to as the 'Lessee')

And THE CORPORATION OF THE MUNICIPALITY OF BROOKE-ALVINSTON
(hereinafter referred to as the 'Municipality')

WHEREAS the Municipal Act, as amended, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS the Municipal Act, as amended, provides that Section 8 shall be interpreted broadly so as to confer broad authority on municipalities to enable them to govern their affairs as they consider appropriate and to enhance their ability to respond to municipal issues;

AND WHEREAS the Lessee is the owner of lands identified as 3225 /3227 River Street, hereafter referred to as the 'Owners Lands', and more particularly described as:
Armor's Ale House;

AND WHEREAS the Municipality wishes to enter into a Sidewalk Lease Agreement with Armor's Ale House respecting the use of a portion of the sidewalk/road allowance/boulevard in proximity to 3225 / 3227 River Street, Alvinston, ON;

NOW THEREFORE the parties agree as follows:

1. The leased area shall be used on a seasonal basis during the period commencing April 15th to October 31st, inclusive.
 - April 15, 2022-October 31, 2022
 - April 15, 2023-October 31, 2023
 - April 15, 2024-October 31, 2024
2. The term of this agreement shall be:
3. At all times when the patio is not in operation during the period November 1st to March 31st, inclusive, the sidewalk is required to be cleared so that snow removal operations are not impeded in any way.
4. The fullest possible free and clear pedestrian movement shall be provided.
5. No tables or chairs shall be placed in any manner that will interfere with access by wheelchairs.
6. The establishment shall not be conducted in a noisy manner such as to interfere with other businesses or obstruct pedestrians, and shall be subject to closure daily at 1 a.m.
7. The lessee shall abide by all provisions of the Smoke Free Ontario Act
8. Reflective markings shall be adhered to the outside of the patio walls for visibility
9. Where the proposed use of the leased sidewalk is for a licensed patio / café, the regulations prescribed by the Alcohol and Gaming Commission of Ontario shall be adhered to unless otherwise stipulated by Council. The revocation of any sidewalk

patio lease agreement shall be enforced after any breach of the liquor laws of Ontario.

10. All Risks Property Insurance

All risks (including sewer damage, flood and earthquake) property insurance in an amount equal to the full replacement cost of property of every description and kind owned by the Tenant or for which the Tenant is legally responsible, and which is located on or about the Demised Premises, including, without limitation, anything in the nature of a leasehold improvement;

Commercial General Liability Insurance

The Tenant shall, at their expense obtain and keep in force during the term of the Lease, Commercial General Liability Insurance satisfactory to the Landlord and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:

- A limit of liability of not less than \$ 2 million/occurrence with an aggregate of not less than \$ 2 Million
- Add the Municipality as an additional insured with respect to the operations of the Named Insured
- The policy shall contain a provision for cross liability and severability of interest in respect of the Named Insured
- Non-owned automobile coverage with a limit not less than \$2 Million and shall include contractual non-owned coverage (SEF 96)
- Products and completed operations coverage
- Broad Form Property Damage
- Contractual Liability
- Hostile fire
- The policy shall provide 30 days prior notice of cancellation

11. The lessee shall carry cross liability and non-owned automobile liability public liability insurance (\$2 million) naming the Municipality as additional insured, satisfactory to the Municipality, to indemnify and save harmless the Municipality from any and all claims as a result of the use of any municipal property. Said insurance shall be provided and approved prior to use of the municipal lands and shall remain in effect during the use of the leased sidewalk.

12. Any construction work that is undertaken shall be in accordance with the Ontario Building Code and a Building Permit may be obtained if required. Any leasehold improvements permitted in the approved plan shall be done under the supervision and to the satisfaction of the Municipality and shall be maintained by the Lessee at the Owner's sole risk and expense to the satisfaction of the Municipality.

13. The Municipality shall be granted the power to terminate the lease within fifteen (15) days written notice should the property be required for municipal purposes upon reasonable grounds or if the lessee fails to comply with the terms of the lease.

14. In the event of a default by the Lessee or its assigns in the provision or maintenance of any of the matters and things required to be done by the Lessee pursuant to this Agreement, the municipality may, at the expense of the Lessee, send a notice in writing to the Lessee which notice shall specify the default and the requirements to rectify such default. If the Lessee has not completed the rectification of any such default or has failed to take, in the opinion of the Corporation, sufficient action to do so within twenty-one (21) days of receiving such notice, then the Municipality may, at the expense of the Lessee, enter upon the lands and do all such matters and things as are in default. Any cost incurred by the Municipality shall be paid by the Lessee to the Municipality within thirty (30) days of the mailing of an invoice by the Municipality addressed to the then current owner of the Lessee lands as shown in the last revised assessment roll of the Municipality. In default of payment, such an amount referred to in this clause may be recovered by the Corporation in a like manner as taxes charge to the Owner's Lands pursuant to the provision of Section 427 of the Municipal Act, RSO, 2001 as amended.

15. The lessee agrees to pay \$125 yearly for the term of this lease agreement.

16. The lessee shall have the option to extend the term of this agreement for a period of three years upon delivery of written notice to the Municipality not later than the

30th day prior to the expiry of this agreement provided that the Municipality has not served notice on the lessee that the land will be required for municipal purposes. The terms and conditions of this agreement shall continue to apply during the extension.

17. Tables, chairs and decorative accessories on patios that are used for the active selling of food or drink shall be placed a minimum distance of one meter from the curb line and ten centimeters from abutting properties.

18. The use of rain screens/curtains shall be in accordance with the following conditions:

- a) the material shall be clear plastic or mesh screening only; no rigid materials shall be permitted;
- b) rain screens/curtains shall only be permitted during rainy periods;
- c) the period of operation shall be April 1 to October 31 of each year;
- d) umbrellas are excluded from this provision,

19. The lessee agrees not to encumber the sidewalk surrounding the leased area in any way and specifically not to permit the placement of "sandwich board" signs, planters or extraneous advertising objects on the sidewalk or to allow bicycles to be affixed to or leaned against the sidewalk patio fence.

20. The planting of annuals, vines and container growth is encouraged and shall be removed at the end of the approved seasonal use period.

21. The lessee agrees to maintain the patio in the manner of the approved plan attached hereto. The lessee agrees to maintain the patio fence, especially the top rail, as well as the top surface of the curb along the widened sidewalk around the patio so as to provide greater visibility.

22. No patio operator shall fail to maintain the sidewalk leased as a patio and it shall be an offence to fail to clean the sidewalk required for the patio.

22. No person shall deviate from the approved plans for the patio attached as Schedule A to By-law 15 of 2016.

23. This Agreement shall ensure to the benefit of and be binding upon the parties herein and their respective heirs, executors, successors, administrators and assigns except where specifically excluded and all covenants and agreements herein contained, assumed by or imposed upon the Lessee are deemed to be covenants which run with and bind the Lessee's lands.

 Signature of Lessee

 Signature of Lessee

 Date

 Date

 Signature of Mayor

 Signature of Clerk

 Date

 Date



Council Staff Report

To: Mayor Ferguson and Members of Council
Subject: Site Plan Approval -BoKo Properties Inc.
Meeting: Council - 27 Mar 2025
Department: Clerks
Staff Contact: Janet Denkers, Clerk Administrator

Recommendation:

That the report on the site plan for BoKo Properties Inc. be received and filed.

Background:

Bill 109 amended the Planning Act to make the delegation of Site Plan decisions to staff effective July 1, 2022. Under By-law 4 of 2024, By-law 38 of 2022 was amended to allow the Clerk Administrator the authority to sign the site plan agreement.

Comments:

BoKo Properties Inc. submitted a Major Site Plan application for Part Lot 8, Con. 15. The proposed use for the property is a multiplex residential unit. The subject property includes an easement for the outlet of the existing storm sewer on Railroad Line.

The application submitted was forwarded to the County of Lambton Planning staff for review. The attached Site Plan Agreement has been executed. The applicant will register the site plan on title.

Financial Considerations:

The application fee has been received.

ATTACHMENTS:

[7977 Railroad Line Site Plan](#)

- a) The Owner hereby agrees that the development shall be carried out and completed in accordance with the attached Schedules "B", "C" and "D". Any item or feature which is not specifically shown on Schedules "B", "C" and "D" or described in this agreement shall be deemed to be prohibited and will only be permitted through an amendment to this agreement.
- b) The following facilities, works or matters shall be provided by the Owner to the satisfaction of and at no expense to the Municipality:

Parking

- i) Twenty-eight (20) exterior parking spaces shall be provided and maintained on the said lands as shown on Schedule "B". All parking spaces shall have a minimum width of 2.7 metres and a minimum depth of 5.5 metres.
- ii) Two (2) barrier free parking spaces with a minimum width of 3.9 metres and a minimum length of 5.5 metres shall be provided as indicated on Schedule "B". Signs are to be installed in front of each of the barrier-free parking spaces clearly indicating that the spaces are for that purpose only.
- iii) All parking and driveway areas shall be surfaced with asphalt and have the capability of supporting fire fighting equipment.
- iv) Pre-cast concrete curb stops shall be installed in front of each parking space situated within the parking area at the southwest corner of the property. The curb stops are to be anchored in place by pegs.
- v) Parking spaces situated within the parking area at the southwest corner of the property shall be delineated with painted lines.

Fire Protection

- vi) The Owner shall provide fire access route signs, shall locate such number of hydrants and size of water mains as approved by the Municipality's Fire Chief and the Building Inspector or their designates and shall satisfy any other requirements of the Fire Department at the Owner's expense.
- vii) All fire routes shall be a minimum width of 6 metres and capable of accommodating and supporting firefighting equipment weighing fifteen (15) tonnes during all weather conditions.

Signage

- vi) Signs shall be permitted in compliance with applicable Municipal and County by-laws and permit requirements.
- vii) Municipal address signs are required and shall be posted on each unit in compliance with applicable Municipal by-laws.

Lighting

- viii) Lighting shall be provided as required to ensure the security of the public and property. Lighting shall be directed away from abutting streets and residential properties.

Drainage

- ix) All drainage work shall be approved by the Corporation's Public Works Manager.
- x) Surface drainage shall be accommodated on the property. The post-development rate of surface run-off to adjacent properties and road allowances shall not exceed pre-development rates.
- xi) Any required extensions or expansions to storm, sanitary and/or water services on the site shall be installed at the expense of the Owner to the satisfaction of the Municipality.

The property shall be adequately drained to the satisfaction of the Municipality so that:

- The flow of water resulting from any grading and drainage facilities shall not create an erosion problem nor aggravate an existing problem.
- The flow of water shall not cause a drainage problem on the site or on abutting lands.

Maintenance

- xii) The Owner(s) shall provide regular removal of snow and ice from walkways and parking areas and provide sufficient snow storage areas on the lands. Snow shall not be stockpiled in required parking spaces or in locations that would damage landscaping or interfere with the visibility of traffic movement within the Said Lands or entering or exiting the Said Lands.
- xiii) The Owner(s) will maintain lawns and landscaping and provide for weed control on the said lands to the satisfaction of the Municipality.
- xiv) Yards are to be maintained in a neat and tidy condition by the Owners, and to the satisfaction of the Town, ensuring that no refuse accumulates on the Said Lands.

Landscaping

- xv) Landscaping and trees shall be provided and maintained as shown on Schedule "C", as a minimum. Additional trees and landscaping are permitted if they would not obstruct visibility for traffic in or off-site.
- xvi) The owner will maintain lawns and landscaping and provide weed control on the said land to the satisfaction of the Municipality
- c) The Owner hereby agrees to maintain to the satisfaction of the Municipality and at the sole risk and expense of the Owner those facilities, works or matters required to be provided under subclause b) of clause 2 herein.
- d) The approval of the attached Schedules by the Municipality shall lapse if development of the said lands is not carried out and completed in accordance with the said Schedule "B" within two (2) years of the date of execution of this agreement unless an extension has been agreed to in writing by the Municipality.

3. The Owner hereby acknowledges and agrees that:

- a) Pursuant to subsection (10) of Section 41 of the Planning Act, 1990, the Municipality will require that the Owner register this Agreement against the "Lands" to which it applies, and the Municipality is entitled to enforce the provisions hereof against the Owner, and subject to the provisions of the Registry Act and the Land Titles Act, any and all subsequent owners of the land. The legal deposit shall not be released, and final occupancy of any building shall not be permitted until the Owner satisfies the Municipality that this agreement has been registered on title. By signing this agreement, the Owner hereby gives its consent to the Municipality to register this agreement, once executed by both parties, against the "Lands", without the further direction of the Owner being required.
- b) Pursuant to subsection (11) of Section 41 of the Planning Act, 1990, Section 427 of the Municipal Act applies to any requirements made under subclause (a), (b), (c) and (d) of clause 2 hereof and to any other requirements made under this agreement.

- 4. Notwithstanding any of the provisions of this agreement, the Owner shall be subject to all the by-laws of the Municipality and shall construct all work in accordance with the requirements of the Municipality, the County of Lambton and the Province of Ontario.
- 5. The Owner agrees that all activities and use of the said lands shall follow the permitted uses of the Zoning By-law.
- 6. The Owner agrees to pay all arrears of taxes outstanding against the said lands before the execution of this Agreement by the Municipality.
- 7. The Owner agrees to pay all costs, legal or otherwise, of the registration of this agreement.
- 8. This agreement may be amended at anytime with the consent, in writing, of the Municipality and the registered Owner of the said lands at the time of such amendment.
- 9. The provisions hereof shall ensure to the benefit of the parties hereto and their heirs, executors, administrators, successors and assigns.

IN WITNESS WHEREOF the parties hereto have hereunto affixed their signatures and Corporate Seals attested to by the hands of their proper officers, duly authorized in that behalf.

SIGNED, SEALED AND DELIVERED

THE CORPORATION OF THE
MUNICIPALITY OF BROOKE-ALVINSTON

(SEAL)

Mayor

Clerk-Administrator

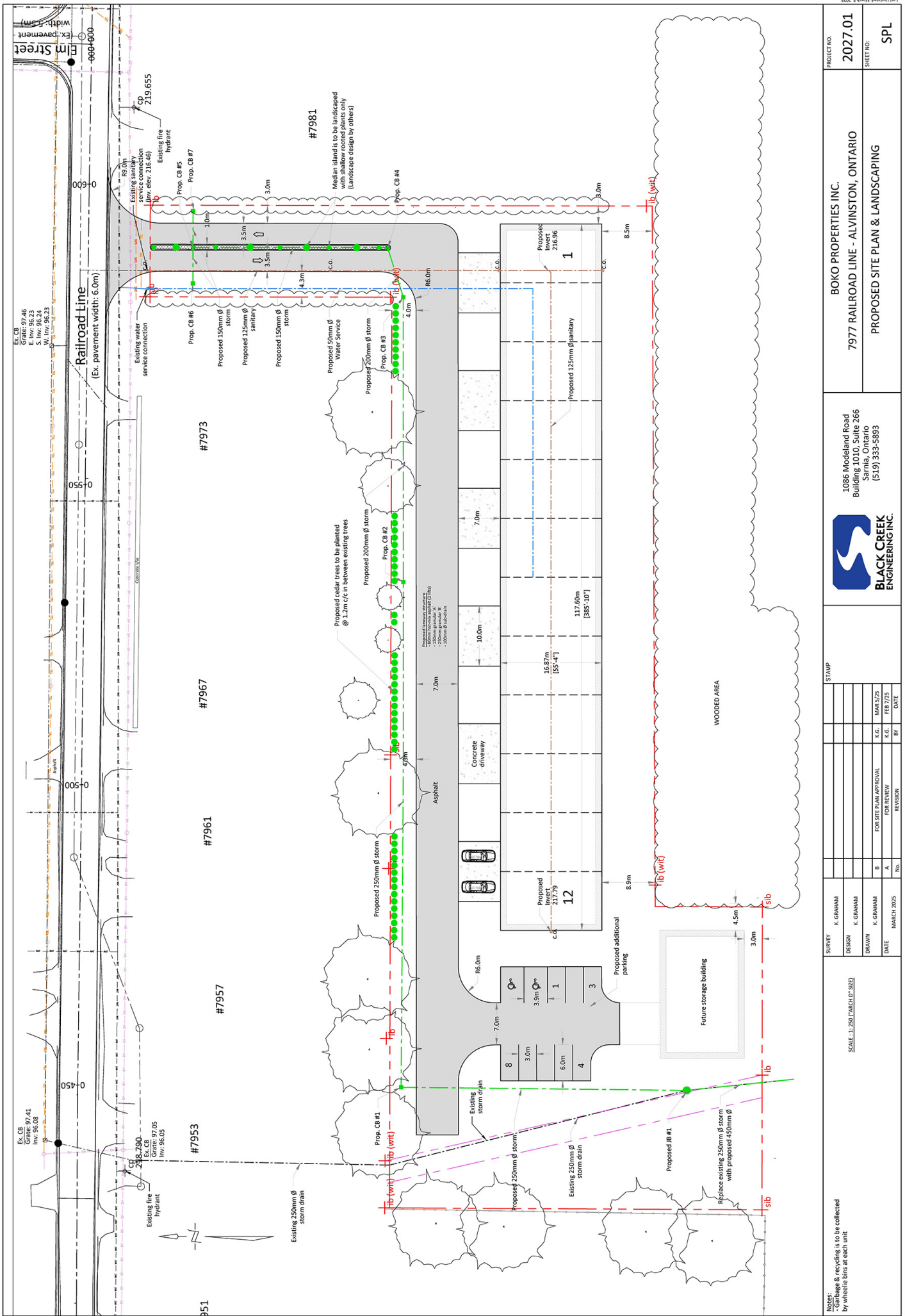
Owner

Owner

SCHEDULE "A"
LEGAL DESCRIPTION OF THE LANDS AFFECTED BY THIS AGREEMENT

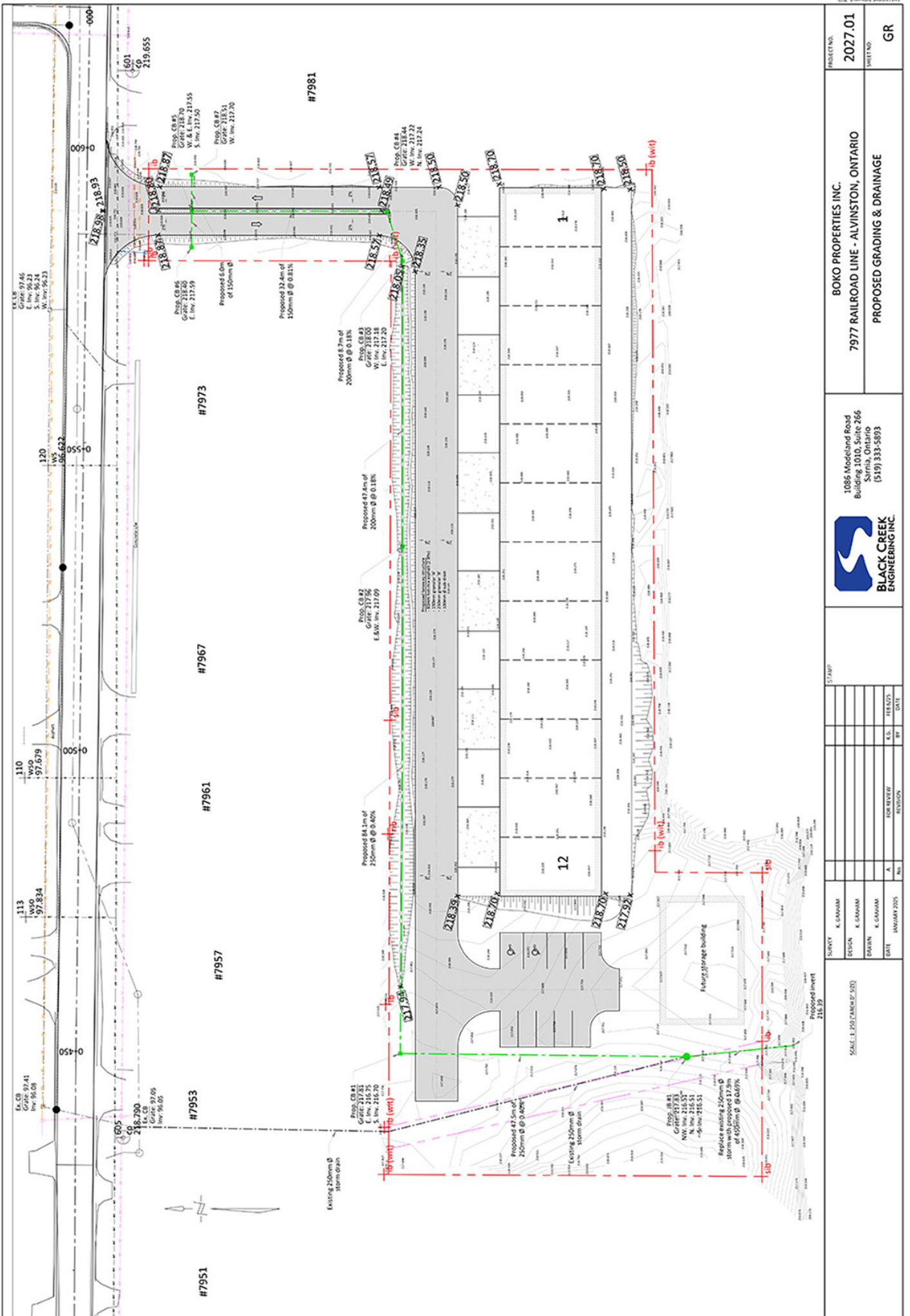
ALL AND SINGULAR that certain parcel or tract of land and premises situate, lying and being in the (former) Village of Alvinston, in the Municipality of Brooke-Alvinston, in the County of Lambton, and the Province of Ontario, and being composed of PLAN 8 LOT 7, CONCESSION 5, PART LOT 18, RAILROAD LINE.

SCHEDULE "B" SITE PLAN / LANDSCAPING PLAN



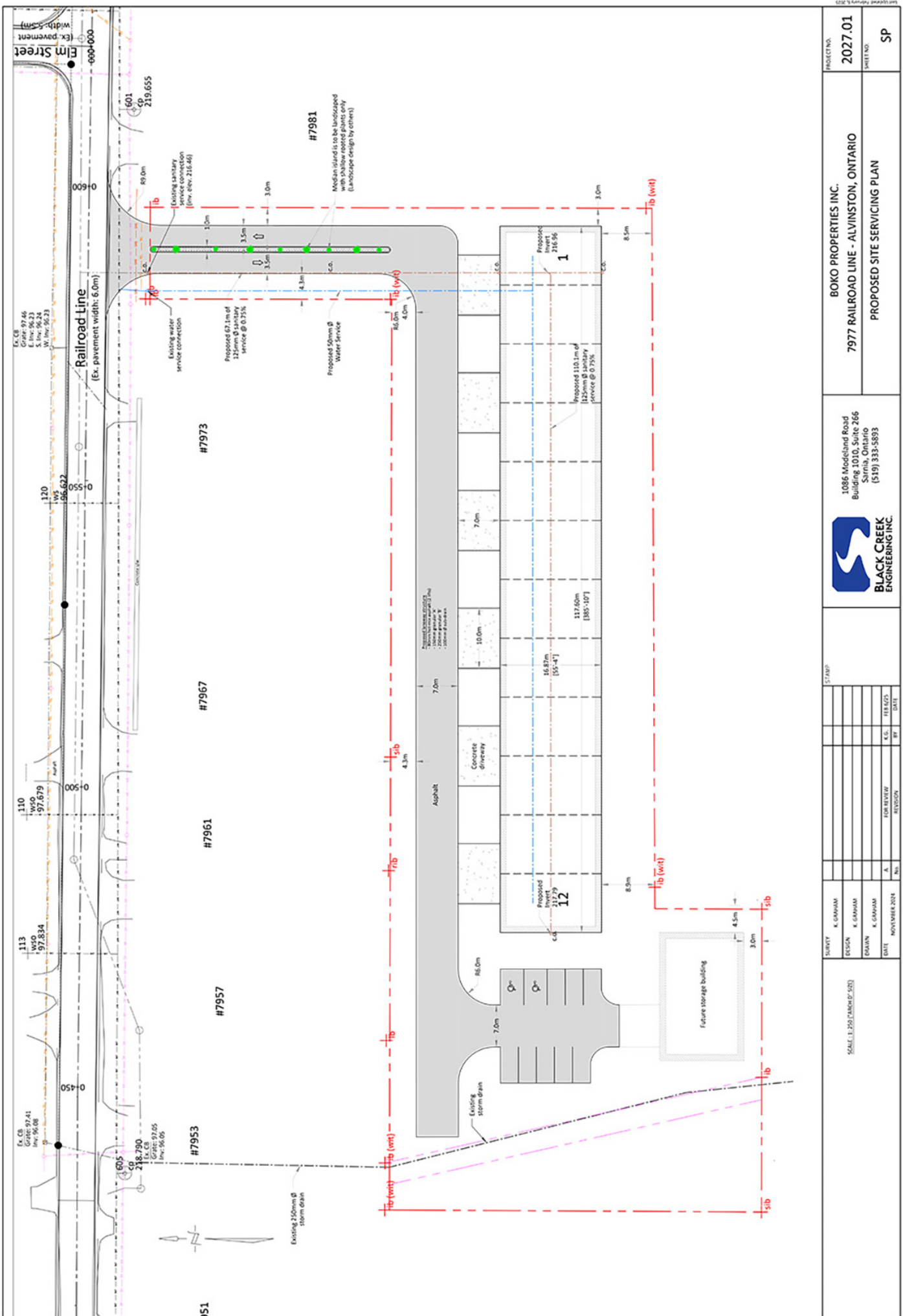
| <p>NOTES: -Garbage & recycling is to be collected by wheeled bins at each unit.</p> | <p>SCALE: 1:250 (ARCH/D.P. SIZE)</p> | <p>SURVEY K. GRAMMA</p> <p>DESIGN K. GRAMMA</p> <p>DRAWN K. GRAMMA</p> <p>DATE MARCH 2025</p> | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>NO.</th> <th>REVISION</th> <th>DATE</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FOR SITE PLAN APPROVAL</td> <td>JAN 5/25</td> </tr> <tr> <td>2</td> <td>FOR REVIEW</td> <td>FEB 17/25</td> </tr> <tr> <td>3</td> <td></td> <td></td> </tr> </tbody> </table> | NO. | REVISION | DATE | 1 | FOR SITE PLAN APPROVAL | JAN 5/25 | 2 | FOR REVIEW | FEB 17/25 | 3 | | | <p>STAMP</p> | <p>1086 Middleland Road Building 1010, Suite 266 Stratford, Ontario (519) 333-5895</p> <p style="text-align: center;">BLACK CREEK ENGINEERING INC.</p> | <p>BOKO PROPERTIES INC. 7977 RAILROAD LINE - ALVINSTON, ONTARIO</p> <p style="text-align: center;">PROPOSED SITE PLAN & LANDSCAPING</p> | <p>PROJECT NO. 2027.01</p> <p>SHEET NO. SPL</p> |
|---|--------------------------------------|---|--|-----|----------|------|---|------------------------|----------|---|------------|-----------|---|--|--|--------------|---|---|---|
| NO. | REVISION | DATE | | | | | | | | | | | | | | | | | |
| 1 | FOR SITE PLAN APPROVAL | JAN 5/25 | | | | | | | | | | | | | | | | | |
| 2 | FOR REVIEW | FEB 17/25 | | | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | | | |

SCHEDULE "C" GRADING AND DRAINAGE



| | | | |
|--|--|---|--|
| <p>PROJECT NO. 2027.01</p> <p>SHEET NO. GR</p> | <p>BOKO PROPERTIES INC.</p> <p>7977 RAILROAD LINE - ALVINSTON, ONTARIO</p> <p>PROPOSED GRADING & DRAINAGE</p> | <p>1086 Modeland Road Building 1010, Suite 266 Sarnia, Ontario (519) 333-5893</p> | <p>BLACK CREEK ENGINEERING INC.</p> |
| <p>SCALE: 1:250 (TABLE B-20)</p> | | | |
| <p>SURVEY K. GAHAM</p> | <p>DESIGN K. GAHAM</p> | <p>DATE JANUARY 2025</p> | <p>NO.</p> |
| <p>FOR REVIEW</p> | | <p>A</p> | <p>DATE FEBRUARY 2025</p> |
| <p>REVISION</p> | | <p>BY</p> | <p>DATE</p> |

SCHEDULE "D" SITE SERVICING PLAN



| | | | |
|--|---|--|--|
|  <p>BLACK CREEK ENGINEERING INC.</p> | <p>1085 Modeland Road Building 1010, Suite 266 Sarnia, Ontario (519) 333-5893</p> | <p>BOKO PROPERTIES INC. 7977 RAILROAD LINE - ALVINSTON, ONTARIO</p> | <p>PROJECT NO. 2027.01</p> <p>SHEET NO. SP</p> |
| <p>SCALE: 1:250 (ARCHITECT'S)</p> | | <p>DATE: NOVEMBER 2024</p> | |
| <p>DESIGNER: K. GAHAM</p> | | <p>DATE: NOVEMBER 2024</p> | |
| <p>REVISION: A</p> | | <p>DATE: 18.12.23</p> | |
| <p>FOR REVIEW: A</p> | | <p>BY: K.G.</p> | |
| <p>REVISION: A</p> | | <p>DATE: 18.12.23</p> | |



Council Staff Report

To: Mayor Ferguson and Members of Council
Subject: Canada Day 2025
Meeting: Council - 27 Mar 2025
Department: Clerks
Staff Contact: Janet Denkers, Clerk Administrator

Recommendation:

That the Canada Day 2025 report be received and filed and that Council authorize the road closure of River Street from Railroad Street to Sydenham Street to accommodate the 2025 Car show planned for July 6, 2025 from 9 am to 4 pm.

Background:

The Canada Day Committee met to discuss plans for a 2025 Canada Day Celebration.

Comments:

Plans include

- 1) Ecumenical Service on June 29 at the pavilion with lunch to follow; Senior of the Year presentation at this time
- 2) Canada Day Celebration all day July 1 at the BAICCC with meal (TBD)
- 3) Fireworks at dusk-July 1
- 4) 2 Pitch Ball Tournament June 30 & July 1 (with beer tent and possible bands-Optimist run)
- 5) Ball Hockey Tournament for the kids - July 1

More particulars on the celebration will be broadcasted as the Committee works together to make another successful Canada Day in the Community.

Financial Considerations:

The Committee has applied for funding through the federal government. An announcement has not been made to date if the Municipality was successful in funding.



Council Staff Report

To: Mayor Ferguson and members of council
Subject: Memorial Garden upgrades/name plaques
Meeting: Council - 27 Mar 2025
Department: Parks and Recreation
Staff Contact: Greg Thornicroft, Parks & Recreation Manager

Recommendation:

That Council consider improvements at the Memorial Garden and the replacement of memorial name plaques.

Background:

At the Nov 14th council meeting, and most recently at the March 13th meeting, Council had requested a report on the memorial name plaques and some improvements towards the garden.

Comments:

Currently there are 24 memorial name plaques located within the gardens, some in worse shape than others, and I am uncertain if there is a master list to go from to ensure all plaques are present.

The gardens could use some clean fill in spots as the ground is quite rough in areas. As for the trees themselves, they appear to be in good living condition at this time, however, there are a number of trees with big limbs broken out at the tops that require an arborist. We are investigating if they are on municipal property.

Financial Considerations:

Work to the Memorial Gardens would come from the Parks & Recreation budget. An approximate budget for the work discussed will be available at the Council meeting.



Council Staff Report

To: Mayor Ferguson and Members of Council
Subject: BAICCC Ice Rate Review
Meeting: Council - 27 Mar 2025
Department: Parks and Recreation
Staff Contact: Greg Thornicroft, Parks & Recreation Manager

Recommendation:

That Council amend the ice rates (prime time, non prime, and minor sports) for 2025/2026 season and follow with a 3% increase each year.

Background:

At the March 13th meeting, Councillor Redick, through Notice of Motion requested a review of BAICCC rental rates. With her independent review prior to the meeting, she reported that Brooke-Alvinston is one of the lowest rental rates (Warwick being lower) in the area. She also noted that many centres did not have minor sports rates.

With open discussion at the March 13th Council meeting, it was recommended by Council that ice rates be increased to \$175 (prime time) to help cover costs of operating; and to remove the minor sports fee from the fees bylaw. It was approved in principle with staff to report further.

Comments:

Staff investigated surrounding fees from area centres to present formally to Council.

| <u>Municipality</u> | <u>Prime Time</u> | <u>Minor Sports</u> |
|--------------------------------|------------------------|------------------------|
| Petrolia | \$180.00 | \$134.00 |
| Southwest Middlesex | \$175.00 | \$165.00 |
| West Elgin | \$188.00 | \$159.00 |
| Watford-Warwick | \$140.00 | \$125.00 |
| Lambton Shores | \$166.50 | \$141.75 |
| Chatham-Kent (Bothwell) | \$211.84 | \$169.32 |
| Strathroy-Caradoc | \$203.54 | \$176.99 |
| Mt. Brydges | \$205.00 | \$190.00 |
| <u>Brooke-Alvinston</u> | <u>\$158.00</u> | <u>\$137.00</u> |

Main ice users of the facility are:

Minor Sports: ELMHA, Lambton Attack, Alvinston Ice Angels, and the Brooke-Alvinston Skating Club;
 These users account for 78% of ice rentals

Commercial users such as Supreme Hockey come to our facility for mainly private 1 on 1 sessions. They utilize approximately 1% of ice rentals monthly. They have run a couple PD day camps which have been quite successful. In the future, they are wanting to run some week long camps as their business grows.

The Recreational users account for roughly 10% of bookings. These bookings consist of SORHA and other independent bookings and are under the prime time rate.

Public skates are sponsored by the local businesses, service clubs and the Municipality and are also at prime time rates. Public skates are generally for one hour over the weekend and we were fortunate to secure 5 hours per day (non prime time) over the March Break. Public skates account for roughly 7 % of ice bookings.

The Alvinston Killer Bees Hockey Club has 4% of ice at the prime time rates.

Council directed at the March 13th meeting to eliminate the minor sports fee line and increase the prime time rate and minor sports fee to \$175. The outcome would prove increased revenue for the municipality however there could be reduced usage with a 28% increase for minor sport users and 12% increase for prime time users / public skating sponsors.

May Ice

In addition to rate discussion for regular ice season, staff were directed to respond to appropriate pricing for May ice. For many years, ice was removed on or around April 1st. With the Killer Bees playoff season, ice was approved to be extended at the Manager's discretion to accommodate the playoff season. In previous years, moisture / mould was a factor with extended April ice and industrial dehumidifiers were rented to help combat the development of mould.

In researching other local arenas, the following centres are removing their ice on:

Lambton Shores - May 11

Warwick - April 14

Petrolia - April 27

Southwest Middlesex - April 14

West Elgin - March 31

These centres are not considering OMHA tryouts as they, including ELMHA are B centres.

Council agreed in principle to keep the ice in to accommodate the OMHA tryouts. A premium price should be charged for all users after April 30th. The added price acknowledges some extended work hours of staff doing lawn and ice maintenance simultaneously, the potential rental of dehumidifiers (\$270/ week) to prevent mould and the increase in energy consumption in keeping the building cool for optimum ice.

The 2025 May ice rate should be considered at \$175 / hour.

The fees proposed by Council at the March 13th meeting were:

Prime Time fee \$175 / hour with a 3% increase yearly - effective Fall 2025

Minor Sports fee \$175 / hour with a 3% increase yearly - effective Fall 2025

Additional consideration could be given to:

after April 15th ice rate - \$185 / hour - across the board - effective 2026
2025 After May 1 ice rate - \$200 / hour

Financial Considerations:

Eliminating the minor sports rate of \$137 to a prime time rate of \$175 is a 28% increase.

Adjusting the prime time rate of \$158 to \$175 is a 12% increase.

OPERATIONAL PLAN


For the Alvinston Distribution System




This Operational Plan is designed for the exclusive use of the system(s) specified in this Operational Plan.

This Operational Plan has been developed with OCWA's operating practices in mind and utilizing OCWA personnel to implement it.

Any use which a third party makes of this Operational Plan, or any part thereof, or any reliance on or decisions made based on information within it, is the responsibility of such third parties. OCWA accepts no responsibility for damages, if any, suffered by any third party as a result of decisions made or actions taken based on this Operational Plan or any part thereof.

| | | |
|---|--|---|
|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Doc: OP-ToC Issue Date: 2025-03-11 Pages: 1 of 1 |
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| OP-20 | Management Review |
| OP-21 | Continual Improvement |
| Schedule "C" | Ministry's Director's Directions <i>Minimum Requirements for Operational Plans</i> |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-01 Rev Date: 2025-03-11 Rev No: 2 Pages: 1 of 2 |
| QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document OCWA's Quality & Environmental Management System (QEMS). This Operational Plan defines and documents the QEMS for the Alvinston Distribution System operated by the Ontario Clean Water Agency (OCWA). It sets out OCWA's policies and procedures with respect to quality and environmental management in accordance with the requirements of the Province of Ontario's Drinking Water Quality Management Standard (DWQMS).

2. Definitions

Drinking Water Quality Management Standard (DWQMS) – has the same meaning as Quality Management Standard for Drinking Water Systems approved under section 21 of the Safe Drinking Water Act (SDWA).

Operational Plan – means the operational plan required by the Director's Direction.

Quality & Environmental Management System (QEMS) – a system to:

- a) Establish policy and objectives, and to achieve those objectives; and
- b) Direct and control an organization with regard to quality.


Ministry - means the Ontario government ministry responsible for the administration of the SDWA.

3. Procedure

- 3.1 The Alvinston Distribution System is owned by the Municipality of Brooke-Alvinston. OCWA is the contracted Operating Authority for the Alvinston Distribution System.
- 3.2 OCWA's Quality & Environmental Management System (QEMS) is structured and documented with the purpose of:
 1. Establishing policy and objectives with respect to the effective management and operation of water/wastewater facilities;
 2. Understanding and controlling the risks associated with the facility's activities and processes;
 3. Achieving continual improvement of the QEMS and the facility's performance.
- 3.3 The Operational Plan for the Alvinston Distribution System fulfils the requirements of the MECP's DWQMS. The 21 QEMS Procedures within this Operational Plan align with the 21 elements of the DWQMS.

4. Related Documents

Ontario's Drinking Water Quality Management Standard, as amended from time to time
 All QEMS Procedures and Documents referenced in this Operational Plan

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-01 Rev Date: 2025-03-11 Rev No: 2 Pages: 2 of 2 |
| QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 0 | Procedure issued – Information within OP-01 was originally set out in the Main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| 2019-05-27 | 1 | Changed MOECC to MECP |
| 2025-03-11 | 2 | Procedure updated to change definition of DWQMS, added definition of Ministry as the Ontario government ministry responsible for drinking water and environmental legislation to alleviate need for future revisions if/when the Ministry experiences name changes, added "as amended from time to time directly following reference to Ontario's DWQMS to point to the most current version of the document, removed watermark as per IA OFI 2025-02-13.. |

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-02 Rev Date: 2025-03-11 Rev No: 1 Pages: 1 of 2 |
| QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) POLICY | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document a QEMS Policy that provides the foundation for OCWA's Quality & Environmental Management System.

2. Definitions

Quality Management System Policy – means the policy described in Element 2 developed for the Subject System or Subject Systems

3. Procedure

3.1 The Ontario Clean Water Agency, its Board of Directors, Officers and entire staff are committed to the principles and objectives set out in our QEMS Policy.

OCWA's Policy is to:

- Deliver safe water and wastewater services that protect public health, the environment, and the sustainability of communities.
- Comply with applicable legislation and regulations.
- Promote client, consumer and stakeholder confidence through service excellence, effective communications and reporting.
- Train staff on their QEMS responsibilities.
- Maintain and continually improve the QEMS.

Originally issued as Environmental Policy on June 8, 1995

Last revised, approved by OCWA's Board of Directors on April 4, 2024

(This policy is annually reviewed)

3.2 Our Board of Directors, Officers and entire staff will act to ensure the implementation of this Policy and will monitor progress of the Quality & Environmental Management System (QEMS).

3.3 OCWA's QEMS Policy is readily communicated and available to all OCWA personnel, through OCWA's intranet. The Owner and members of the public can access the policy through OCWA's public website (www.ocwa.com). A hardcopy of the QEMS Policy is posted as specified in the OP-05 Document and Records Control procedure.

3.4 Essential suppliers and service providers are advised of OCWA's QEMS Policy as per the OP-13 Essential Supplies and Services procedure.

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-02 Rev Date: 2025-03-11 Rev No: 1 Pages: 2 of 2 |
| QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) POLICY | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

- 3.5 Corporate Compliance coordinates the annual review and approval of the QEMS Policy by the Board of Directors and communicates the approval to all OCWA employees via an electronic communication.
- 3.6 The current version of the policy indicates the date of the last revision and that the policy is annually reviewed. Electronic and hard-copy documents that include the QEMS Policy will only be required to be updated in years when the Policy has been revised. A complete review/revision history of the QEMS Policy (documenting the annual policy review and/or revision approval date) is accessible to all staff on OCWA's intranet and is available upon request for external stakeholders.

4. Related Documents

Current QEMS Policy (Posted on OCWA's intranet and internet)
 QEMS Policy Revision History (Posted on OCWA's intranet)
 OP-05 Document and Records Control
 OP-13 Essential Supplies and Services

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 0 | Procedure issued – Section 3.4, 3.5 and 3.6 were added to the information originally set out in the main body of OCWA's Operational Plan (last revision # 12 2017-05-26). The full revision history for the QEMS policy is available on OCWA's intranet. |
| 2025-03-11 | 1 | The first bullet of the QEMS Policy (approved in 2016) was revised to align with OCWA's updated Mission statement. s. 3.3 and 3.6 were modified to add information/clarify how to access the QEMS Policy and the Policy revision history document as per IA OFI 2025-02-13. |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-03 Rev Date: 2024-04-08 Rev No: 2 Pages: 1 of 2 |
| COMMITMENT AND ENDORSEMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document the endorsement of the Operational Plan for the Alvinston Distribution System by OCWA Top Management and the Municipality of Brooke-Alvinston (Owner) and to set out when re-endorsement would be required.

2. Definitions

Top Management – a person, persons or a group of people at the highest management level within an Operating Authority that makes decisions respecting the QMS and recommendations to the Owner respecting the Subject System or Subject Systems

3. Procedure

3.1 The Operational Plan is provided to OCWA Top Management and to the Owner for endorsement. The signed written endorsement is presented in Appendix OP-03A. At a minimum, two members of Top Management must endorse the Operational Plan; however, the Operational Plan is made available to all members of Top Management in the specified document control location (refer to OP-05 Document and Records Control). Endorsement by OCWA's Top Management is represented by the Senior Operations Manager and the Safety, Process and Compliance Manager.


3.2 Any major revision of the operational plan will be re-endorsed by OCWA Top Management and the Owner. Major revisions include:

1. A revision to OCWA's QEMS Policy;
2. A change to both representatives of the facility's Top Management and/or both of the Owner's representatives that endorsed the Operational Plan;
3. A modification to the drinking water system processes/components that would require a change to the description in OP-06 Drinking Water System;
4. The addition of a drinking water subsystem owned by the same Owner to this operational plan.
5. Changes to DWQMS

Any other changes would be considered a minor change and would not require the Operational Plan to be re-endorsed.

4. Related Documents

OP-03A Signed Commitment and Endorsement
 OP-05 Document and Records Control
 OP-06 Drinking Water System

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|  | <p style="text-align: center;">OPERATIONAL PLAN Alvinston Distribution System</p> | <p>QEMS Proc.: OP-03 Rev Date: 2024-04-08 Rev No: 2 Pages: 2 of 2</p> |
| COMMITMENT AND ENDORSEMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 0 | Procedure issued – Information within OP-03 was originally set out in the main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| 2019-05-27 | 1 | Corrected Typos |
| 2024-04-08 | 2 | Add Changes to DWQMS to 3.2 |

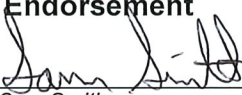
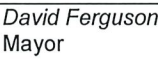

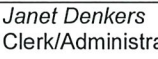
| | | |
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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Doc: OP-03A Rev Date: 2025-03-11 Rev No: 0 Pages: 1 of 1 |
| SIGNED COMMITMENT AND ENDORSEMENT | | |

This Operational Plan sets out the framework for OCWA' Quality & Environmental Management System (QEMS) that is specific and relevant to your drinking water system(s) and supports the overall goal of OCWA and the Municipality of Brooke-Alvinston (Owner) to provide safe, cost-effective drinking water through sustained cooperation. OCWA will be responsible for developing, implementing, maintaining and continually improving its QEMS with respect to the operation and maintenance of the Alvinston Distribution System and will do so in a manner that ensures compliance with applicable legislative and regulatory requirements.

Through the endorsement of this Operational Plan, the Owner commits to work with OCWA to facilitate this goal.

**OCWA Top Management
Endorsement**

Owner Endorsement

| | | | |
|---|--------------------------|--|------------|
|  <hr/> <i>Sam Smith</i> Senior Operations Manager, Alvinston/SWM Cluster | 03/24/25 <hr/> Date |  <hr/> <i>David Ferguson</i> Mayor | <hr/> Date |
|  <hr/> <i>Maegan Garber</i> Safety, Process and Compliance Manager, Southwest Region | 2025-03-21 <hr/> Date |  <hr/> <i>Janet Denkers</i> Clerk/Administrator | <hr/> Date |

The endorsement above is based on the Operational Plan that was current as of the revision date of this document (OP-03A).

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-04 Rev Date: 2018-04-30 Rev No: 0 Pages: 1 of 1 |
| QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM (QEMS) REPRESENTATIVE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To identify and describe the specific roles and responsibilities of the QEMS Representative(s) for the Alvinston Distribution System.

2. Definitions

None

3. Procedure

3.1 The role of QEMS Representative for the Alvinston Distribution System is the Process and Compliance Technician (PCT). The Safety, Process and Compliance Manager will act as an alternate QEMS Representative when required.

3.2 The QEMS Representative is responsible for:


- Administering the QEMS for the Alvinston Distribution System by ensuring that processes and procedures needed for the facility's QEMS are established and maintained;
- Reporting to Top Management on the facility's QEMS performance and identifying opportunities for improvement;
- Ensuring that current versions of documents related to the QEMS are in use;
- Promoting awareness of the QEMS to all operations personnel; and
- In conjunction with Top Management, ensuring that operations personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the system.

4. Related Documents

None

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 0 | Procedure issued – Information within OP-04 was originally set out in the main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| | | |

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-05 Rev Date: 2025-03-11 Rev No: 15 Pages: 1 of 5 |
| DOCUMENT AND RECORDS CONTROL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe how OCWA's QEMS documents are kept current and how QEMS documents and records are kept legible, readily identifiable, retrievable, stored, protected, retained and disposed of. Applies to QEMS Documents and QEMS records pertaining to the Alvinston Distribution System, as identified in this procedure.

2. Definitions

Document – includes a sound recording, video tape, film, photograph, chart, graph, map, plan, survey, book of account, and information recorded or stored by means of any device

Record – a document stating results achieved or providing proof of activities performed

QEMS Document – any document required by OCWA's QEMS as identified in this procedure

QEMS Record – any record required by OCWA's QEMS as identified in this procedure

Controlled – managed as per the conditions of this procedure


Retention Period – length of time that a document or record must be kept; starts from the date of issue for QEMS records or from the point of time when a QEMS document is replaced by a new or amended document

3. Procedure

- 3.1 Documents and records required by OCWA's QEMS and their locations are listed in Appendix OP-05A Document and Records Control Locations.
- 3.2 Internally developed QEMS documents and QEMS records (whenever possible) are generated electronically to ensure legibility and are identified through a header/title and revision date. Handwritten records must be legible and permanently rendered in ink or non-erasable marker.
- 3.3 Controls for the Operational Plan include the use of an authorized approval and a header on every page that includes a title, alpha-numeric procedure code, revision date, revision number and page numbers. A revision history is also included at the end of each procedure.

The authorized personnel responsible for the review and approval of this Operational Plan are:

| | |
|----------|-----------------------|
| Review | QEMS Representative |
| Approval | Operations Management |

| | | |
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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-05 Rev Date: 2025-03-11 Rev No: 15 Pages: 2 of 5 |
| DOCUMENT AND RECORDS CONTROL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

The QEMS Representative ensures that updated documents are provided to the above authorized personnel for review or approval prior to issuance.

Authorized personnel authenticate their review/approval of this Operational Plan by via email.

- 3.4 The QEMS Representative is responsible for ensuring that current versions of QEMS documents are being used at all times. Current QEMS documents and records are readily accessible to operations personnel and to internal and external auditors/inspectors at established document control locations. The currency of internal documents is ensured by comparing the date on the document to that of the master hardcopy and/or electronic copy residing in the designated document control location(s) specified in Appendix OP-05A.

Document control locations are established in areas that provide adequate protection to prevent unauthorized use/access, damage, deterioration or loss of QEMS documents and records. Copies of QEMS documents and records located outside of designated control locations are considered uncontrolled.


- 3.5 Access to OCWA's computer network infrastructure is restricted through use of individually-assigned usernames and passwords and local area servers. Network security is maintained by OCWA's Information Technology department through a number of established mechanisms and practices such as daily back-up of files stored on servers, password expiry, limitations on login attempts, multi-factor authentication and policies outlining specific conditions of use.

Access to facility QEMS records contained within internal electronic databases and applications (e.g., Wonderware, OPEX, PDM, WMS) is administered by designated application managers/trustees, requires the permission of Operations Management and is restricted through use of usernames and passwords. Records are protected by means of regular network back-ups of electronic files stored on servers and/or within databases.

- 3.6 Any employee of the drinking water system may request, to the QEMS Representative, a revision be made to improve an existing internal QEMS document or the preparation of a new document. Requests should indicate the reason for the requested change. The need for new or updated documents may also be identified through the Management Review or system audits.


The QEMS Representative communicates any changes made to QEMS documents to relevant operations personnel and coordinates related training (as required). Changes to corporately controlled QEMS documents are communicated and distributed to facility QEMS Representatives by OCWA's Corporate Compliance Group through e-mails, memos and/or provincial, regional hub/cluster or facility-level training sessions.

- 3.7 When a QEMS document is superseded, the hardcopy and the electronic copy of the document (as applicable) are promptly removed from the applicable designated document control locations specified in OP-05A. The QEMS Representative ensures that the hardcopy and electronic copy are disposed of or retained (as appropriate).

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-05 Rev Date: 2025-03-11 Rev No: 15 Pages: 3 of 5 |
| DOCUMENT AND RECORDS CONTROL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

- 3.8 The authorized method for disposal of hardcopy documents and records after the specified retention requirements have been met is shredding. The authorized method for disposal of electronic documents and records after the specified retention requirements have been met is determined by the QEMS Representative. The QEMS Representative will maintain obsolete files accordingly.
- 3.9 QEMS documents and records are retained in accordance with applicable regulations and legal instruments. Relevant regulatory and corporate minimum retention periods are as follows:

| Type of Document/Record | Minimum Retention Time | Requirement Reference |
|---|---|---------------------------------|
| Operational Plan (OP-01 to OP-21 and appendices, including Schedule "C" – Subject System Description Form) FEP Long term forecast of major infrastructure maintenance, rehabilitation and renewal activities Sampling calendar | 10 years | Director's Direction under SDWA |
| Internal QEMS Audit Results | 10 years | OCWA Requirement |
| External QEMS Audit Results | 10 years | OCWA Requirement |
| Management Review Documentation | 10 years | OCWA Requirement |
| Documents/records required to demonstrate conformance with the DWQMS (specifically documents/records listed in OP-05A) | 3 years*if no specified legislative requirement identified in this table or in the facility's legal instruments * | OCWA Requirement |
| Log Books or other record-keeping mechanisms | 5 years | O. Reg. 128/04 |
| Training Records for water operators and water quality analysts | 5 years | O. Reg. 128/04 |
| Operational checks, sampling and testing (e.g., chlorine residuals, turbidity, fluoride, sampling records), microbiological sampling and testing and chain of custodies | 2 years | O. Reg. 170/03 |
| Schedule 23 & 24 (LMR) and THM, HAA, nitrates, nitrites and lead program sampling and testing (including pH and alkalinity), Section 11 Annual Reports and Schedule 22 Summary Reports | 6 years | O. Reg. 170/03 |
| Sodium sampling, chain of custody and test results and related corrective action | 15 years | O. Reg. 170/03 |


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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-05 Rev Date: 2025-03-11 Rev No: 15 Pages: 4 of 5 |
| DOCUMENT AND RECORDS CONTROL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

| Type of Document/Record | Minimum Retention Time | Requirement Reference |
|---|---------------------------------|-----------------------|
| records/reports, 60 month fluoride sampling, chain of custody and test results (if the system doesn't fluoridate), Engineering Reports | | |
| Lead samples, correction action records/reports for E. Coli, Total Coliforms and bacterial species | 2 years | O. Reg. 170/03 |
| Corrective action records/reports for chemical and radiological parameters under SDWA O. Reg. 169/03, pesticides not listed under O. Reg. 169/03 and health-related parameters in an order or approval | 6 years (LMR) 15 years (SMR) | O. Reg. 170/03 |
| Flow Meter Calibration Records, Analyzer Calibration Reports Maintenance Records/Work Orders | 2 years | O. Reg. 170/03 |
| Records required by or created in accordance with the Municipal Drinking Water Licence (MDWL) or Drinking Water Works Permit (DWWP). Except records specifically referenced in O. Reg. 170/03 or otherwise specified in the MDWL or DWWP. | 5 years | MDWL |
| Ministry forms referenced in the DWWP, including Form 1, Form 2, Form 3 and Director Notifications (applies to forms that have been completed by OCWA as the authorized by the owner) | 10 years | DWWP |

3.10 The Operational Plan is reviewed for currency by the QEMS Representative during internal/external audit and Management Review processes. Other QEMS-related documents are reviewed as per the frequencies set out in this Operational Plan or as significant changes (e.g., changes in regulatory requirements, corporate policies or operational processes and/or equipment, etc.) occur. QEMS documents and records are reviewed for evidence of control during each internal system audit as per OP-19 Internal QEMS Audits.

4. Related Documents

OP-05A Document and Records Control Locations
 OP-19 Internal QEMS Audits
 OP-20 Management Review Minutes

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-05 Rev Date: 2025-03-11 Rev No: 15 Pages: 5 of 5 |
| DOCUMENT AND RECORDS CONTROL | | |
| Reviewed by: QEMS Representative | | Approved by: Operations Management |

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 11 | Procedure issued with new corporate template, for previous history refer to QP-01 Rev. 10 2017-05-26. |
| 2020-06-10 | 12 | Added how electronic copies are disposed of as per IA. |
| 2022-05-18 | 13 | Procedure updated -Added: clarity to version control requirements to align with the Director's Directions dated May 2021, detail to the approval process for Operational Plan, clarity on how electronic documents are handled and the process for verifying secure shredding of documents and records; Updated: the table in section 3.9 (clarified minimum retention time requirements for documents/records required to demonstrate conformance with the DWQMS, added forms required by the MDWL and DWWP, including their minimum retention times and requirement reference). |
| 2024-04-08 | 14 | Revised wording in 3.8 to mention the obsolete folder for electronic documents. |
| 2025-03-11 | 15 | Procedure updated as follows: added multi factor authentication to 3.5, section 3.9 table revised to include Schedule 23 & 24 records retention times for Large Municipal Residential (LMR) and Small Municipal Resident (SMR) systems, added chain of custody as record for retention for various sampling requirements, lead program clarified to include pH and alkalinity; minor wording and type-o's, removed watermark as per IA OFI 2025-02-13. |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Doc: OP-05A Rev Date: 2025-03-11 Rev No: 18 Pages: 1 of 4 |
| DOCUMENT AND RECORDS CONTROL LOCATIONS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

Designated locations for documents and records required by OCWA's QEMS

DRCC = Document and Records Control Centre which is located at the Alvinston Re-Chlorination Station office.

| Type of Document/Record | Designated Document Control Location (HC = Hardcopy, E = Electronic) |
|--|--|
| Internal QEMS Documents | |
| Chain of Custody Forms | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Chain of Custody\Area 2-Alvinston Southwest Middlesex |
| Internal QEMS Audit Report Template | E- \\ocwfilecorp\Everyone\PCT\DWQMS, MDWL and DWWP\DWQMS\Internal Audit Guidance Materials and Templates |
| Internal QEMS Audit Checklist | E- \\ocwfilecorp\Everyone\PCT\DWQMS, MDWL and DWWP\DWQMS\Internal Audit Guidance Materials and Templates |
| Disinfection Forms (repairs, commissioning) | E- S:\Regional\Forms\Operations\Disinfection Forms |
| Essential/Emergency Services and Supply Contact List | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files>Contact List |
| Corporate Emergency Response Plan (CERP) | E – OCWA's Sharepoint site |
| Facility Emergency Plan (FEP Binder) | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\8 Facility Emergency Plan |
| Management Review Minutes Template | E- \\ocwfilecorp\Everyone\PCT\DWQMS, MDWL and DWWP\DWQMS\Internal Audit Guidance Materials and Templates |
| On-Call Schedule | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Schedules On Call Rotations HC – DRCC |
| Operational Plan (OP-01 to OP-21 and appendices, including Schedule "C" – Subject System Description Form) | E – S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\6 Operational Plan |
| Operations Manual | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\7 Operations Manual |
| QEMS Policy | E - OCWA's sharepoint and public website HC – DRCC |
| Rounds Sheets | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Rounds Sheets |
| Sample Schedule | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Sample Schedules\Area 2-Alvinston SWM Cluster Sample Schedules |
| Standard Operating Procedures (referenced in Operational Plan and QEMS Procedures) | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\7 Operations Manual |
| Summary Table of Action items Template | E-\\ocwfilecorp\Everyone\PCT\DWQMS, MDWL and DWWP\DWQMS\Management Review Guidance Materials and Templates |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Doc: OP-05A Rev Date: 2025-03-11 Rev No: 18 Pages: 2 of 4 |
| DOCUMENT AND RECORDS CONTROL LOCATIONS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

| Type of Document/Record | Designated Document Control Location (HC = Hardcopy, E = Electronic) |
|--|---|
| Vacation Request Form | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Forms |
| WMS Work Orders | E-WMS Database |
| External QEMS Documents | |
| ANSI/NSF product registration documentation for Chemicals/Materials Used | E- S:\Regional\Contractor Safety Program and Qualifications\Qualifications Certifications |
| Applicable federal and provincial legislation | E- Provincial Online at www.e-laws.gov.on.ca E- Federal online at www.laws.justice.gc.ca |
| AWWA Standards | E - \\ocwfilecorp\Everyone\PCT\AWWA Standards |
| DWQMS Standard | E - https://www.ontario.ca |
| Engineering schematics/plans/drawings | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\9 Drawings HC – DRCC |
| Municipal Emergency Plan | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\8 Facility Emergency Plan |
| Municipal Drinking Water Licence | E-S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\1 ECA-MDWL-DWWP-PTTW |
| Drinking Water Works Permit | E-S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\1 ECA-MDWL-DWWP-PTTW |
| Ontario's Watermain Disinfection Procedure | E – https://www.ontario.ca |
| Operator certificates | E-S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Operator Certificates |
| QEMS Records | |
| Annual Reports and Summary Reports | E –S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\4 Reports-Audits\Annual Reports |
| QEMS Audit Reports and Checklist—Internal and External QEMS Audits; | E –S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\4 Reports-Audits |
| Calibration/ Verification records | E - maintained in WMS E-S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\Calibrations and Inspections |
| Chain of Custodies | E – S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\5 Yellow Folder |
| Community Complaint | E – OPEX Database |
| CCP Limit Reached Tracking | E – elogs |
| Disinfection Records (repairs, Commissioning) | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\4 Reports-Audits\Infrastructure Review-Capital |
| Summary Table of Action Items | E –S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\4 Reports-Audits\Management Review |
| Facility Logbook(s) | E – https://ocwa.eriscloud.com/ |
| Infrastructure Review (Capital and Major Maintenance | E –S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\4 |

| | | |
|---|--|---|
|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Doc: OP-05A Rev Date: 2025-03-11 Rev No: 18 Pages: 3 of 4 |
| DOCUMENT AND RECORDS CONTROL LOCATIONS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |


| Type of Document/Record | Designated Document Control Location (HC = Hardcopy, E = Electronic) |
|--|---|
| Recommendations Report) | Reports-Audits\Infrastructure Review-Capital\Capital & Maintenance Plan |
| Ministry forms referenced in the Drinking Water Works Permit, including Form 1, Form 2, Form 3 and Director Notifications (applies to forms that have been completed by OCWA as the authorized by the owner) | E-S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\1 ECA-MDWL-DWWP-PTTW |
| Ministry Inspection Reports | E-S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\4 Reports-Audits\MECP Inspections |
| Maintenance Records | E - maintained in WMS |
| Rounds Sheets | E – S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\5 Yellow Folder |
| Sampling and Testing Records, Certificates of Analysis | E -S:\Petrolia_Alvinston_SWM_West Elgin Cluster\5953\5 Yellow Folder |
| Training Records | E – Training Database |
| Vacation/Training Schedule | E- Maintained in Outlook by Admin |
| WMS Work Orders | E- WMS Database |
| Results of emergency test exercises/emergency response debriefs | E- S:\Petrolia_Alvinston_SWM_West Elgin Cluster\Hub Files\FEP Review and Tests |

Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 11 | Appendix issued; Table was originally included within the Document and Records Control Procedure (QP-01) (last revision # 10 2017-05-26). |
| 2018-05-23 | 12 | Updated as per Internal Audit May 9, 2018. Updated links to documents. |
| 2019-05-27 | 13 | Revised as per IA-May 15, 2019 |
| 2021-06-09 | 14 | Revised file locations as per IA |
| 2022-05-18 | 15 | Revised to new sharepoint locations, updated DRCC name, add review and approved to header, add location of Form, 1, 2,and 3. |
| 2023-04-12 | 16 | Revised DRCC, removed HC from FEP binder, contact list, SOP's, operations manual and Municipal EP. |
| 2024-04-08 | 17 | Updated location items from the PCT folder, added the summary table of action items spreadsheet under documents, added valve inspection, hydrant flushing, chamber Inspection and disinfection form documents and record. |

| | | |
|---|---|---|
|  | <p align="center">OPERATIONAL PLAN Alvinston Distribution System</p> | <p>QEMS Doc: OP-05A Rev Date: 2025-03-11 Rev No: 18 Pages: 4 of 4</p> |
| DOCUMENT AND RECORDS CONTROL LOCATIONS | | |
| Reviewed by: QEMS Representative | | Approved by: Operations Management |

| | | |
|------------|----|---|
| 2025-03-11 | 18 | Appendix updated with MECP revised to Ministry, updated Corporate Emergency Plan (CERP) name, minor wording, removed watermark, removed records and added Maintenance Records, revised location of calibrations as per IA OFI 2025-02-13. |
|------------|----|---|

| | | |
|---|--|---|
|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-06 Rev Date: 2022-05-30 Rev No: 2 Pages: 1 of 4 |
| DRINKING WATER SYSTEM | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document the following for the Alvinston Distribution System:

- The name of the Owner and Operating Authority; and
- Provide a description of the system, including all applicable water sources, treatment system processes and distribution system components.

2. Definitions

Distribution System - means the part of a drinking water system that is used in the distribution, storage or supply of water and that is not part of a treatment system.

Primary Disinfection - means a process or series of processes intended to remove or inactivate human pathogens such as viruses, bacteria and protozoa in water.

Secondary Disinfection - means a process or series of processes intended to provide and maintain a disinfectant residual in a drinking water system's distribution system, and in plumbing connected to the distribution system, for the purposes of:

- (a) protecting water from microbiological re-contamination;
- (b) reducing bacterial regrowth;
- (c) controlling biofilm formation;
- (d) serving as an indicator of distribution system integrity; and

includes the use of disinfectant residuals from primary disinfection to provide and maintain a disinfectant residual in a drinking water system's distribution system for the purposes described in clauses (a) to (d).


Treatment System - means any part of a drinking water system that is used in relation to the treatment of water and includes,

- (a) any thing that conveys or stores water and is part of a treatment process, including any treatment equipment installed in plumbing,
- (b) any thing related to the management of residue from the treatment process or the management of the discharge of a substance into the natural environment from the system, and
- (c) a well or intake that serves as the source or entry point of raw water supply for the system;

3. Procedure

3.1 Drinking Water System Overview

- The owner of the Alvinston Distribution System is the Corporation of the Municipality of Brooke-Alvinston
- The Operating Authority of the Alvinston Distribution System is the Ontario Clean Water Agency
- The Alvinston Distribution System receives potable water (which is primary and secondary disinfected) from the Lambton Area Water Supply System (DWS)

| | | |
|---|--|---|
|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-06 Rev Date: 2022-05-30 Rev No: 2 Pages: 2 of 4 |
| DRINKING WATER SYSTEM | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

#210000906), which is operated by OCWA—LAWSS Cluster and owned by the LAWSS Joint Board of Management.

- Potable water (which is primary and secondary disinfected from LAWSS) is also supplied by the Township of Warwick Distribution System (DWS#260001799) which is operated by OCWA—Petrolia Cluster and owned by Township of Warwick.
- The Alvinston Distribution System relies upon LAWSS and the Township of Warwick Distribution System to ensure the provision of safe drinking water.

3.2 Description of the Distribution System Components

Water enters the Alvinston Distribution System from LAWSS and passes through a meter chamber located at the corner of Old Walnut Road and Churchill Line. From here, water continues through the Distribution System through the Alvinston Rechlorination Station located at 3188 Church St. The station provides level control to the standpipe through a PRV and CAV, and maintenance of secondary disinfection (as required). The secondary disinfection system at the pumping station consists of two chemical feed pumps (one duty and one standby), a chemical feed line upstream of the PRV and continuous feed chlorine analyzers upstream and downstream of the PRV. The distribution system also includes a 1,544 m³ standpipe equipped with a continuous online free chlorine analyzer.

The system can also be fed from the Township of Warwick Distribution System, which is supplied from the LAWSS. This connection can feed the Alvinston Standpipe.

The Alvinston Distribution System services approximately 1,000 customers within the system including an elementary School. The Distribution System includes approximately 22 kilometers of distribution piping, 11 air valve chambers, two water meter chambers at Old Walnut Rd and the standpipe, approximately 70 hydrants and mains of various sizes.


3.3 Operational Challenges

The Alvinston Distribution System's main challenge is maintaining the free chlorine residual through the network of water mains, especially during the summer months. Routine sampling and dead end flushing are conducted to monitor and maintain adequate residuals throughout the system.

The Alvinston Standpipe poses a challenge during the summer months in maintaining adequate free chlorine residuals. Continuous monitoring and routine sampling is conducted to monitor and maintain an adequate residual in the system.

3.4 Upstream and Downstream Critical Processes

Conditions upstream of the distribution system at LAWSS are monitored through SCADA, sampling, and operator observations. This information is relayed to the

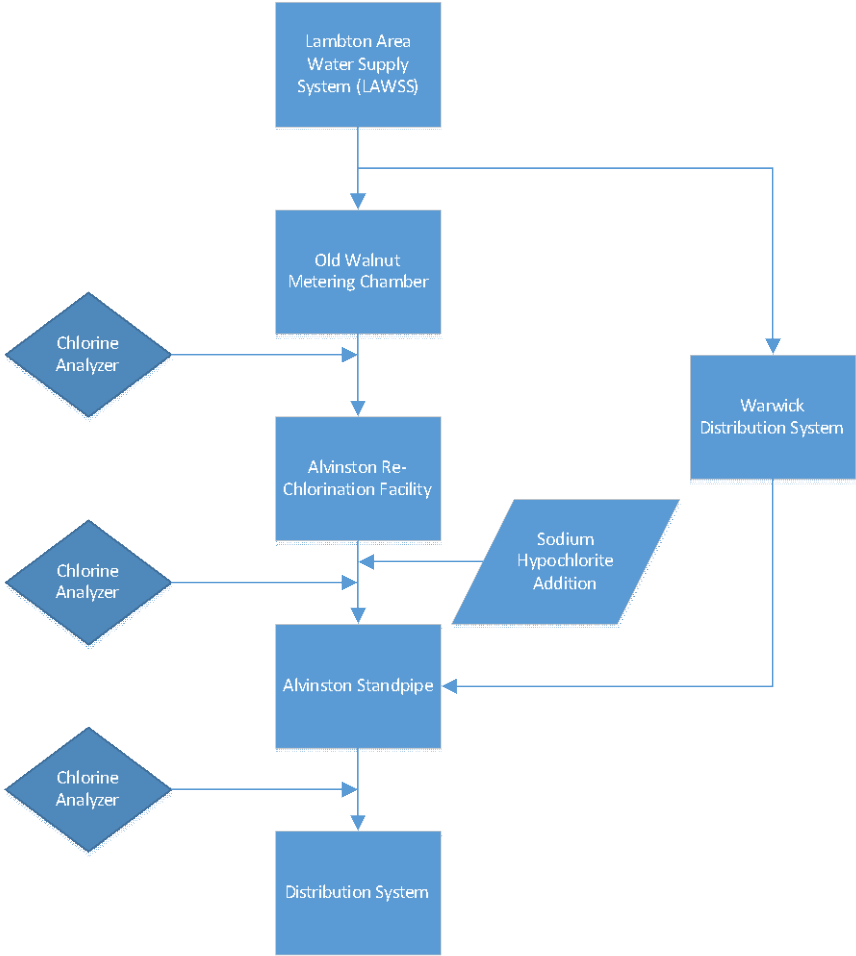
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|---|--|---|
|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-06 Rev Date: 2022-05-30 Rev No: 2 Pages: 3 of 4 |
| DRINKING WATER SYSTEM | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

Alvinston Distribution System through the operating authority of LAWSS in order to effectively operate the distribution system.


The Alvinston Distribution System relays information to the Municipality (downstream users) should there be any issues with the supply or quality of the drinking water. As well, these downstream users provide information to the Alvinston Distribution System in regards to the supply and quality of the water.

The Alvinston Distribution System relies on the proper installation and working order of backflow preventers on some service connections in order to protect the quality of the water in the source watermain.

3.5 Distribution System Components Flow Chart



4. Related Documents


| | | |
|---|--|---|
|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-06 Rev Date: 2022-05-30 Rev No: 2 Pages: 4 of 4 |
| DRINKING WATER SYSTEM | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

SOP # ALV-W-20: Hydrant Flushing and Dead End Flushing

SOP# ALV-W-19: Low Chlorine

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 0 | Procedure issued – Information within OP-06 was originally set out in the Main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| 2019-05-27 | 1 | Updated as per IA – 2019-05-15 |
| 2022-05-30 | 2 | Updated description and flow diagram with system changes |

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|---|--|---|
|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-07 Rev Date: 2024-04-08 Rev No: 2 Pages: 1 of 4 |
| RISK ASSESSMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document the process for conducting a risk assessment to identify and assess potential hazardous events and associated hazards that could affect drinking water safety.

2. Definitions

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

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

Critical Control Point (CCP) – An essential step or point in the subject 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

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 any thing 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


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

Hazard – a biological, chemical, physical or radiological agent that has the potential to cause harm

Likelihood – the probability of a hazard or hazardous event occurring

3. Procedure

- 3.1 Operations Management ensures that operations personnel are assigned to conduct a risk assessment at least once every thirty-six months. At a minimum, the Risk Assessment Team must include the QEMS Representative, at least one Operator for the system and at least one member of Operations Management.
- 3.2 The QEMS Representative is responsible for coordinating the risk assessment and ensuring that documents and records related to the risk assessment activities are maintained.


| | | |
|---|--|---|
|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-07 Rev Date: 2024-04-08 Rev No: 2 Pages: 2 of 4 |
| RISK ASSESSMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

3.3 The Risk Assessment Team performs the risk assessment as follows:

- 3.3.1 OP-07 Risk Assessment and OP-08 Risk Assessment Outcomes are reviewed.
- 3.3.2 For each of the system's activities/process steps, potential hazardous events and associated hazards (possible outcomes) that could impact the system's ability to deliver safe drinking water are identified. At a minimum, potential hazardous events and associated hazard as identified in the most current version of the Ministry document titled "Potential Hazardous Events for Municipal Residential Drinking Water Systems" (as applicable to the system type) must be considered.
- 3.3.3 For each of the hazardous events, control measures currently in place at the system to eliminate the hazard or prevent it from becoming a threat to public health are specified. Control measures may include alarms, monitoring procedures, SOPs/contingency plans, preventive maintenance activities, backup equipment, engineering controls, etc.
- 3.3.4 To ensure that potential drinking water health hazards are addressed and minimum treatment requirements as regulated by SDWA O. Reg. 170/03 and the Ministry's "Procedure for Disinfection of Drinking Water in Ontario" (as amended) are met, OCWA has established mandatory Critical Control Points (CCPs).

As a minimum, the following must be included as CCPs (as applicable):

- Equipment or processes required to achieve primary disinfection (e.g., chemical and/or UV disinfection system, coagulant dosing system, filters, etc.)
 - Equipment or processes necessary for maintaining secondary disinfection in the distribution system
 - Fluoridation system
- 3.3.5 Additional CCPs for the system are determined by evaluating and ranking the hazardous events for the remaining activities/process steps (i.e., those not included as OCWA's minimum CCPs).
 - 3.3.6 Taking into consideration existing control measures (including the reliability and redundancy of equipment), each hazardous event is assigned a value for the likelihood and a value for the consequence of that event occurring based on the following criteria:

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-07 Rev Date: 2024-04-08 Rev No: 2 Pages: 3 of 4 |
| RISK ASSESSMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

| Value | Likelihood of Hazardous Event Occurring |
|-------|--|
| 1 | Rare – Estimated to occur every 50 years or more (usually no documented occurrence at site) |
| 2 | Unlikely – Estimated to occur in the range of 10 – 49 years |
| 3 | Possible – Estimated to occur in the range of 1 – 9 years |
| 4 | Likely – Occurs monthly to annually |
| 5 | Certain – Occurs monthly or more frequently |

| Value | Consequence of Hazardous Event Occurring |
|-------|---|
| 1 | Insignificant – Little or no disruption to normal operations, no impact on public health |
| 2 | Minor – Significant modification to normal operations but manageable, no impact on public health |
| 3 | Moderate – Potentially reportable, corrective action required, potential public health impact, disruption to operations is manageable |
| 4 | Major – Reportable, system significantly compromised and abnormal operations if at all, high level of monitoring and corrective action required, threat to public health |
| 5 | Catastrophic – Complete failure of system, water unsuitable for consumption |

The likelihood and consequence values are multiplied to determine the risk value (ranking) of each hazardous event. Hazardous events with a ranking of 12 or greater are considered high risk.

3.3.7 Hazardous events and rankings are reviewed and any activity/process step is identified as an additional CCP if all of the following criteria are met:

3.3.7.1 The associated hazardous event has a ranking of 12 or greater;


3.3.7.2 The associated hazardous event can be controlled through control measure(s);

3.3.7.3 Operation of the control measures can be monitored and corrective actions can be applied in a timely fashion;

3.3.7.4 Specific control limits can be established for the control measure(s); and

3.3.7.5 Failure of the control measures would lead to immediate notification of Medical Officer of Health (MOH) or Ministry or both.

3.4 The outcomes of the risk assessment are documented as per OP-08 Risk Assessment Outcomes.

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-07 Rev Date: 2024-04-08 Rev No: 2 Pages: 4 of 4 |
| RISK ASSESSMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

3.5 At least once every calendar year, the QEMS Representative facilitates the verification of the currency of the information and the validity of the assumptions used in the risk assessment in preparation for the Management Review (OP-20). When performing this review, the following may be considered:

- Process/equipment changes
- Reliability and redundancy of equipment
- Emergency situations/service interruptions
- CCP deviations
- Audit/inspection results
- Changes to the Ministry document “Potential Hazardous Events for Municipal Residential Drinking Water Systems” (as amended)

4. Related Documents

OP-08 Risk Assessment Outcomes


OP-20 Management Review

Ministry’s “Potential Hazardous Events for Municipal Residential Drinking Water Systems” (as amended)

Ministry’s “Procedure for Disinfection of Drinking Water in Ontario” (as amended)

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 0 | Procedure issued – Information within OP-07 was originally set out in the QEMS Procedure QP-02 Risk Assessment and Risk Assessment Outcomes (last revision #8 2017-05-26). |
| 2019-05-27 | 1 | Changed MOECC to MECP as per IA – 2019-05-15 |
| 2024-04-08 | 2 | Replaced MECP with Ministry (Ministry refers to the Ontario government ministry responsible for drinking water and environmental legislation); Added “(as amended)” directly following any references to Ministry documents to point to the most current version of the document and added the Ministry document “Potential Hazardous Events for Municipal Residential Drinking Water Systems” (as amended) to the list of items that may be considered when performing the annual verification of the currency of the information in the risk assessment)]. |

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-08 Rev Date: 2024-04-08 Rev No: 2 Pages: 1 of 2 |
| RISK ASSESSMENT OUTCOMES | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document the outcomes of the risk assessment conducted as per OP-07 Risk Assessment.

2. Definitions

Critical Control Point (CCP) – An essential step or point in the subject 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

Critical Control Limit (CCL) – The point at which a Critical Control Point response procedure is initiated

3. Procedure

3.1 The QEMS Representative is responsible for updating the information in OP-08A Summary of Risk Assessment Outcomes as required.


3.2 The results of the risk assessment conducted as per OP-07 are documented in Table 1 of OP-08A. This includes:

- Identified potential hazardous events and associated hazards (possible outcomes) for each of the system’s activities/process steps;
 Note: Hazards listed in the Ministry’s “Potential Hazardous Events for Municipal Residential Drinking Water Systems” (as amended) are indicated in the appropriate column using the reference numbers in Table 4 of OP-08A.
- Identified control measures to address the potential hazards and hazardous events; and
- Assigned rankings for the hazardous events (likelihood x consequence = risk value) and whether the hazardous event is a Critical Control Point (CCP) (mandatory or additional).
 Note: If the hazardous event is ranked as 12 or higher and it is not being identified as a CCP, provide rationale as to why it does not meet the criteria set out in section 3.3.7 of OP-07).

3.3 Operations Management is responsible for ensuring that for each CCP:

- Critical Control Limits (CCLs) are set;
- Procedures and processes to monitor the CCLs are established; and
- Procedures to respond to, report and record deviations from the CCLs are implemented.

The identified CCPs, their respective CCLs and associated procedures are documented in Table 2 of OP-08A.

| | | |
|---|--|---|
|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-08 Rev Date: 2024-04-08 Rev No: 2 Pages: 2 of 2 |
| RISK ASSESSMENT OUTCOMES | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

3.4 A summary of the results of the annual review/36-month risk assessment is recorded in Table 3 of OP-08A.

3.5 Operations Management considers the risk assessment outcomes during the review of the adequacy of the infrastructure (Refer to OP-14 Review and Provision of Infrastructure).

4. Related Documents

OP-07 Risk Assessment
 OP-08A Summary of Risk Assessment Outcomes
 OP-14 Review and Provision of Infrastructure
 Ministry's "Potential Hazardous Events for Municipal Residential Drinking Water Systems" (as amended)

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 0 | Procedure issued – Information within OP-08 was originally set out in the QEMS Procedure QP-02 Risk Assessment and Risk Assessment Outcomes (last revision #8 2017-05-26 of QP-02). |
| 2019-05-27 | 1 | Changed MOECC to MECP as per IA- 2019-05-27 |
| 2024-04-08 | 2 | Replaced MECP with Ministry (Ministry refers to the Ontario government ministry responsible for drinking water and environmental legislation); Added "(as amended)" directly following references to the Ministry's "Potential Hazardous Events for Municipal Residential Drinking Water Systems" to point to the most current version of the document). |



OPERATIONAL PLAN

Alvinston Distribution System

QEMS Doc.: OP-08A
 Rev Date: 2025-03-06
 Rev No: 20
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SUMMARY OF RISK ASSESSMENT OUTCOMES

Reviewed by: QEMS Representative

Approved by: Operations Management

Table 1: Risk Assessment Table

Note: Processes referred to in section 3.3.4 of OP-07 Risk Assessment must be identified as mandatory Critical Control Points (CCPs) as applicable. Mandatory CCPs are not required to be ranked.

| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? |
|---------------------------|--------------------------------------|--|--|--|------------|-------------|------------|--|
| Water Supply | Water Quality | -Drinking Water Advisory -AWQI -Aesthetic issue | -System storage - SOP# ALV-W-04 Reporting Adverse -SOP# ALV-W-03 Reporting Non-compliance -SOP# ALV-W-02 Provision of Alternate Source -Water hauling - Communication between owners/operating authorities | 1, 6 | 1 | 4 | 4 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No control, LAWSS/Warwick systems |
| | | | | 3,4,5 | 2 | 4 | 8 | |
| | | | | 7,8,11,13 | 3 | 4 | 12 | |
| | Water Supply Issue | -AWQI -Unable to Supply Water -Low pressure - Drinking Water Advisory | -System storage - SOP# ALV-W-04 Reporting Adverse -SOP# ALV-W-03 Reporting Non-compliance -SOP# ALV-W-02 Provision of Alternate Source - Water hauling - Communication between owners/operating authorities | 1,2,6 | 1 | 4 | 4 | |
| | | | | 3,4,5 | 2 | 4 | 8 | |
| | | | | 7,8,11,13 | 3 | 4 | 12 | |
| Distribution System | Watermain Break | -AWQI -Loss of pressure -Drinking Water | -FEP - SOP# ALV-W-04 Reporting Adverse | 1,6 | 1 | 3 | 3 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP |



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Alvinston Distribution System

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SUMMARY OF RISK ASSESSMENT OUTCOMES

Reviewed by: QEMS Representative

Approved by: Operations Management

| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? | |
|---------------------------------|---|--|---|--|------------|-------------|---|---|---|
| | | | | | | | | | |
| Distribution System | Inability to supply water | Advisory -Inability to supply water | -SOP# ALV-W-03 Reporting Non-compliance | 4 | 3 | 3 | 9 | <input checked="" type="checkbox"/> identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1,3,4,5 | |
| | | | -SOP# ALV-W-14 Watermain Repair | 8 | 2 | 3 | 6 | | |
| | Low System pressure | -AWQI -Community Complaints - Drinking Water Advisory | -FEP -Alarms -SOP# ALV-W-13 Standpipe Level Alarm | 2,7,8 | 2 | 3 | 6 | | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1,3 |
| | | | - SOP# ALV-W-04 Reporting Adverse | 3 | 3 | 3 | 9 | | |
| | | | -SOP# ALV-W-03 Reporting Non-compliance | 6 | 1 | 3 | 3 | | |
| | | | -SOP # ALV-W-12 Transmitter Fault -SOP # ALV-W-01 Low Distribution System Pressure -SOP # ALV-W-06: Community Complaint | | | | | | |
| Failure of Aging Infrastructure | -Contamination (AWQI) -Biofilm -Valve failure - Hydrant failure - Watermain Break | - FEP -Routine inspection of standpipe - Infrastructure reviews - Capital Projects and asset management plan - SOP# ALV-W-04 Reporting Adverse | 2,4,6 | 2 | 3 | 6 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1,3,4,5 | | |



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SUMMARY OF RISK ASSESSMENT OUTCOMES

Reviewed by: QEMS Representative

Approved by: Operations Management

| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? |
|---------------------------|---|---|---|--|------------|-------------|------------|--|
| | | | | | | | | |
| | Adverse Result on Distribution System Samples | -Reduced flow -Watermain breaks - Drinking Water Advisory | -SOP# ALV-W-03 Reporting Non-compliance -SOP# ALV-W-14 Watermain Repair -SOP# ALV-W-02 Provision of Alternate Source | | | | | |
| | | | | 1,5 | 1 | 4 | 4 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1 |
| | | | | 4,11 | 3 | 4 | 12 | |
| | | | | 6,7,8 | 2 | 4 | 8 | |
| Distribution System | Low Secondary Free Chlorine Residuals (Grab Samples) | -AWQI - Drinking Water Advisory | -FEP -routine sampling -routine flushing - Equipment redundancy - Alarms at Re-chlorination Facility - SOP# ALV-W-04 Reporting Adverse -SOP# ALV-W-03 Reporting Non-compliance -SOP# ALV-W-19 Low Distribution Chlorine -SOP# ALV-W-20 Hydrant and Dead End Flushing | 1 | 1 | 4 | 4 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1, 3 |
| | | | | 3,4,11 | 3 | 4 | 12 | |
| | | | | 6,7,8 | 2 | 4 | 8 | |
| | | | | | | | -FEP | 3 |



OPERATIONAL PLAN

Alvinston Distribution System

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SUMMARY OF RISK ASSESSMENT OUTCOMES

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Approved by: Operations Management

| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? |
|--|--------------------------------------|--|--|--|------------|-------------|------------|--|
| | Illegal Hydrant usage | -AWQI -Drinking Water Advisory | - SOP# ALV-W-04 Reporting Adverse - Routine inspections - Flow monitoring | | | | | <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1, 3, 4, 5 |
| | Watermain Commissioning | -AWQI -Drinking water advisory | -Backflow prevention - Form 1 - Certified operators conducting the work - Watermain Disinfection Procedure - SOP#: ALV-W-22 Watermain Commissioning -Commissioning plan reviews | 6, 8 | 2 | 3 | 6 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No- doesn't meet criteria OP-07 3.3.7.1,3,4 |
| | Failure of Backflow Preventers | -AWQI -Water quality issues -Drinking Water Advisory | -AWQI -Water quality issues -Drinking Water Advisory | 6, 8 | 2 | 3 | 6 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No- doesn't meet criteria OP-07 3.3.7.1,4,5 |
| Alvinston Pumping/Rechlorination Station | Failure of PRV | -Loss of pressure -AWQI - Drinking Water Advisory | -FEP -Interconnect from LAWSS -Routine maintenance -Alarm low standpipe level -SOP# ALV-W-01 Low Distribution System Pressure -SOP# ALV-W-04 Reporting Adverse -SOP# ALV-W-13 Standpipe Level Alarms | 3,4 | 3 | 3 | 9 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1, 3, 4, 5 |
| | | | | 6,7,8 | 2 | 3 | 6 | |



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Approved by: Operations Management

| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? |
|--|---|--|--|--|------------|-------------|------------|---|
| | | | | | | | | |
| | | | | | | | | |
| | Power Fail | -Low chlorine -Unable to supply water -AWQI - Drinking Water Advisory | -Generator onsite -Alarms -System storage -Back up UPS -Interconnect from LAWSS - SOP# ALV-W-04 Reporting Adverse | 3,4,11,13 | 3 | 3 | 9 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1, 4, 5 |
| | | | - SOP# ALV-W-02 Provision of Alternate Source -SOP# ALV-W-11 Power Failure -SOP# ALV-W-19 Low Distribution Chlorine - Generator rental | 6,7,8 | 2 | 3 | 6 | |
| Alvinston Pumping/Rechlorination Station | Secondary Disinfection Failure/Analyzer Failure | -Low chlorine -AWQI | -FEP -Alarms -Re-chlorination at pump station -Continuous monitoring -Routine flushing and sampling -Routine testing of distribution samples - Equipment redundancy -SOP# ALV-W-03 Reporting Non-compliance | 1,6 | 1 | 4 | 4 | <input checked="" type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input type="checkbox"/> No, does not meet criteria |
| | | | - SOP# ALV-W-04 Reporting Adverse | 3,4,11 | 3 | 4 | 12 | |



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| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? |
|---------------------------|---|---|--|--|------------|-------------|------------|---|
| | | | | | | | | |
| | | | -SOP# ALV-W-19 Low Chlorine - SOP# ALV-21 CCP Limit Reached | | | | | |
| Alvinston Standpipe | Secondary Disinfection Failure/Analyzer Failure | -Low Chlorine -Loss of continuous monitoring | -Alarms -Grab samples -Routine maintenance -Re-chlorination at pump station | 3,4,11 | 3 | 2 | 6 | <input checked="" type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input type="checkbox"/> No |
| | | | -SOP# ALV-W-04 Reporting Adverse -SOP# ALV-W-03 Reporting Non-compliance -SOP# ALV-W-19 Low Chlorine | 6,7 | 2 | 2 | 4 | |
| | Transmitter Fault | -Loss of communication with pumping station - Low pressure | -Alarm -Manual valve operation -SOP#ALV-W-12 Transmitter Fault | 3,4 | 3 | 2 | 6 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1,4,5 |
| | | | --Onsite monitoring of pressures and levels | 6,7,8 | 2 | 2 | 4 | |
| | Power failure | -Loss of Pressure - Loss of chlorine monitoring -AWQI | -Alarm -UPS -Onsite monitoring of pressures, levels and chlorine | 3,4,13 | 3 | 2 | 6 | <input type="checkbox"/> Yes – Mandatory CCP <input type="checkbox"/> Yes – Additional CCP identified for facility <input checked="" type="checkbox"/> No, does not meet criteria 3.3.7.1 |
| | | | -Generator rental -SOP# ALV-W-04 Reporting Adverse -SOP#ALV-W-12 Transmitter | 6,7,8 | 2 | 2 | 4 | |



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| Activity/ Process Step | Description of Hazardous Event | Possible Outcome (Hazards) | Existing Control Measures | Ministry's Potential Hazardous Event/Hazard Reference # (see Table 4) | Likelihood | Consequence | Risk Value | CCP? |
|---------------------------|--------------------------------------|----------------------------------|------------------------------|--|------------|-------------|------------|------|
| | | | Fault | | | | | |

Table 2: Identified Critical Control Points (CCPs)

| CCP | Critical Control Limits | Monitoring Procedures | Response, Reporting and Recording Procedures |
|--|---|--|--|
| Secondary Disinfection Alvinston Pumping/Rechlorination Station | Min Free Chlorine Residual of less than or equal to: 0.60 mg/L | -Review of continuous monitoring -Alarms -grab samples | -FEP -E.log -SOP# ALV-W-01: Provision of Alternate Water Source SOP# ALV-W-04 Reporting Adverse Water Quality -SOP# ALV-W-19 Low Chlorine -SOP# ALV-W-20 Hydrant and Dead End Flushing - SOP# ALV-W-21 CCP Limit Reached |
| Secondary Disinfection Alvinston Standpipe | Min Free Chlorine Residual of less than or equal to: 0.50 mg/L | -Review of continuous monitoring -Alarms -grab samples | -FEP -E.log -SOP# ALV-W-01: Provision of Alternate Water Source - SOP# ALV-W-04 Reporting Adverse Water Quality -SOP# ALV-W-19 Low Chlorine -SOP# ALV-W-20 Hydrant and Dead End Flushing - SOP# ALV-W-21 CCP Limit Reached |

Note: Standard Operating Procedures (SOPs) referenced in Tables 1 and 2 are controlled as per OP-05 Document and Records Control.



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Related Standard Operating Procedures (SOPs):

- SOP# ALV-W-01 Low Distribution System Pressure
- SOP# ALV-W-02 Provision of Alternate Water Source
- SOP# ALV-W-03 Reporting Non-compliance
- SOP# ALV-W-04 Reporting Adverse Water Quality
- SOP# ALV-W-06 Community Complaint
- SOP# ALV-W-11 Power Failure
- SOP# ALV-W-12 Tower Transmitter Fault
- SOP# ALV-W-13 Standpipe Level Alarm
- SOP# ALV-W-14 Watermain Repair
- SOP# ALV-W-19 Low Chlorine Residuals
- SOP# ALV-W-20 Hydrant and Dead End Flushing
- SOP# ALV-W-21 CCP Limit Reached
- SOP# ALV-W-22 Watermain Commissioning

Table 3: Record of Once Every Calendar Year Review/36-Month Risk Assessment

The Drinking Water Quality Management Standard (DWQMS) requires that the currency of the information and the validity of the assumptions used in the risk assessment be verified at least once every calendar year. In addition, the risk assessment must be conducted at least once every thirty-six months.

| Date of Activity | Type of Activity | Participants | Summary of Results |
|------------------|---|---|--|
| March 1, 2010 | Initial Risk Assessment conducted | Rick Turnbull, Carl Grimstead, Mike Weber | Results captured in Rev 0 of this Summary of Risk Assessment |
| Dec.09, 2011 | Added Table 3 as per the revised corporate template issued May 20, 2011 | Karen Burges | Results captured in Rev 1 of this Summary of Risk Assessment |
| Mar 30, 2012 | Revision to Table 1 & 2 as per Management Review, Annual Risk Assessment Review | C Grimstead, M Weber, D Thomson | Results captured in Rev 2 of this Summary of Risk Assessment |
| Sept 12, 2012 | Internal Audit | K Burgess, D Thomson | Results captured in Rev 3 of this Summary of Risk Assessment |



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| | | | |
|-----------------|---|---|--|
| Jan 24,2013 | 36 Month Risk Assessment Conducted as part of the Management Review | Clive Barry, Mike Weber, Bill Brush, Deb Thomson | Results captured in Rev 4 of this Summary of Risk Assessment; -removed hazardous event – New Water Mains; -added reference Municipal By-Law as control measure for hazardous event unauthorized use of fire hydrant - adjusted Risk Value associated with hazardous events Cross connections & Standpipe failure |
| Jan.02, 2014 | QEMS Rep Review pre scheduled annual management review | Deb Thomson | Additional hazardous event identified; illegal connection ; See Revision 5 Summary of Risk Assessment Outcomes |
| Jan 06, 2015 | Annual Review & 36 Month Risk Assessment Review | Dale LeBritton, Dan MacLeod Jay Verstraeten | Reviewed all risks and adjusted values to better represent the actual risk values combined illegal connection and unauthorized hydrant use added risk that had been removed from revision 5 |
| Jan 06, 2016 | Annual Review | Dale LeBritton, Dan MacLeod, Cindy Sigurdson, Maegan Garber | Added Water Supply and Old Walnut to Activity, revised wording in possible outcomes and existing control measures, added SOP#s, revise numbering for Illegal connections, added Vandalism and Terrorism, Add Pump Station to Activity separately, removed dead ends, added power fail to pump station event, revised Table 2, added list of SOPs |
| Jan 05, 2017 | Annual Review | Dan MacLeod, Cindy Sigurdson | Add reason why hazardous events are not considered CCP's based on criteria in QP-02 5.7 Some risk values updated |
| January 4, 2018 | 36 Month Risk Assessment Redo | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Add in Table 4 criteria and provide reference numbers in Table 1; confirmed control measures and rankings. Revise CCP limits, monitoring procedures and Response procedures. |
| May 14, 2018 | Annual Review | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Review during Management Review, no changes |
| May 27, 2019 | Annual Review | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Review during Management review, separate MECP hazardous events |
| June 4, 2020 | Annual Review | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Review during Management review, revise as per IA |
| Jan 4, 2021 | 36 Month Risk Assessment | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Add SOP# ALV-W-06 Community Complaint and SOP# ALV-W-11 Generator Failed to Start; add additional control measures for the Standpipe during power failures, transmitter faults |
| June 8, 2021 | Annual Review | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Reviewed during Management review. Clarified alarm for pump fail |



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| | | | |
|------------------------------|--|--|---|
| June 14, 2022 | 36 Month Risk Assessment and Annual Review | Terri-Lynn Thomson, Cindy Sigurdson, Sam Smith | Reviewed and updated due to changes in the system and updated table 4 with cybersecurity hazard as updated in the MECP's Potential Hazardous Events for Municipal Residential Drinking Water Systems. Updated table 1 with hazard where required. |
| April 11, 2023 | Annual Review | Terri-Lynn Thomson, Maegan Garber, Sam Smith | Reviewed and revised Boil Water Advisory to Drinking Water Advisory. Changed Tower CCP to 0.50 from 0.60 as discussed during Management review. |
| March 28, 2024 | Annual Review | Terri-Lynn Thomson, Maegan Garber, Josh Manneke, Devon Correia | Revised name of rechlor station, adding DWA to possible outcomes, added water hauling, other changes made as per track changes. |
| March 6 th , 2025 | 36 Month Risk Assessment | Terri-Lynn Thomson, Maegan Garber | Changed MECP to Ministry, added Watermain Commissioning and Failure of Backflow Preventers, added SOP# 22, added additional outcomes and control measures. |

Table 4: Potential Hazardous Event/Hazard Reference Numbers (based on Ministry's "Potential Hazardous Events for Municipal Residential Drinking Water Systems" dated April 2022)

If the hazardous event/hazard is not applicable to this drinking water system (DWS), it will be noted in the first column of this table.

| System Type (indicate all that apply to this DWS) | | Reference Number | Description of Hazardous Event/Hazard |
|--|---|------------------|---|
| X | All Systems | 1 | Long Term Impacts of Climate Change |
| X | All Systems | 2 | Water supply shortfall |
| X | All Systems | 3 | Extreme weather events (e.g., tornado, ice storm) |
| X | All Systems | 4 | Sustained extreme temperatures (e.g., heat wave, deep freeze) |
| X | All Systems | 5 | Chemical spill impacting source water |
| X | All Systems | 6 | Terrorist and vandalism actions |
| X | Distribution Systems | 7 | Sustained pressure loss |
| X | Distribution Systems | 8 | Backflow |
| N/A | Treatment Systems | 9 | Sudden changes to raw water characteristics (e.g., turbidity, pH) |
| X | Treatment Systems and Distribution Systems providing secondary disinfection | 11 | Failure of equipment or process associated with secondary disinfection (e.g., chlorination equipment, chloramination equipment) |
| N/A | Treatment Systems using Surface Water | 12 | Algal blooms |
| X | All Systems | 13 | Cybersecurity threats |



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Approved by: Operations Management

Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2010-03-01 | 0 | Initial risk assessment conducted |
| 2011-12-09 | 1 | Added Table 3 as per the revised corporate template issued May 20, 2011 |
| 2012-03-30 | 2 | Revision to Table 1 & 2 as per Management Review, Annual Risk Assessment Review |
| 2012-11-01 | 3 | Revised per Internal audit findings |
| 2013-02-01 | 4 | Revised to reflect findings of 36 Month Risk Assessment conducted Jan. 24, 2013 |
| 2014-01-02 | 5 | Revised Revision history clarifying 36 Month Risk Assessment & Annual Risk Assessment Review; added hazard, illegal connection |
| 2014-01-21 | 6 | Revised structure of Table 1, reorganized& revised risks and associated rating per Annual Risk Assessment Review |
| 2015-01-06 | 7 | Annual review, 36 Month Risk Assessment Sr. Ops Manager, Ops Manager & PCT, combined illegal connection & unauthorized hydrant use, added risk that had been removed from revision 5 |
| 2016-01-07 | 8 | Annual review, see Summary of Results Table 3 |
| 2016-05-30 | 9 | Revise SOP#13 |
| 2016-08-18 | 10 | Change name of pump station , separated Standpipe to Activity, assessed during annual review, missed in update |
| 2017-05-26 | 11 | Removed Continuous monitoring from Old Walnut. Annual Review, see Table 3 |
| 2018-01-04 | 12 | Revise as per 36 Risk Assessment |
| 2019-05-30 | 13 | Revise as per annual Review |
| 2020-06-10 | 14 | Revise as per IA/Annual review |
| 2021-04-19 | 15 | Revise as per 36 Month Risk Month |
| 2021-06-08 | 16 | Annual Review, clarified alarm for pump fail |
| 2022-06-14 | 17 | 36 month risk assessment re-do and Annual review and updated due to changes in the system, cybersecurity threats added to table 4 due to new requirements and updated table 1 where required. |
| 2023-04-12 | 18 | Revised with findings from the IA and Annual Review and Management Review. Boil Water Advisory, Drinking Water Advisory, CCP limit revised at tower, update SOP's listed. |
| 2024-03-28 | 19 | Revised as per annual review, see Table 3 |
| 2025-03-06 | 20 | Revised as per 36 month risk assessment, see Table 3 |

| | | |
|---|--|---|
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1. Purpose

To document the following for the Alvinston Distribution System:

- Owner;
- Organizational structure of the Operating Authority;
- QEMS roles, responsibilities and authorities of staff, Top Management and individuals/groups that provide corporate oversight; and
- Responsibilities for conducting the Management Review

2. Definitions

Operations Management – refers to the General Manager, Senior Operations Manager and/or Operations Manager that directly oversees a facility's operations

Senior Leadership Team (SLT) – members include President and CEO, Executive Vice President and General Counsel, Vice Presidents of OCWA's business units and Regional Hub Managers

Top Management – a person, persons or a group of people at the highest management level within an operating authority that makes decisions respecting the QMS and recommendations to the owner respecting the subject system or subject systems

Operations Personnel – Employees of the drinking water system who perform various activities related to the compliance, operations and maintenance of the drinking water system that may directly affect drinking water quality

3. Procedure

3.1 Organizational Structure

The Alvinston Distribution System is owned by the Corporation of the Municipality of Brooke-Alvinston and is represented by Owner representative, the Clerk/Administrator.


The organizational structure of OCWA, the Operating Authority, is outlined in appendix OP-09A: Organizational Structure.

3.2 Top Management

Top Management for the Alvinston Distribution System consists of:

- Operations Management – Alvinston/SWM Cluster
- Regional Hub Manager – Southwest Region
- Safety, Process & Compliance Manager – Southwest Region

Irrespective of other duties (see Table 9-2 below), Top Management's responsibilities and authorities include:

| | | |
|---|--|---|
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- Endorsing the Operational Plan as per the Commitment and Endorsement procedure (OP-03);
- Ensuring that the QEMS meets the requirements of the DWQMS;
- Ensuring staff are aware of the applicable legislative and regulatory requirements;
- Communicating the QEMS according to the Communications procedure (OP-12);
- Providing resources needed to maintain and continually improve the QEMS;
- Appointing and authorizing a QEMS Representative (OP-04); and
- Undertaking Management Reviews as per the Management Review procedure (OP-20).

Note: Specific responsibilities of the individual members of Top Management are identified in the referenced procedures.


3.3 Corporate Oversight

Roles, responsibilities and authorities for individuals/groups providing corporate oversight of OCWA's QEMS are summarized in Table 9-1 below.

Table 9-1: Corporate QEMS Roles, Responsibilities and Authorities

| Role | Responsibilities and Authorities |
|------------------------------|---|
| Board of Directors | <ul style="list-style-type: none"> • Set the Agency's strategic direction, monitor overall performance and ensure appropriate systems and controls are in place in accordance with the Agency's governing documents • Review and approve the QEMS Policy |
| Senior Leadership Team (SLT) | <ul style="list-style-type: none"> • Establish the Agency's organizational structure and governing documents and ensure resources are in place to support strategic initiatives • Monitor and report on OCWA's operational and business performance to the Board of Directors • Review the QEMS Policy and recommend its approval to the Board • Approve corporate QEMS programs and procedures |
| Corporate Compliance | <ul style="list-style-type: none"> • Manage the QEMS Policy and corporate QEMS programs and procedures • Provide support for the local implementation of the QEMS • Monitor and report on QEMS performance and any need for improvement to SLT • Consult with the Ministry and other regulators and provide compliance support/guidance on applicable legislative, regulatory and policy requirements • Manage contract with OCWA's DWQMS accreditation body |

3.4 Regional Hub Roles, Responsibilities and Authorities


| | | |
|---|--|---|
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QEMS roles, responsibilities and authorities of Regional Hub personnel are summarized in Table 9-2 below. This information is kept current as per the Document and Records Control procedure (OP-05) and is communicated to staff as per the Communications procedure (OP-12).


Additional duties of employees are detailed in their job specifications and in the various QEMS programs and procedures that form, or are referenced in, this Operational Plan.

Table 9-2: QEMS Roles, Responsibilities and Authorities for the Alvinston/SWM Cluster.

| Role/Position | Responsibilities and Authorities |
|---|--|
| All Operations Personnel | <ul style="list-style-type: none"> • Perform duties in compliance with applicable legislative and regulatory requirements • Be familiar with the QEMS Policy and work in accordance with QEMS programs and procedures • Maintain operator certification (as required) • Attend/participate in training relevant to their duties under the QEMS • Document all operational activities • Identify potential hazards at their facility that could affect the environmental and/or public health and report to Operations Management • Report and act on all operational incidents • Recommend changes to improve the QEMS |
| Regional Hub Manager (Top Management) | <ul style="list-style-type: none"> • Oversee the administration and delivery of contractual water/wastewater services on a Regional Hub level • Fulfill role of Top Management • Ensure corporate QEMS programs and procedures are implemented consistently throughout the Regional Hub • Manages the planning of training programs for Regional Hub • Report to VP of Operations/SLT on the regional performance of the QEMS and any need for Agency-wide improvement • Act as Overall Responsible Operator (ORO) when required. |
| Operations Management (Top Management) | <ul style="list-style-type: none"> • Manage the day-to-day operations and maintenance of their assigned facilities and supervise facility operational staff • Fulfill role of Top Management • Ensure corporate and site-specific QEMS programs and procedures are implemented at their assigned facilities • Determine necessary action and assign resources in response to operational issues • Report to the Regional Hub Manager on facility operational performance • Ensure operational training is provided for the cluster (in |

| | | |
|---|--|---|
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| Role/Position | Responsibilities and Authorities |
|--|---|
| | consultation with the SPC Manager as required) <ul style="list-style-type: none"> • Act as Overall Responsible Operator (ORO) when required (based on certification). |
| Safety, Process & Compliance (SPC) Manager (Top Management) | <ul style="list-style-type: none"> • Supervise facility compliance staff and provide technical and program support to the Regional Hub related to process control and compliant operations • Fulfill role of Top Management • Ensure corporate/regional QEMS programs and procedures are implemented consistently throughout the Regional Hub • Assist in the development of site-specific operational procedures as required • Ensure training on applicable legislative and regulatory requirements and the QEMS is provided for the Regional Hub (in consultation with Operations Management as required) • Monitor and report to the Regional Hub Manager and Operations Management on the compliance status and QEMS performance within their Regional Hub and any need for improvement • Act as alternate QEMS Representative (when required) • May act as Operator-in-Charge (OIC) and/or ORO when required (based on certification). |
| Process & Compliance Technician (PCT) (QEMS Representative) | <ul style="list-style-type: none"> • Implement, monitor and support corporate programs relating to environmental compliance and support management by evaluating and implementing process control systems at their assigned facilities • Fulfill role of QEMS Representative (OP-04) • Monitor, evaluate and report on compliance/quality status of their assigned facilities • Implement facility-specific QEMS programs and procedures consistently at their assigned facilities • Participate in audits and inspections and assist in developing, implementing and monitoring action items to respond to findings • Report to the SPC Manager on QEMS implementation and identify the need for additional/improved processes and procedures at the Regional Hub/cluster/facility level (in consultation with the Operations Management as required) • Communicates to Owners on facility compliance and DWQMS accreditation as directed • Deliver/participate in/coordinate training including applicable legislative and regulatory requirements and the QEMS • May act as Operator-in-Charge (OIC) and/or Overall Responsible Operator (ORO) when required. • May fulfil role of Certified Operator when required (based on certification) |

| | | |
|---|--|---|
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| Role/Position | Responsibilities and Authorities |
|--|--|
| Certified Operator May include the following positions: <ul style="list-style-type: none"> • Operations Supervisor Water & Wastewater • Senior Water & Wastewater Operator • Water & Wastewater Operator • Water & Wastewater Operator-In-Training (OIT)] | <ul style="list-style-type: none"> • Perform duties as assigned by Operations Management or designate • Monitor, maintain and operate facilities in accordance with applicable regulations, approvals and established operating procedures • Collect samples and perform laboratory tests and equipment calibrations as required • Regularly inspect operating equipment, perform routine preventive maintenance and repairs and prepare and complete work orders as assigned • Ensure records of adjustments made to the process under their responsibility, equipment operating status during their shifts and any departures from normal operations observed and actions taken are maintained within facility logs/record keeping mechanisms (as per O. Reg. 128) • Participate in facility inspections and audits • May act as OIC and/or ORO when required (based on certification). Refer to SOPXXX. <p>NOTE: OITs cannot act as OIC and/or ORO. OITs perform the above duties under the direction of the OIC/ORO and as assigned by Operations Management or designate.</p> |
| Administrative Assistant | <ul style="list-style-type: none"> • Support the administrative functions of the regional hub/cluster/facility including coordinating delivery of training as directed • Assist with entering operational data (including operational training records, process data and maintenance records) into the appropriate database as directed |

4. Related Documents

OP-03 Commitment and Endorsement
 OP-04 QEMS Representative
 OP-05 Document and Records Control
 OP-09A Organizational Structure
 OP-12 Communications
 OP-20 Management Review
 OCWA Position Descriptions/Job Specifications

5. Revision History

| Date | Revision # | Reason for Revision |
|------|------------|---------------------|
|------|------------|---------------------|

| | | |
|---|--|---|
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| | | |
|------------|---|--|
| 2018-04-30 | 0 | Procedure issued – Information within OP-09 was originally set out in the main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| 2022-05-31 | 1 | Changed MOECC to MECP |
| 2025-03-11 | 2 | Procedure updated with revisions to Table 9-2 as follows: Role/Position updated to clarify roles are performed by multiple positions, position titles updated, note added regarding OITs operating limitations. Additional revisions include replaced MOECC with Ministry, minor rewording and type-o's, removed watermark as per IA 2025-02-13. |



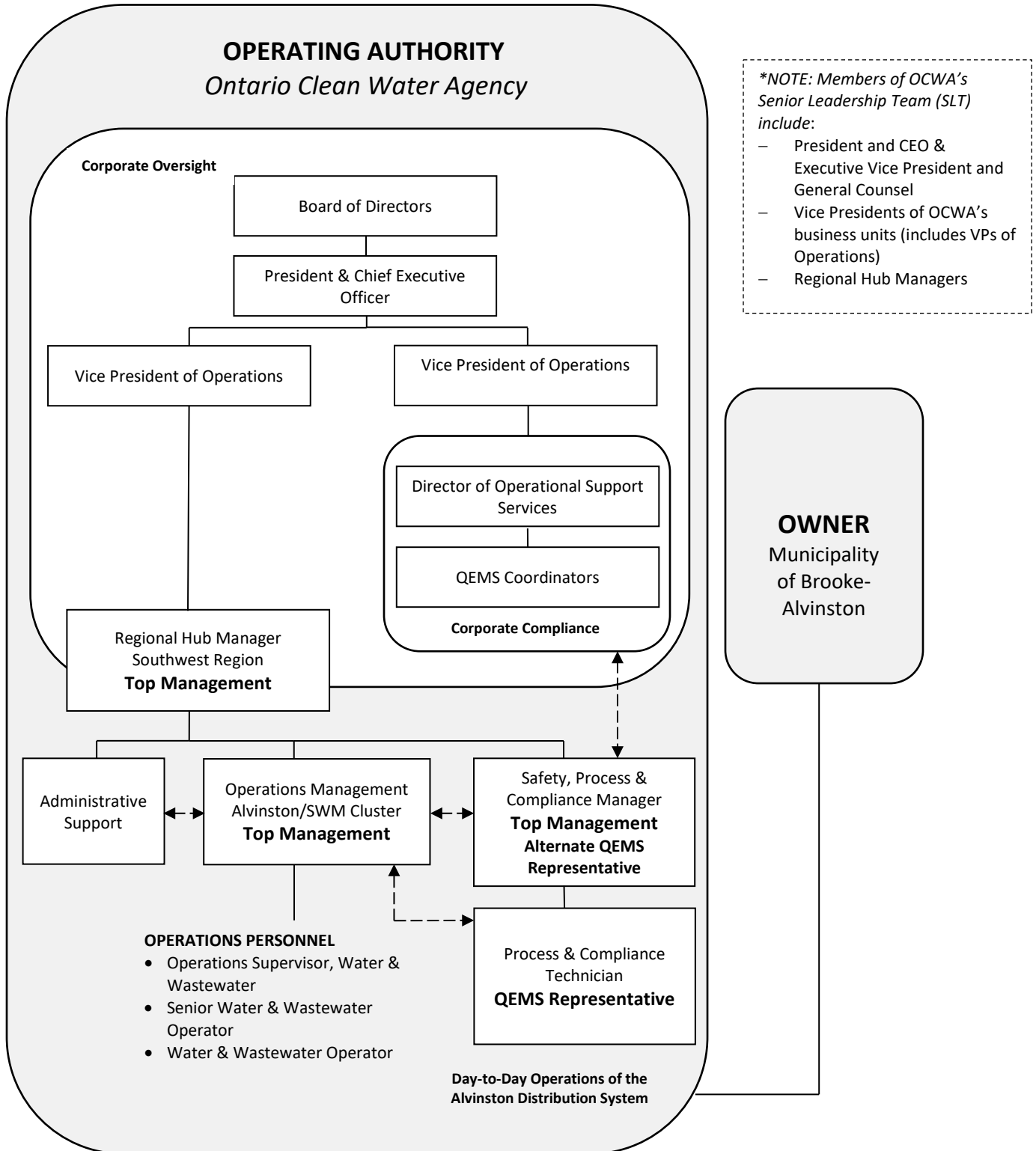
OPERATIONAL PLAN
Alvinston Distribution System


QEMS Doc.: OP-09A
Rev Date: 2025-03-11
Rev No: 12
Pages: 1 of 2

ORGANIZATIONAL STRUCTURE

Reviewed by: QEMS Representative

Approved by: Operations Management



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| ORGANIZATIONAL STRUCTURE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 10 | Appendix issued - Organizational Chart previously contained as Appendix C of the Operational Plan. Moved to a new Appendix. |
| 2022-05-31 | 11 | Revised as Corporate Compliance now reports to VP of Operations |
| 2025-03-11 | 12 | Revised to include Senior Leadership Team (SLT) in reporting structure and identify members, updated Operations Personnel position titles, removed watermark as per IA OFI 2025-03-11. |

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| COMPETENCIES | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To document a procedure that describes:

- the competencies required for personnel performing duties directly affecting drinking water quality;
- the activities to develop and/or maintain those competencies; and
- the activities to ensure personnel are aware of the relevance of their duties and how they affect safe drinking water.

2. Definitions

Competence – the combination of observable and measurable knowledge, skills, and abilities which are required for a person to carry out assigned responsibilities

Operations Management – refers to the General Manager, Senior Operations Manager and/or Operations Manager that directly oversees a facility's operations

Operations Personnel – employees of the drinking water system who perform various activities related to the compliance, operations and maintenance of the drinking water system that may directly affect drinking water quality

Top Management – a person, persons or a group of people at the highest management level within an operating authority that makes decisions respecting the QMS and recommendations to the Owner respecting the subject system or subject systems

3. Procedure

3.1 The following table presents the minimum competencies required by operations personnel.

| Role/Position | Required Minimum Competencies |
|--|--|
| Operations Management (Top Management) | <ul style="list-style-type: none"> • Valid operator certification; if required to act as Overall Responsible Operator (ORO), certification must be at the level of the facility or higher • Experience and/or training in managing/supervising drinking water system operations, maintenance, financial planning and administration • Training and/or experience related to drinking water system processes, principles and technologies • Training on OCWA's QEMS and the DWQMS • Training on relevant legislation, regulations, codes, policies, guidelines and procedures • Experience using computers and operational computerized systems • WMS Primary Training |

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| Role/Position | Required Minimum Competencies |
|---|---|
| Safety, Process & Compliance (SPC) Manager (Top Management) (May also fulfill the role of Alternate QEMS Representative) | <ul style="list-style-type: none"> • Valid operator certification required to fulfil certified operator duties (if assigned). • Experience in providing technical support and leading/managing programs related to process control and compliant operations • Experience and/or training in conducting compliance audits, and management system audits • Experience and/or training in preparing and presenting informational and training material • Training on OCWA's QEMS and the DWQMS • Training on relevant legislation, regulations, codes, policies, guidelines and procedures • Experience using computers and operational computerized systems • WMS Primary Training |
| Process & Compliance Technician, Operations and Compliance Team Lead (QEMS Representative) | <ul style="list-style-type: none"> • Valid operator certification required to fulfil certified operator duties (if assigned) • Experience and/or training in resolving/addressing compliance issues for drinking water systems • Experience and/or training in monitoring, assessing and reporting on facility performance against legal requirements and corporate goals • Experience and/or training in preparing and presenting informational and training material • Experience in conducting management system audits or internal auditor education/training • Training on OCWA's QEMS and the DWQMS • Training on relevant legislation, regulations, codes, policies, guidelines and procedures • Experience using computers and operational computerized systems |
| Certified Operator May include the following: <ul style="list-style-type: none"> • Operations Supervisor Water & Wastewater • Water & Wastewater Operator • Water & Wastewater Operator-in-Training | <ul style="list-style-type: none"> • Valid operator certification • If required to act as ORO, certification must be at the level of the facility or higher • If required to act as Operator-in-Charge (OIC), certification must be level 1 or higher • Training and/or experience in inspecting and monitoring drinking water system processes and performing/planning maintenance activities • Training on OCWA's QEMS and the DWQMS • Training on relevant legislation, regulations, codes, policies, guidelines and procedures • Experience using computers and operational computerized systems |

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- 3.2 The following table presents the minimum competencies required by staff that provide administrative support to operations personnel.

| Position | Required Minimum Competencies |
|--------------------------|---|
| Administrative Assistant | <ul style="list-style-type: none"> • Experience and/or training related to procurement and business administration practices • Training on OCWA's QEMS and the DWQMS • Training on relevant legislation, regulations, codes, policies, guidelines and procedures • Experience using computers |

- 3.3 OCWA's recruiting and hiring practices follow those of the Ontario Public Service (OPS). As part of the OPS, minimum competencies, which include education, skills, knowledge and experience requirements, are established when designing the job description for a particular position. As part of the recruitment process, competencies are then evaluated against the job description. Based on this evaluation, the hiring manager selects and assigns personnel for specific duties.
- 3.4 OCWA's Operational Training Program aims to:
- Develop the skills and increase the knowledge of staff and management;
 - Provide staff with information and access to resources that can assist them in performing their duties; and
 - Assist OCWA certified operators in meeting the legislative and regulatory requirements with respect to training.
- 3.5 The Program consists of Director Approved, continuing education and on-the-job training and is delivered using a combination of methods (e.g., traditional classroom courses, e-learning/webinars and custom/program-based courses/sessions). A formal evaluation process is in place for all sessions under the Operational Training Program and is a critical part of the Program's continual improvement.
- 3.6 Awareness of OCWA's QEMS is promoted during the orientation of new staff, at facility/cluster/regional hub level training sessions and meetings and through OCWA's Environmental Compliance 101 (EC 101) course. All new staff are required to complete the EC 101 course within their first year of joining OCWA, upon availability and scheduling. The EC 101 refresher course is required by all staff every 3 years. The purpose of the EC 101 course is to ensure staff are aware of applicable legislative and regulatory requirements, to promote awareness of OCWA's QEMS and to reinforce their roles and responsibilities under OCWA's QEMS.
- 3.7 Staff are also required to complete the training listed in OCWA's Mandatory Training Requirements procedure, based on their position and/or the duties they perform. This list includes mandatory environmental and health and safety compliance training, as well as the training deemed mandatory by OCWA corporate and Ontario Public Service (OPS) policies and is available on OCWA's intranet (sharepoint site).

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- 3.8 Operations personnel also receive site-specific training/instruction on relevant operational and emergency response procedures to ensure effective operational control of processes and equipment which may impact the safety and quality of drinking water.
- 3.9 As part of OCWA's annual Performance Planning and Review (PPR) process, employee performance is evaluated against their job expectations. Professional development opportunities and training needs (which could include formalized courses as well as site-specific on-the-job training or job shadowing/mentoring) are identified as part of this process (and on an ongoing basis). In addition to this process, OCWA employees may at any time request training from either internal or external providers by obtaining approval from their Manager.
- 3.10 Certified drinking water operators are responsible for completing the required number of training hours in order to renew their certificates based on the highest class of drinking water subsystem they operate. They are also responsible for completing mandatory courses required by *Safe Drinking Water Act (SDWA) O. Reg. 128/04 Certification of Drinking Water System Operators and Water Quality Analysts*. The Operations Management takes reasonable steps to ensure that every operator has the opportunity to attend training to meet the requirements.
- 3.11 It is the responsibility of operations personnel to ensure Operations Management are aware of any change to the status/classification of their drinking water operator certificate(s), the validity of their driver's licence (required to hold at a minimum a Class G license which is initially verified upon hire) and/or the validity of any other required certificates/qualifications.
- 3.12 Individual OCWA employee training records are maintained and tracked using a computerized system, the Training Summary database, which is administrated by OCWA's Learning and Development Department. Training records maintained at the facility are controlled as per OP-05 Document and Records Control.

4. Related Documents


OCWA's Learning and Development Resources (OCWA Intranet/sharepoint)
 OCWA's Mandatory Training Requirements (OCWA intranet/sharepoint)
 Performance Planning and Review Database
 Performance Planning and Review Database
 OP-05 Document and Records Control
 OCWA Training Summary Database

5. Revision History

| Date | Revision # | Reason for Revision |
|------|------------|---------------------|
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| 2018-04-30 | 0 | Procedure issued – Information within OP-10 was originally set out in the main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| 2019-05-27 | 1 | Revised as per IA-2019-05-15 |
| 2020-06-10 | 2 | Revised to add EC 101 refresher as per IA |
| 2025-03-11 | 3 | Procedure updated to revise table in 3.1 Role/Position updated to clarify roles are performed by multiple positions, position titles updated, removed watermark, updated Procedure to reflect changes to title and content of OCWA's Mandatory Training Requirements Document, added sharepoint as per IA OFI 2025-02-13. |

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-11 Rev Date: 2024-04-08 Rev No: 13 Pages: 1 of 3 |
| PERSONNEL COVERAGE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for ensuring that sufficient and competent personnel are available for duties that directly affect drinking water quality at the Alvinston Distribution System.

2. Definitions

Competency – an integrated set of requisite skills and knowledge that enables an individual to effectively perform the activities of a given occupation *

Essential Services – services that are necessary to enable the employer to prevent,

- (a) danger to life, health or safety,
- (b) the destruction or serious deterioration of machinery, equipment or premises,
- (c) serious environmental damage, or
- (d) disruption of the administration of the courts or of legislative drafting.

(Crown Employees Collective Bargaining Act, 1993)

3. Procedure

3.1 Operations Management ensures that personnel meeting the competencies identified in OP-10 Competencies are available for duties that directly affect drinking water quality.

3.2 The Alvinston Distribution System is staffed by OCWA personnel as follows:


07:30 to 16:00 Monday to Friday, on-call after hours

3.3 Operations personnel are assigned to act as and fulfill the duties of Overall Responsible Operator (ORO) and Operator-in-Charge (OIC) in accordance with SDWA O. Reg. 128/04 outlined in SOP's – ALSW-1 and SOP -ALSW-2.

The overall responsible operator (ORO) is assigned to the facility and is recorded in the facility logbook. When the designated ORO is unavailable, a replacement ORO is assigned and email notification is provided to appropriate staff. The designated replacement ORO is recorded in the facility logbook. The designated OIC for each shift is recorded in the facility logbook.

3.4 Operations Management assigns an on-call operator for the time that the facility is un-staffed (i.e., evenings, weekends and Statutory Holidays). The on-call shift change is end of business day on Monday. The on-call schedule is maintained by Operations Management and consists of a weekly rotation. The On-call Schedule is maintained as per OP-05A.

* Based on the 2005 National Occupational Guidelines for Canadian Water and Wastewater Operators and International Board of Standards for Training, Performance and Instruction

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- 3.5 The on-call operator's duties are to respond to alarms at the facility after hours. Corrective actions are recorded in the facility e.logbook.
- 3.6 The auto dialers are programmed to contact a contracted call-centre operator whenever there is an alarm condition. The call-centre operator contacts the operators through text message during regular hours. After hours the designated on-call phone is called. The on-call operator contacts the call-centre to acknowledge the alarm and responds to the alarm conditions. If the nature of the alarm requires additional staff, the on-call operator can request assistance from any of the other certified operators. The on-call operator records details of the call-back in the facility e.logbook and WMS.
- 3.7 Each manager (e.g. Operations Management/SPC Manager) is responsible for approving time off for their staff in a manner which ensures sufficient personnel are available for the performance of normal operating duties as well as on-call coverage. The Operations Management is responsible for ensuring facilities are appropriately staffed and on-call coverage is maintained when an operator is away due to illness, training, emergency, vacation or resignation.
- 3.8 OCWA's operations personnel are represented by the Ontario Public Service Employees Union (OPSEU). In the event of a labour disruption, Operations Management, together with the union, identifies operations personnel to provide "essential services" required to operate the facility so that the quality of drinking water is not compromised in any way.
- 3.9 A contingency plan for Critical Shortage of Staff is included in the Facility Emergency Plan. This plan provides direction in the event that there is a severe shortage of operations personnel due to sickness (e.g., pandemic flu) or other unusual situations.

4. Related Documents

OP-10 Competencies
 Facility Electronic Logbook
 Round Sheets
 On-Call Schedule
 Call back reports
 Vacation Schedule
 Critical Shortage of Staff Contingency Plan (Facility Emergency Plan)
 SOP's – ALSW-1, ALSW-2

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 12 | Procedure issued, previous revision history can be found in QP-03 Rev 11 2017-05-26. |

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| <p>PERSONNEL COVERAGE</p> | | |
| <p>Reviewed by: QEMS Representative</p> | | <p>Approved by: Operations Management</p> |

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| 2024-04-08 | 13 | Added SOP's for ORO and OIC, revised on call procedure with cell phone, revised 3.7. |
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| COMMUNICATIONS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for facility level internal and external QEMS-related communications between Top Management and:

- OCWA staff;
- the Owner;
- essential suppliers and service providers (as identified in OP-13); and
- the public.

2. Definitions

Operations Management – refers to the General Manager, Senior Operations Manager and/or Operations Manager that directly oversees a facility's operations

Operations Personnel – employees of the drinking water system who perform various activities related to the compliance, operations and maintenance of the drinking water system that may directly affect drinking water quality.

3. Procedure

3.1 Operations Management and the QEMS Representative are responsible for identifying and coordinating any site-specific communications in relation to the status/development of the facility's QEMS.

3.2 Internal and external communication responsibilities and reporting requirements for emergency situations are set out under OCWA's Emergency Management Program (i.e., Facility Emergency Plan and OCWA's Corporate Emergency Response Plan). Refer to OP-18 Emergency Management for more information.

3.3 Communication with OCWA staff:

3.3.1 Within the first year of hire, all staff are required to complete the Environmental Compliance 101 (EC101) course, followed by the EC 101 refresher every three years upon availability and scheduling. The objective of the EC 101 course is to ensure that staff are aware of applicable legislative and regulatory requirements and of OCWA's QEMS and to reinforce their roles and responsibilities under OCWA's QEMS.

3.3.2 Operations Management are responsible for ensuring operations personnel receive site-specific training on the Operational Plan, the organizational structure for the facility including the roles and responsibilities and authorities (outlined in OP-09 Organizational Structure, Roles, Responsibilities and Authorities), QEMS Procedures and other related operating instructions and procedures as part of the

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orientation process and on an on-going basis as required.

- 3.3.3 The SPC Manager is responsible for ensuring training is provided for the Regional Hub (in consultation with Operations Management as required) on applicable legislative and regulatory requirements and the QEMS.
- 3.3.4 The QEMS Representative assists Operations Management and/or the SPC Manager in the coordination/delivery of training as required.
- 3.3.5 Revisions to the QEMS and associated documentation are communicated as per OP-05 Document and Records Control.
- 3.3.6 The QEMS Policy is available to all OCWA personnel through OCWA's intranet and as outlined in 3.6.2 of this procedure.
- 3.3.7 Operations personnel are responsible for identifying potential hazards at the facility that could affect the environmental and/or public health, and communicating these to Operations Management. They may also recommend changes be made to improve the facility's QEMS by making a request to the QEMS Representative (as per OP-05).
- 3.3.8 The QEMS Representative is responsible for ensuring that the Operations Management and the Safety, Process and Compliance Manager are informed regarding the compliance/quality status of the facility and QEMS implementation and any need for improved processes/procedures at the cluster/facility level.
- 3.3.9 The SPC Manager reports to the Regional Hub Manager on the compliance status, the QEMS performance and effectiveness, any need for improvement and on issues that may have Agency-wide significance. Operations Management reports to the Regional Hub Manager on facility operational performance.
- 3.4 Communication with the Owner:
- 3.4.1 The Operations Management ensures that the Owner is provided with QEMS updates and that they are kept informed of the status of the facility's operational and compliance performance during regularly scheduled meetings and/or through electronic and/or verbal communications. The QEMS Representative assists with communicating the updates as directed.
- 3.4.2 The continuing suitability, adequacy and effectiveness of OCWA's QEMS are communicated to the Owner as part of the Management Review process (refer to OP-20 Management Review).

3.5 Communications with Essential Suppliers and Service Providers:

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3.5.1 Communication requirements to ensure essential suppliers and service providers understand the relevant OCWA QEMS policies, procedures and expectations are described in OP-13 Essential Supplies and Services.

3.6 Communication with the Public:


- 3.6.1 Media enquiries must be directed to the facility's designated media spokesperson as identified in the Facility Emergency Plan. The media spokesperson coordinates with local and corporate personnel (as appropriate) and the Owner in responding to media enquiries.
- 3.6.2 OCWA's QEMS and QEMS Policy are communicated to the public through OCWA's public website (www.ocwa.com). The QEMS Policy is also posted at Alvinston Pumping Station/Re-chlorination Facility (as per OP-05A).
- 3.6.3 Facility tours of interested parties must be approved in advance by the Operations Management.
- 3.6.4 All complaints, whether received from the consumer, the community or other interested parties, are documented in the OPEX database. As appropriate, the Operations Management ensures that the Owner is informed of the complaint and/or an action is developed to address the issue in a timely manner. The QEMS Representative ensures that consumer feedback is included for discussion at the Management Review.

4. Related Documents

OP-05 Document and Records Control
 OP-09 Organizational Structure, Roles, Responsibilities and Authorities
 OP-13 Essential Supplies and Services
 OP-18 Emergency Management
 OP-20 Management Review
 Facility Emergency Plan
 Corporate Emergency Response Plan
 OPEX Incident Reports

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 10 | Procedure issued, previous revision history is found in QP-04 Rev. 9 2017-05-26. |
| 2020-06-10 | 11 | Added the EC 101 refresher to 3.3(3.3.1) |
| 2025-03-11 | 12 | Procedure revised to reference updated title of Corporate Emergency Response Plan, removed watermark as per IA OFI 2025-02-13. |

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| ESSENTIAL SUPPLIES AND SERVICES | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe OCWA's procedures for procurement and for ensuring the quality of essential supplies and services.

2. Definitions

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

3. Procedure

3.1 Essential supplies and services for the Alvinston Distribution System are contained in the Facility Emergency Plan, Essential/Emergency Service and Supply Contact List. The list is reviewed and updated at least once every calendar year by the QEMS Representative.

3.2 Purchasing is conducted in accordance with OCWA's Corporate Procurement and Administration policies, procedures and guidelines, which are adopted from those of the Ontario Public Service.

Purchases of capital equipment are subject to formal approval by the facility's owner.


3.3 As part of the corporate procurement process, potential suppliers/service providers are informed of relevant aspects of OCWA's QEMS through the tendering process and through specific terms and conditions set out in our agreements and purchase orders. Essential suppliers and service providers (including those contracted locally) are sent a letter that provides an overview of the relevant aspects of the QEMS.

3.4 Contractors are selected based on their qualifications and ability to meet the facility's needs without compromising operational performance and compliance with applicable legislation and regulations.

Contracted personnel including suppliers may be requested or required to participate in additional relevant training/orientation activities to ensure conformance with facility procedures and to become familiar with OCWA workplaces.

If necessary, appropriate control measures are implemented while contracted work is being carried out and communicated to all relevant parties to minimize the risk to the integrity of the drinking water system and the environment.

3.5 All third-party drinking water testing services are provided by accredited and licensed laboratories. The Ministry of the Environment and Conservation and Parks (MECP) has agreement with the Canadian Association for Laboratory Accreditation (CALA) for accreditation of laboratories testing drinking water. The QEMS Representative is

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responsible for notifying the MECP of any change to the drinking water testing services being utilized.


- 3.6 Internal verification and calibration activities (e.g. chlorine analyzer) are conducted by operations personnel in accordance with equipment manuals and/or procedures (Refer to OP-17 Measurement Recording Equipment Calibration and Maintenance).
- 3.7 External calibration activities (e.g. flow meters) are conducted by qualified third-party providers. Qualifications of the service provider are verified during the procurement process. The service provider is responsible for providing a record/certificate of all calibrations conducted.
- 3.8 Chemicals purchased for use in the drinking water treatment process must meet AWWA Standards and be ANSI/NSF certified as per the Municipal Drinking Water Licence (MDWL).
- 3.9 The facility orders and receives ongoing deliveries of chemicals to satisfy current short-term needs based on processing volumes and storage capacities. Incoming chemical orders are verified by reviewing the manifest or invoice in order to confirm that the product received is the product ordered.
- 3.10 Process components/equipment provided by the supplier must meet applicable regulatory requirements and industry standards for use in drinking water systems prior to their installation.

4. Related Documents

Essential/Emergency Service and Supply Contact List
 OP-17 Measurement Recording Equipment Calibration and Maintenance
 ANSI/NSF Documentation
 AWWA Standards
 MDWL
 Calibration Certificates/Records

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 8 | Procedure issued, previous revision history can be found in QP-05 Rev. 7 2017-05-26 |
| 2019-05-27 | 9 | Changed MOECC to MECP as per IA – 2019-05-15 |
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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-14 Rev Date: 2022-05-31 Rev No: 8 Pages: 1 of 2 |
| REVIEW AND PROVISION OF INFRASTRUCTURE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

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

2. Definitions

Infrastructure – the set of interconnected structural elements that provide the framework for supporting the operation of the drinking water system, including buildings, workspace, process equipment, hardware, software and supporting services, such as transport or communication

3. Procedure

3.1 At least once every calendar year, Operations Management with input from operations personnel conducts a review of the drinking water system's infrastructure to assess its adequacy for the operation and maintenance of the system. Operations personnel assist with identifying the need for infrastructure repairs, replacements or alterations and with prioritizing each identified item. Documents and records that are reviewed may include:


- Maintenance records
- Call Back
- Adverse Water Quality Incidents (AWQIs) or other incidents
- Health & Safety Inspections
- MECP Inspection Reports

3.2 The outcomes of the risk assessment documented as per OP-08 are considered as part of this review.

3.3 The output of the review is a 6 year rolling Capital and Major Maintenance Recommendations Report to assist the Owner and OCWA with planning infrastructure needs for the short and long-term. This report is submitted, at least once every calendar year by Operations Management, to the Owner for review and approval. Together with the Owner, Operations Management determines and documents timelines and responsibilities for implementation of priority items.

3.4 The final approved Capital and Major Maintenance Recommendations forms the long term forecast for any major infrastructure maintenance, rehabilitation and renewal activities as per OP-15.

3.5 Operations Management ensures that results of this review are considered during the Management Review process (OP-20).


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| REVIEW AND PROVISION OF INFRASTRUCTURE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

4. Related Documents

Capital and Major Maintenance Recommendations Report
 OP-08 Risk Assessment Outcomes
 OP-15 Infrastructure Maintenance, Rehabilitation and Renewal
 OP-20 Management Review
 Management Review Minutes

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 6 | Procedure issued, previous revision history is found in QP-06 Rev. 5 2017-05-26 |
| 2019-05-27 | 7 | Updated as per IA -2019-05-15 |
| 2022-05-31 | 8 | Revised call in to call back records |

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| INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe OCWA's infrastructure maintenance, rehabilitation and renewal program for the Alvinston Distribution System.

2. Definitions

Infrastructure – the set of interconnected structural elements that provide the framework for supporting the operation of the drinking water system, including buildings, workspace, process equipment, hardware, software and supporting services, such as transport or communication

Rehabilitation – the process of repairing or refurbishing an infrastructure element.

Renewal – the process of replacing the infrastructure elements with new elements.

3. Procedure


3.1 OCWA, under contract with the Owner, maintains a computerized Work Management System (WMS) to manage maintenance, rehabilitation and renewal of infrastructure for which it is operationally responsible. The major components of the WMS consist of planned maintenance, unplanned maintenance, rehabilitation, renewal and program monitoring and reporting.

3.1.1 Planned Maintenance

Planned maintenance activities are scheduled in the WMS that allows the user to:

- Enter detailed asset information;
- Generate and process work orders;
- Access maintenance and inspection procedures;
- Plan preventive maintenance and inspection work;
- Plan, schedule and document all asset related tasks and activities; and
- Access maintenance records and asset histories.

Planned maintenance activities are communicated to the person responsible for completing the task through the issuance of WMS work orders. Work orders are automatically generated on a daily, weekly, monthly, quarterly and annual schedule as determined based on manufacturer's recommendations and site specific operational and maintenance needs and are assigned directly to the appropriate operations personnel. This schedule is set up by Operations Management. Work orders are completed and electronically entered into WMS by the person responsible for completing the task. Records of these activities are maintained as per OP-05 Document and Records Control.

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-15 Rev Date: 2024-04-11 Rev No: 2 Pages: 2 of 3 |
| INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

The Operations Management maintains the inventory of equipment in WMS and ensures that appropriate maintenance plans are in place. Maintenance plans are developed according to the manufacturer's instructions, regulatory requirements, industry standards, and/or client service requirements. Equipment Operation and Maintenance (O&M) manuals are accessible to operations personnel at the locations specified in OP-05 Document and Records Control.

3.1.2 Unplanned Maintenance

Unplanned maintenance is conducted as required. All unplanned maintenance activities are authorized by the Operations Management. Unplanned maintenance activities are recorded on corrective work orders and are entered into WMS by the person responsible for completing the unplanned maintenance activity.

3.1.3 Rehabilitation and Renewal


Rehabilitation and renewal activities including capital upgrades (major infrastructure maintenance) are determined at least once every calendar year in consultation with Operations Management and the Owner. A list of required replacement or desired new equipment is compiled and prioritized by Operations Management in conjunction with operations personnel and is presented to the Owner for review and comment. All major expenditures require the approval of the Owner. In addition to the short-term facility needs (i.e. current year), the Capital and Major Maintenance Recommendations Report also provides a long-term list of major maintenance recommendations. (Refer to OP-14 Review and Provision of Infrastructure).

3.1.4 Program Monitoring and Reporting

Maintenance needs for the facility are determined through review of manufacturer's instructions, regulatory requirements, industry standards, and/or client service requirements and are communicated by means of work orders. Additionally, Operations Management conduct a review of the drinking water system's infrastructure to assess its adequacy for the operation and maintenance of the system. (Refer to OP-14 Review and Provision of Infrastructure).

To assist in monitoring the effectiveness of the program, Operations Management reviews backlogs on the completion of the work orders for their cluster(s).

3.2 OCWA's infrastructure maintenance, rehabilitation and renewal program is initially communicated to the Owner through the operating agreement. OCWA's program is communicated to the Owner at quarterly with operations reports and through the results of the Management Review.


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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-15 Rev Date: 2024-04-11 Rev No: 2 Pages: 3 of 3 |
| INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

4. Related Documents

Minutes of Management Review
 Capital and Major Maintenance Recommendations Report
 OP-05 Document and Records Control
 OP-14 Review and Provision of Infrastructure
 Operations Report
 WMS

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 0 | Procedure issued – Information within OP-15 was originally set out in the Main body of OCWA's Operational Plan (last revision # 12 2017-05-26). |
| 2019-05-27 | 1 | Revised as per IA- 2019-05-15 |
| 2024-04-11 | 2 | Added WMS to related documents |
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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-16 Rev Date: 2020-06-10 Rev No: 11 Pages: 1 of 3 |
| SAMPLING, TESTING AND MONITORING | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for sampling, testing and monitoring for process control and finished drinking water quality.

2. Definitions


Challenging Conditions – any existing characteristic of the water source or event-driven fluctuations that impact the operational process as identified and listed under OP-06 Drinking Water System

3. Procedure

- 3.1 All sampling, monitoring and testing is conducted at a minimum in accordance with SDWA O. Reg. 170/03, the facility's Municipal Drinking Water License (MDWL) as well as sampling/testing and monitoring requirements listed within the operating agreement with the owner, MECP orders/inspection reports, etc.
- 3.2 Sampling requirements for the facility are defined in the facility's sampling schedule which is available to operations personnel, at the location(s) noted in OP-05 Document and Records Control. The sampling schedule is maintained by the QEMS Representative and is updated as required.
- 3.3 Samples that are required to be tested by an accredited and licensed laboratory, are collected, handled and submitted according to the directions provided by the licensed laboratory(ies) that conducts the analysis. The laboratory(ies) used for this facility are listed in the Essential/Emergency Service and Supply Contact List (within the Facility Emergency Plan (FEP)).

Electronic and/or hardcopy reports received from the laboratory are maintained as per OP-05 Document and Records Control. Analytical results from laboratory reports are uploaded into OCWA's Process Data Management system (PDM).

- 3.4 Continuous monitoring equipment is used to sample and test for free chlorine residual at the Pumping Station/Re-chlorination Facility. Test results from continuous monitoring equipment are captured by the onsite data logger and are reviewed by a certified operator in accordance with the requirements of SDWA O. Reg. 170/03.
- 3.5 Adverse water quality incidents are responded to and reported as per SOP# ALV-W-04: Reporting Adverse Water Quality (Under SDWA O. Reg. 170/03) located in the Operations Manual.
- 3.6 In-house process control activities are conducted on a regular basis by the certified operator(s) on duty and recorded on the rounds sheets.

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-16 Rev Date: 2020-06-10 Rev No: 11 Pages: 2 of 3 |
| SAMPLING, TESTING AND MONITORING | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

In-house samples are analyzed following approved laboratory procedures. The sampling results are recorded on rounds sheet. The results are entered into PDM. Any required operational process adjustments are recorded in the facility log book.

- 3.7 Additional sampling, testing and monitoring activities related to the facilities/systems most challenging conditions are recorded on the flushing round sheets.
- 3.8 LAWSS and Warwick Distribution System completes upstream sampling, testing and monitoring activities as per regulatory requirements. A communication protocol is in place to ensure that OCWA is notified by LAWSS or Warwick of any changes in the quality of water supplied to the distribution system which may require operational adjustments.
- 3.9 Sampling, testing and monitoring results are readily accessible to the Owner by contacting the QEMS Representative.

At a minimum, Owners are provided with an annual summary of sampling, testing and monitoring results through the SDWA O. Reg. 170/03 Section 11 Annual Report, the Schedule 22 Municipal Summary Report and through the Management Review process outlined in OP-20 Management Review.


In addition, updates regarding sampling, testing and monitoring activities are provided as per the operating agreement, during regular client meetings through the Operations Report.

4. Related Documents

Facility Logbook
 OP-05 Document and Records Control
 OP-06 Drinking Water System
 OP-20 Management Review
 Certificates of Analysis Reports
 Laboratory Chain of Custody Forms
 Annual Report (O. Reg. 170 Section 11)
 Municipal Summary Report (O. Reg. 170 Schedule 22)
 Process Data Management System (PDM)
 Essential/Emergency Service and Supply Contact List (Contacts section of FEP)
 Facility Emergency Plan (FEP) Binder
 SOP# ALV-W-04: Reporting Adverse Water Quality
 Rounds Sheets
 Sampling Schedule

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 9 | Procedure issued, previous revision history can be found in QP-07 Rev. 8 2017-05-26 |
| 2019-05-27 | 10 | Revise as per IA – 2019-05-15 |

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|  | <p align="center">OPERATIONAL PLAN Alvinston Distribution System</p> | <p>QEMS Proc.: OP-16 Rev Date: 2020-06-10 Rev No: 11 Pages: 3 of 3</p> |
| <p>SAMPLING, TESTING AND MONITORING</p> | | |
| <p>Reviewed by: QEMS Representative</p> | | <p>Approved by: Operations Management</p> |

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|------------|----|-------------------|
| 2020-06-10 | 11 | Updated as per IA |
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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-17 Rev Date: 2022-05-31 Rev No: 10 Pages: 1 of 2 |
| MEASUREMENT AND RECORDING EQUIPMENT CALIBRATION AND MAINTENANCE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for the calibration and/or verification and maintenance of measurement and recording equipment at the Alvinston Distribution System.

2. Definitions

None

3. Procedure

- 3.1 All measurement and recording equipment calibration and maintenance activities must be performed by appropriately trained and qualified personnel or by a qualified third-party calibration service provider (refer to OP-13 Essential Supplies and Services).
- 3.2 The Operations Management establishes and maintains a list of measurement and recording devices and associated calibration and/or verification schedules using the automated Work Management System (WMS). When a new device is installed, it is added to the WMS system by Operations Management or designate. The new device is tagged with a unique identification number and the maintenance schedule is set up. Work orders are then automatically generated as per the schedule (refer to OP-15 Infrastructure Maintenance, Rehabilitation and Renewal).

| Type of Instrumentation | Location | WMS ID | Frequency |
|----------------------------|-------------------|------------|-----------|
| Flow Meters | Walnut | 0000164201 | Annually |
| | Booster Discharge | 0000164199 | Annually |
| Chlorine Analyzers | Inlet | 0000118794 | Quarterly |
| | Discharge | 0000164198 | Quarterly |
| | Tower | 0000056437 | Quarterly |
| Portable Chlorine Analyzer | n/a | 0000204617 | Monthly |

- 3.3 Details regarding the results of the calibration and/or verification are recorded within each individual work order generated by the WMS.
- 3.4 Calibration and maintenance activities are carried out in accordance with procedures specified in the manufacturer's manual, instructions specified in WMS or SOP# ALV-W-07: Chlorine Analyzer Verifications and Calibrations.
- 3.5 Standards, reagents and/or chemicals that may be utilized during calibration and/or verification and/or maintenance activities are verified before use to ensure they are not expired. Any expired standards, reagents and/or chemicals are appropriately disposed of and are replaced with new standards, reagents and/or chemicals as applicable.

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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-17 Rev Date: 2022-05-31 Rev No: 10 Pages: 2 of 2 |
| MEASUREMENT AND RECORDING EQUIPMENT CALIBRATION AND MAINTENANCE | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |


- 3.6 Any measurement device which does not meet its specified performance requirements during calibration and/or verification must be removed from service (if practical) until repaired, replaced or successfully calibrated. The failure must be reported to the Operations Management as soon as possible so that immediate measures can be taken to ensure that drinking water quality has not been compromised by the malfunctioning device. Any actions taken as a result of the failure are recorded in the facility logbook. The QEMS Representative ensures that any notifications required by applicable legislation are completed and documented within the specified time period.
- 3.7 Calibration and maintenance records and maintenance/equipment manuals are maintained as per OP-05 Document and Records Control.

4. Related Documents

Facility Logbook
 WMS Records
 Calibration/Maintenance Records
 Maintenance/Equipment Manuals
 OP-05 Document and Records Control
 OP-13 Essential Supplies and Services
 OP-15 Infrastructure Maintenance, Rehabilitation and Renewal
 SOP# ALV-W-07: Chlorine Analyzer Verifications and Calibrations

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 8 | Procedure issued, previous revision history found in QP-08 Rev. 7 2017-05-29. |
| 2019-05-27 | 9 | Revised as per IA – 2019-05-15 |
| 2022-05-31 | 10 | Revised flow meter WMS numbers as they were reversed |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-18 Rev Date: 2025-03-11 Rev No: 11 Pages: 1 of 4 |
| EMERGENCY MANAGEMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for maintaining a state of emergency preparedness at the facility level under OCWA's Emergency Management Program.

2. Definitions

Corporate Emergency Response Plan (ERP) – a corporate-level emergency preparedness plan for responding to and supporting serious (Level 3) operations emergencies

Facility Emergency Plan (FEP) – a facility-level emergency preparedness plan for responding to and recovering from operations emergencies

Operations Management – refers to the General Manager, Senior Operations Manager and/or Operations Manager that directly oversees a facility's operations

3. Procedure


3.1 The Facility Emergency Plan (FEP) is the corporate standard for emergency management at OCWA-operated facilities. The FEP supports the facility-level response to and recovery from Level 1, 2 and 3 events related to water and wastewater operations and directly links to the corporate-level Corporate Emergency Response Plan (CERP) for management of Level 3 events that require corporate support. Operations Management is responsible for establishing a site-specific FEP that meets the corporate standard for this drinking water system.

3.2 OCWA recognizes three levels of events:

Level 1 is an event that can be handled entirely by plant staff and regular contractors. The event and the actions taken to resolve it (and to prevent a reoccurrence, if possible) are then included in regular reporting (both internally and externally). Examples may include response to an operational alarm, first aid incident, small on-site spill, or a process upset that can be easily brought under control.

Level 2 is an event that is more serious and requires immediate notification of others (regulator, owner). Examples may include minor basement flooding, injury to staff that requires medical attention, or a spill that causes or is likely to cause localized, off-site adverse effects. If the event reaches this level, the instructions indicate the need to contact the Safety, Process and Compliance Manager/Regional Hub Manager.

Level 3 is an actual or potential situation that will likely require significant additional resources and/or threatens continued operations. It may require corporate-level support including activation of the OCWA Action Group and opening of an Emergency Operations Centre (EOC) as described in the corporate CERP. Level 3 events usually

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-18 Rev Date: 2025-03-11 Rev No: 11 Pages: 2 of 4 |
| EMERGENCY MANAGEMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

involve intervention from outside organizations (client, emergency responders, Ministry, media, etc.). Examples may include:

- Disruption of service/inability to meet demand;
- Critical injury including loss of life;
- Breach of security that is a threat to public health;
- Intense media attention;
- Community emergency affecting water supply/treatment;
- Declared pandemic; or
- Catastrophic failure that could impact public health or the environment or cause significant property damage.

3.3 Potential emergency situations or service interruptions identified for the Alvinston Distribution System include:

- Unsafe Water
- Spill Response
- Critical Injury
- Critical Shortage of Staff
- Loss of Service
- Security Breach


3.4 The processes for responding to and recovering from each potential emergency situation/service disruption are documented within a site-specific contingency plan (CP). The CPs and related standard operating procedures (SOPs) are contained within the FEP.

3.5 OCWA's training requirements related to the FEP are as follows:

| Training Topic | Training Provider | Type of Training | Frequency | Required For |
|--|--|----------------------|--|---|
| Establishing and maintaining a FEP that meets the corporate standard | Safety, Process and Compliance Manager and/or Corporate Compliance (as required) | On-the-Job Practical | Upon hire and when changes are made to the corporate standard* | PCTs (or others identified by the Operations Management) |
| Contents of the site-specific FEP | Facility Level (coordinated by QEMS Representative) | On-the-Job Practical | Upon hire and when changes to the FEP are made* | All operations personnel with responsibilities for responding to an emergency |

*Note: Changes to the corporate standard or site-specific FEP may only require the change to be communicated to Operations for implementation. Therefore, not all changes will require training.

3.6 At least one CP must be tested each calendar year and each CP must be reviewed at least once in a five-calendar year period. The reviews and tests are recorded on the FEP-01 Contingency Plan Review/Test Summary Form. This record includes the outcomes of the review/test, and identifies any opportunities for improvement and actions taken. A scheduled test of a CP may be regarded as a review of that particular

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-18 Rev Date: 2025-03-11 Rev No: 11 Pages: 3 of 4 |
| EMERGENCY MANAGEMENT | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

CP as long as the outcomes are evaluated using the FEP-01 form. A CP-related response to an actual event may also be considered a review or a test. A review of the incident including lessons learned should be recorded on FEP-01 following the resolution of the actual event, along with any opportunities for improvement/actions identified.


- 3.7 Revisions to the CPs, SOPs and other FEP documents are made (as necessary) following a review, test, actual event or other significant change (e.g., changes in regulatory requirements, corporate policy or operational processes and/or equipment, etc.). Results of the emergency response testing and any opportunities for improvement/actions identified are considered during the Management Review (OP-20).
- 3.8 Roles and responsibilities for emergency management at OCWA-operated facilities are set out in the FEP. Specific roles and responsibilities related to a particular emergency situation or service interruption (including those of the Owner where applicable) are set out in the relevant site-specific CP. A general description of the respective responsibilities of the Owner and the operating authority in the event an emergency occurs is included in the service agreement with the Owner (as required by the *Safe Drinking Water Act*).
- 3.9 Where they exist, any relevant sections of the Municipal Emergency Response Plan (MERP) are included or referenced in the appendices section of the FEP. Measures specified in the MERP are incorporated into CPs where appropriate.
- 3.10 An emergency contact list called The Essential/Emergency Service and Supply Contact List is contained within the FEP and is reviewed/updated at least once per calendar year. An emergency communications protocol is contained within the FEP. Specific notification requirements during emergency situations or service interruptions are set out in the individual CPs and in the ERP.


4. Related Documents

Facility Emergency Plan
 Corporate Emergency Response Plan
 FEP-01 Contingency Plan Review/Test Summary Form
 Training Records
 Municipal Emergency Response Plan (as applicable)
 Essential/Emergency Service and Supply Contact List (Contacts section of FEP)
 OP-20 Management Review
 Summary Table of Action Items

5. Revision History

| Date | Revision # | Reason for Revision |
|------|------------|---------------------|
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|  | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-18 Rev Date: 2025-03-11 Rev No: 11 Pages: 4 of 4 |
| EMERGENCY MANAGEMENT | | |
| Reviewed by: QEMS Representative | | Approved by: Operations Management |
| 2018-04-30 | 9 | Procedure issued, previous revision history can be found in QP-09 Rev. 8 2017-05-29. |
| 2018-05-23 | 10 | Added the Emergency Contact list name in 3.10 as per IA |
| 2025-03-11 | 11 | Procedure updated as follows: Ministry of Environment and Climate Change revised to Ministry, removed watermark. Modified references to Emergency Response Plan to indicate it is now referred to as Corporate Emergency Response Plan (CERP), add Summary Table as per IA OFI 2025-02-13. |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-19 Rev Date: 2025-03-11 Rev No: 12 Pages: 1 of 5 |
| INTERNAL QEMS AUDITS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for conducting internal audits at the facility level that evaluate the conformance of OCWA's Quality & Environmental Management System (QEMS) to the requirements of the Drinking Water Quality Management Standard (DWQMS).

This procedure applies to Internal QEMS Audits conducted at the Alvinston Distribution System for the purpose of meeting the DWQMS requirements for internal audits.

Note: This procedure does not apply to internal compliance audits conducted in accordance with OCWA's Internal Audit Program.

2. Definitions

Audit Team – one or more Internal Auditors conducting an audit

Internal Auditor – an individual selected to conduct an Internal QEMS Audit

Internal QEMS 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

Lead Auditor – Internal Auditor responsible for leading an Audit Team

Non-conformance – non-fulfillment of a DWQMS requirement

Objective Evidence – verifiable information, records or statements of facts. Audit evidence is typically based on interviews, examination of documents, observations of activities and conditions, reviewing results of measurements and tests or other means. Information gathered through interviews should be verified by acquiring supporting information from independent sources


Opportunity for Improvement (OFI) – an observation about the QEMS that may, in the opinion of the Internal Auditor, offer an opportunity to improve the effectiveness of the system or prevent future problems; implementation of an OFI is optional

3. Procedure

3.1 Audit Objectives, Scope and Criteria

3.1.1 In general, the objectives of an internal QEMS audit are:

- To evaluate conformance of the implemented QEMS to the requirements of the DWQMS;
- To identify non-conformances with the documented QEMS; and
- To assess the effectiveness of the QEMS and assist in its continual improvement.

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-19 Rev Date: 2025-03-11 Rev No: 12 Pages: 2 of 5 |
| INTERNAL QEMS AUDITS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

3.1.2 The scope of an internal QEMS audit includes activities and processes related to the QEMS as documented in the Operational Plan.

3.1.3 The criteria covered by an internal QEMS audit include:

- Drinking Water Quality Management Standard (DWQMS)
- Current Operational Plan
- QEMS-related documents and records

3.1.4 The audit scope and criteria may be customized as necessary to focus on a particular process/critical control point and/or any elements of the DWQMS which may warrant specific attention. The results of previous internal and external audits are also considered.

3.2 Audit Frequency

3.2.1 Internal QEMS audits may be scheduled and conducted once every calendar year or may be separated into smaller audit sessions scheduled at various intervals throughout the calendar year. However, all elements of the DWQMS must be audited at least once every calendar year.

3.2.2 The QEMS Representative is responsible for maintaining the internal QEMS audit schedule. The audit schedule may be modified based on previous audit results.


3.3 Internal Auditor Qualifications

3.3.1 Internal QEMS audits shall only be conducted by persons approved by the QEMS Representative and having the following minimum qualifications:

- Internal auditor training or experience in conducting management system audits; and
- Familiarity with the DWQMS requirements.

3.3.2 Internal Auditors that do not meet the qualifications in s.3.3.1 may form part of the Audit Team for training purposes, but cannot act as Lead Auditor.

3.3.3 Internal Auditors must remain objective and, where practical, be independent of the areas/activities being audited. It may not be possible for internal auditors to be fully independent of the activity being audited, but every effort should be made to remove bias and encourage objectivity. Auditors should maintain objectivity throughout the audit process to ensure that the audit findings and conclusions are based only on the audit evidence. Objectivity can be demonstrated by obtaining sufficient appropriate evidence to provide a reasonable basis for the audit findings.

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-19 Rev Date: 2025-03-11 Rev No: 12 Pages: 3 of 5 |
| INTERNAL QEMS AUDITS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

3.4 Audit Preparation


- 3.4.1 Together, the QEMS Representative and the Lead Auditor:
- Establish the audit objectives, scope and criteria;
 - Confirm the audit logistics (locations, dates, expected time and duration of audit activities, any health and safety considerations, availability of key personnel, audit team assignments, etc.).
- 3.4.2 Each Internal Auditor is responsible for:
- Reviewing documentation to prepare for their audit assignments including:
 - the Operational Plan and related procedures;
 - results of previous internal and external QEMS audits;
 - the status and effectiveness of corrective and preventive actions implemented;
 - the results of the management review;
 - the status/consideration of OFIs identified in previous audits; and
 - other relevant documentation.
 - Preparing work documents (e.g., checklists, forms, etc.) for reference purposes and for recording objective evidence collected during the audit

3.5 Conducting the Audit

- 3.5.1 Opening and closing meetings are not required, but may be conducted at the discretion of the QEMS Representative and the Lead Auditor taking into account expectations of Top Management.
- 3.5.2 The Audit Team gathers and records objective evidence by engaging in activities that may include conducting interviews with Operations Management and staff (in person, over the phone and/or through e-mail), observing operational activities and reviewing documents and records.
- 3.5.3 The Audit Team generates the audit findings by evaluating the objective evidence against the audit criteria (s. 3.1.3). In addition to indicating conformance or non-conformance, the audit findings may also lead to the identification of opportunities for improvement (OFIs). The Lead Auditor is responsible for resolving any differences of opinion among Audit Team members with respect to the audit findings and conclusions.

3.6 Reporting the Results

- 3.6.1 The Lead Auditor reviews the audit findings and conclusions with the QEMS Representative and Top Management. Other audit participants may also take part in this review as appropriate. This review may take place in person (e.g., during a closing meeting) or through other means (phone call, email, etc.). Any diverging opinions regarding the audit findings and conclusions should be


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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-19 Rev Date: 2025-03-11 Rev No: 12 Pages: 4 of 5 |
| INTERNAL QEMS AUDITS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

discussed and, if possible, resolved. If not resolved, this should be noted by the Lead Auditor.

- 3.6.2 The Lead Auditor submits a written report and/or completed work documents to the QEMS Representative. The submitted documentation must identify (at a minimum):
- Audit objectives, scope and criteria;
 - Audit Team member(s) and audit participants;
 - Date(s) and location(s) where audit activities were conducted;
 - Audit findings including:
 - Related objective evidence for each element;
 - Any non-conformance identified referencing the requirement that was not met; and
 - OFIs or other observations.
 - Audit conclusions.
- 3.6.3 The QEMS Representative distributes the audit results to Top Management and others as appropriate.
- 3.6.4 The QEMS Representative ensures that results of internal QEMS audits are included as inputs to the Management Review as per OP-20 Management Review.

3.7 Corrective Actions and Opportunities for Improvement (OFIs)

- 3.7.1 Corrective actions are initiated when non-conformances are identified through internal QEMS audits and are documented and monitored as per OP-21 Continual Improvement.
- 3.7.2 OFIs are considered, and preventive actions initiated, documented and monitored as per OP-21 Continual Improvement.
- 3.7.3 The Operations Management (or designate) investigates the need for action to eliminate the root cause(s) so as to prevent the nonconformity from recurring. The investigation may include consultation with the SPC Manager, PCT, RHM, operators and others as appropriate.
- 3.7.4 The Operations Management (or designate) determines the corrective action needed and assigns responsibility and a target date for resolution.
- 3.7.5 The QEMS Representative ensures corrective actions are documented in the Summary of Action Items Table. The QEMS Representative monitors the progress of corrective action(s) and provides status updates to Facility Top Management.
- 3.7.6 The effectiveness of corrective actions is reviewed during subsequent internal QEMS audits. If there is evidence that the action taken was not effective, the

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-19 Rev Date: 2025-03-11 Rev No: 12 Pages: 5 of 5 |
| INTERNAL QEMS AUDITS | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

Regional Hub Manager (or designate) initiates further corrective action and assigns resources as appropriate until the nonconformity is fully resolved.

3.8 Record-Keeping


3.8.1 Internal QEMS audit records are filed by the QEMS Representative and retained as per OP-05 Document and Records Control.

4. Related Documents

Internal Audit Records (checklists, forms, reports, etc.)
 OP-05 Document and Records Control
 OP-20 Management Review
 OP-21 Continual Improvement
 Summary of Action Items Table

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 9 | Procedure issued, previous revision history found in QP-10 Rev. 8 2017-05-29. |
| 2019-05-27 | 10 | Revised as per IA 2019-05-15 |
| 2024-04-12 | 11 | Revised 3.7 with more details |
| 2025-03-11 | 12 | Procedure updated to describe and document how objectivity is maintained when an internal auditor is not fully independent of the activity being audited with additions to 3.3.3, removed watermark as per IA OFI 2025-02-13. |

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|  Ontario Clean Water Agency | OPERATIONAL PLAN Alvinston Distribution System | QEMS Proc.: OP-20 Rev Date: 2023-04-12 Rev No: 10 Pages: 1 of 3 |
| MANAGEMENT REVIEW | | |
| Reviewed by: QEMS Representative | Approved by: Operations Management | |

1. Purpose

To describe the procedure for conducting a Management Review of the Quality & Environmental Management System (QEMS) at the facility level.

2. 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 OCWA's Quality & Environmental Management System (QEMS)

Operations Management – refers to the General Manager, Senior Operations Manager and/or Operations Manager that directly oversees a facility's operations

Top Management – a person, persons or group of people at the highest management level within an operating authority that makes decisions respecting the QMS and recommendations to the owner respecting the subject system or subject systems. OCWA has defined Top Management for the Alvinston Distribution System as:

- Operations Management – Alvinston/SWM Cluster
- Regional Hub Manager – Southwest Region
- Safety, Process & Compliance (SPC) Manager – Southwest Region

3. Procedure

3.1 Top Management ensures that a Management Review is conducted at least once every calendar year.


Management Reviews for more than one drinking water system may be conducted at the same meeting provided the systems belong to the same owner and the considerations listed in section 3.4 below are taken into account for each individual system and documented in the Management Review meeting minutes.

3.2 At a minimum, the QEMS Representative and Operations Management must attend the Management Review meeting. Other members of Top Management may participate though their attendance is optional.

3.3 Other staff may be invited to attend the Management Review meeting or to assist with presenting information or in reviewing the information presented, where they offer additional expertise regarding the subject matter.

3.4 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;

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- e) Internal and third-party audit results (including any preventive actions implemented to address Opportunities for Improvement (OFI) or rationale as to why OFIs were not implemented);
- f) Results of emergency response testing (including any OFIs identified);
- 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 QEMS;
- l) Consumer feedback;
- m) The resources needed to maintain the QEMS;
- n) The results of the infrastructure review;
- o) Operational Plan currency, content and updates;
- p) Staff suggestions; and
- q) Consideration of applicable Best Management Practices (BMPs).

3.5 In relation to standing agenda item q), applicable BMPs, if any, to address drinking water system risks discussed during other agenda items, are identified and documented in the Management Review minutes. Review and possible adoption of applicable BMPs are revisited during subsequent Management Reviews and are incorporated into preventive and/or corrective actions as per OP-21 as appropriate.

3.6 The QEMS Representative coordinates the Management Review and distributes the agenda with identified responsibilities to participants in advance of the Management Review meeting along with any related reference materials.

3.7 The Management Review participants review the data presented and make recommendations and/or initiate action to address identified deficiencies. Actions are documented on the Summary Table of Action Items.


3.8 The QEMS Representative ensures that minutes of and actions resulting from the Management Review meeting are prepared and distributed to the appropriate OCWA Top Management, personnel and the Owner Representative.

3.9 The QEMS Representative monitors the progress and documents the completion of actions resulting from the Management Review by updating the Summary Table of Action Items.

4. Related Documents

Management Review Reference Materials
 Minutes and actions resulting from the Management Review
 OP-21 Continual Improvement
 Summary Table of Action Items

5. Revision History

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| Date | Revision # | Reason for Revision |
|------------|------------|--|
| 2018-04-30 | 8 | Procedure issued, previous revision history is found in QP-11 Rev. 7 2017-05-29 |
| 2019-05-27 | 9 | Updated as per IA 2019-05-15 |
| 2023-04-12 | 10 | Update to reference the Summary Table of Action items in s. 3.7 and 3.9 and list in 4.0 |

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1. Purpose

To describe the procedure for tracking and measuring continual improvement of the Quality & Environmental Management System (QEMS) for the Alvinston Distribution System.

2. Definitions

Continual Improvement - recurring activity to enhance performance (ISO 14001:2014)

Corrective Action – action to eliminate the cause of detected nonconformity of the QMS with the requirements of the DWQMS or other undesirable situation

Non-conformance – the non-fulfilment of a DWQMS requirement

Preventive Action – action to prevent the occurrence of nonconformity of the QMS with the requirements of the DWQMS or other undesirable situation

3. Procedure

3.1 OCWA strives to continually improve the effectiveness of its QEMS for this drinking water system(s) through the identification and implementation of corrective/preventive actions and, as appropriate, through review and consideration of applicable Best Management Practices (BMPs).


3.2 Corrective Actions

3.2.1 Non-conformances may be identified through an internal or external QEMS audit(s) conducted for this drinking water system. They may also be identified as a result of other events such as:

- an incident/emergency;
- community/Owner complaint;
- other reviews; and
- operational checks, inspections or audits.

3.2.2 The QEMS Representative (in consultation with Operations Management and/or the SPC Manager) investigates the need for a corrective action to eliminate the root cause(s) so as to prevent the non-conformance from recurring. The investigation may also include input from the operators and other stakeholders and the consideration of BMPs as appropriate.

3.2.3 The QEMS Representative determines the corrective action needed based on this consultation. The Operations Management (or designate) assigns responsibility and a target date for resolution.

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3.2.4 The QEMS Representative ensures corrective actions are documented using the Summary of Action Items Table. The QEMS Representative monitors the progress of corrective action(s) and provides status updates to Top Management.

3.2.5 The implementation and effectiveness of corrective actions are verified during subsequent internal QEMS audits and are considered during the Management Review. If there is evidence that the action taken was not effective, the Operations Management (or designate) initiates further corrective action and assigns resources as appropriate until the non-conformance is fully resolved.

3.3 Preventive Actions

3.3.1 Potential preventive actions may be identified through an internal or external QEMS audit as Opportunities For Improvement (OFIs), during the Management Review or through other means such as:

- staff/Owner suggestions;
- regulator observations;
- evaluation of incidents/emergency response/tests;
- the analysis of facility/Regional Hub or OCWA-wide data/trends;
- non-conformances identified at other drinking water systems; or
- a result of considering a BMP.


3.3.2 The QEMS Representative (in consultation with Operations Management and/or the SPC Manager) considers whether a preventive action is necessary. The review may also include input from the operators and other stakeholders and the consideration of BMPs as appropriate.

3.3.3 If it is decided that a preventive action is necessary, the QEMS Representative determines the action to be taken based on this consultation and the Operations Management (or designate) assigns responsibility and a target date for implementation.

3.3.4 The implementation of preventive actions are tracked by the QEMS Representative using the Management Review Minutes.

3.3.5 The implementation and effectiveness of preventive actions are verified during subsequent internal QEMS audits and are considered during the Management Review. If there is evidence that the action taken was not effective, the Operations Management (or designate) may consider further preventive actions and assigns resources as appropriate.

3.4 The QEMS Rep. and Operations Management monitor corrective/preventive actions on an ongoing basis and review the status and effectiveness of the actions during

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subsequent Management Review meetings.

3.5 Best Management Practices (BMPs)

3.5.1 The QEMS Representative and/or Operations Management in consultation with the SPC Manager will review and consider applicable internal and/or external BMPs identified by internal and/or external sources as part of the Management Review (OP-20) and in the corrective and preventive action processes described above.

3.5.2 BMPs may include, but are not limited to:

- Facility/Regional Hub practices developed and adopted as a result of changes to legislative or regulatory requirements, trends from audit findings or drinking water system performance trends;
- OCWA-wide BMPs/guidance or recommended actions;
- Drinking water industry based standards/BMPs or recommendations; or
- Those published by the Ministry of the Environment and Climate Change.

3.5.3 At a minimum, applicable BMPs must be reviewed and considered once every 36 months.

4. Related Documents

OP-05 Document and Records Control
 OP-20 Management Review
 Internal Audit Records
 Summary of Action Items Table
 MECP Inspection Reports
 Action and Analysis Plan

5. Revision History

| Date | Revision # | Reason for Revision |
|------------|------------|---|
| 2018-04-30 | 0 | Procedure issued – Some of the information within OP-21 was originally set out in the main body of OCWA's Operational Plan (last revision # 12 2017-05-26) and in QP-10 Internal Audit procedure (last revision #8 2017-05-29). |
| 2019-05-27 | 1 | Updated as per IA 2019-05-15 |
| 2024-04-12 | 2 | Added MECP Inspection Reports and Action and Analysis to related documents. |
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