

# Town of Wasaga Beach OPERATIONAL PLAN

## Wasaga Beach Distribution System



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

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

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

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

**OPERATIONAL PLAN**  
Town of Wasaga Beach

QMS Doc: QMSP-01, 02,  
03  
Rev Date: 2-Feb-2023  
Rev No: 9

**QMSP-01 QUALITY MANAGEMENT SYSTEM (QMS)**  
**QMSP-02 QUALITY MANAGEMENT SYSTEM POLICY**  
**QMSP-03 COMMITMENT & ENDORSEMENT OF QMS, OPERATIONAL PLAN**  
Reviewed by: Water/Sewer Foreman      Approved by: Director of Public Works

**Quality Management System (QMS)**

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

**Quality Management System Policy**

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

**Commitment & Endorsement of QMS & Operational Plan**

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

**Operating Authority Endorsement Approval**

  
 Director of Public Works  
 Kevin Lalonde

FCB / 2.3

Date

**Owner Endorsement & Approval**

  
 Brian Smith

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Date


  
 Andrew McN:

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**Revision History**

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

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-04 Rev Date: 7-Jan-25 Rev No.: 6
<b>QMSP-04 QUALITY MANAGEMENT SYSTEM REPRESENTATIVE</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**1. Purpose**

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

**2. Scope**

None

**3. Responsibility**

All personnel

**4. Definitions**

None

**5. Procedure**

The Water & Wastewater Supervisor is appointed as QMS Representative and can call upon other Public Works staff to fulfill some duties as QMS Representative. The QMS Representative is appointed by Top Management.


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

**5.2** The QMS Representative is responsible for:


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

**6. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
5-Oct-2010	1	Remove specific names of staff
4-Jul-2011	2	Remove “Acting” Director of Public Works
30-Dec-2014	3	Amendments per OFI
10-Dec-2018	4	DWQMS 2.0 Updates
4-Dec-2020	5	Reformat Document
7-Jan-2025	6	Change of Title (Foreman to Supervisor)

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-05 Rev Date: 3-12-25 Rev No.: 9
<b>QMSP-05 DOCUMENTS AND RECORDS CONTROL</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		


1.     **Purpose**  
To describe the procedures for ensuring the QMS documents are kept current and for ensuring QMS documents and records are kept legible, readily identifiable, retrievable, stored, protected, retained and disposed of.
  
2.     **Scope**  
Applies to all QMS Document and QMS Records pertaining to the Town of Wasaga Beach Distribution System as identified in this procedure.
  
3.     **Responsibility**  
All personnel
  
4.     **Definitions**  
None
  
5.     **Procedure**
  - 5.1    Documents and records required by the Town of Wasaga Beach Distribution System QMS are listed in Table 1.
  
  - 5.2    All internally developed QMS documents are generated electronically to ensure legibility and are identified with a title, issue date, page numbering. QMS records are generated electronically whenever possible. Handwritten records must be legible and permanently rendered in ink or non-erasable marker.
  
  - 5.3    Additional controls for QMS Procedures within the Operational Plan are used to ensure appropriate review and approval. These include the use of authorized approval, alpha-numeric procedure code, issue date, revision number and revision history.  
  
Authorized personnel for review and approval of QMS Procedures for the Town of Wasaga Beach are:  
Review: Operations Manager and/or Water & Wastewater Supervisor  
Approval: Director of Public Works
  
  - 5.4    All QMS Documents and Records are stored at the Public Works building. The secure access of the building ensures appropriate protection and prevents unauthorized use and access, damage, deterioration or loss of QMS documents and records. Copies of QMS documents and records located outside of the Public Works building are considered uncontrolled.
  
  - 5.5    The electronic version of the Operational Plan is password protected and is located on a secure off-site server located at Town Hall.

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-05 Rev Date: 3-12-25 Rev No.: 9
<b>QMSP-05 DOCUMENTS AND RECORDS CONTROL</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

- 5.6** The latest version of forms and procedures is maintained by the Water & Wastewater Supervisor. The QMS Representative ensures that any changes made to QMS documents are communicated to relevant personnel and coordinates related training(as required).
- 5.7** When a QMS document is superseded, the hardcopy of the document is removed from its location by the QMS Representative and disposed of. The new electronic version of the QMS document replaces the previous one.
- 5.8** The authorized method for disposal of documents and records after the specified retention requirements have been met is shredding.
- 5.9** All QMS documents and records are retained in accordance with applicable regulations and legal instruments made under the Safe Drinking Water Act (SDWA). The Wasaga Beach Records Management Policy also applies. The minimum retention time for the Wasaga Beach Distribution System records is per the Wasaga Beach Records Management Policy.
- 5.10** QMS documents and records are arbitrarily checked for evidence of control during each internal audit as per QMSP – Element 19 Internal QMS Audits.
- 5.11** Any revisions/reformatting of the Operational Plan will be crossed referenced with the previous version to identify any information that may be inadvertently removed during these processes.
- 6.** Related Documents  
QMSP – Element 19 Internal QMS Audits  
Wasaga Beach Records Management Policy


**7. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
5-Oct-2010	1	Procedure Revised
4-July-2011	2	Procedure Revised
18-Aug-2011	3	Procedure Revised
20-Mar-2013	4	Update Purchasing Policy # Document titles to DWQMS Element #
10-Dec-2018	5	DWQMS 2.0
4-Dec-2020	6	Document reformatted
7-Jan-2025	7	Change of Title (Foreman to Supervisor) Change from Diary to eRis
23-Apr-2025	8	Added 5.11 revisions/reformatting
3-Dec-2025	9	Indicate where the Documents are stored


	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-05 Rev Date: 3-12-25 Rev No.: 9
<b>QMSP-05 DOCUMENTS AND RECORDS CONTROL</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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

<b>Internal QMS document</b>
Operational Plan for the Wasaga Beach Distribution System RMS>E>E08>DWQMS> Operational Plan (Password Protected)
Operational Plan for the Wasaga Beach Well Supply System RMS>E>E08>DWQMS>OCWA
Water Distribution Procedure Manual RMS>A>A09>Water>Standard Operating Procedure
Confined space and rescue procedures A09>Water>Standard Operating Procedures >Confined Space Entry
Forms RMS>E>E08>Forms
Water and Sewage Annual Capacity Assessment Report RMS>E>E09>Water Reports
<b>External QMS Document</b>
MECP Annual Inspection Report RMS>E>E08>Water Reports
Municipal Drinking Water License, Drinking Water Works Permit, Permits to Take Water (2) – RWS>E>E08>DWQMS>License and Permits
Town of Wasaga Beach – All Risk Emergency Plan (located in Emergency OperationsCentre) RMS>E>E08>DWQMS>Emergency Response Plan
Maps Simcoe County GIS Mapping
Collective agreement T>Departments>PW>RMS-PW-H07
Wasaga Beach Records Management Policy RMS>A>A10
Purchasing Policy – By-law #2012-96 (as amended) RMS>C>C01
Current Legislation/Regulations E-law’s Website – <a href="http://www.e-laws.gov.on.ca">www.e-laws.gov.on.ca</a>

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Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

QMS Records
Field Diaries – Electronic Information System - eRis
Completed Customer Complaints Work Orders CityWide
Verification/Calibration Records RMS>E>E13>Handheld Calibration Records of internal communication such as memos Outlook
Records of QMS audits, corrective actions, minutes of management review RMS>E>E08>DWQMS
List of personnel and certification and training records Departments>Water>Staff Training
Continual Improvement Summary and Review Table RMS>E>E08>DWQMS>Operational Plan Wasaga Beach Continual Improvement

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-06 Rev Date: 7-Jan-25 Rev No.: 11
<b>QMSP-06 DRINKING WATER SYSTEM</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**1. Purpose**

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

**2. Scope**

None

**3. Responsibility**

All Personnel

**4. Definitions**

None

**5. Procedure**

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

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

**5.3 Wasaga Beach Distribution System**


As of August 31, 2024, the main characteristics of the Water Distribution Systems are as follows:

- Length in mains: 212.7 km
- Number of services connected: 13,765
- Number of fire hydrants: 1314
- Number of valves: 1564

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

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


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

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-06 Rev Date: 7-Jan-25 Rev No.: 11
<b>QMSP-06 DRINKING WATER SYSTEM</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

## 6. Revision History

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
5-Oct-2010	1	Minor amendments to remove specific Names of management staff
4-Jul-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Amendments as per recommendations of the QMS Audit. Rename Documents titles to Correspond with DWQMS Elements
15-Jan-2016	5	Various amendments as per minor non-Conformance and OFI from External Audit
10-Dec-2020	6	DWQMS 2.0 revisions
4-Dec-2020	7	Reformat document
17-Dec-2020	8	Update Servicing Summary
25-Feb-2022	9	Update Servicing Map
26-Sep-2024	10	Remove 5.4 Well Supply – OCWA
7-Jan-2025	11	Update Servicing Summary
		Update Servicing Map
		Change of Title (Foreman to Supervisor)



	<b>OPERATIONAL PLAN</b> <b>Town of Wasaga Beach</b>	QMS Doc: QMSP-07 Rev Date: 7-Jan-25 Rev No.: 13
<b>QMSP-07 RISK ASSESSMENT</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**1. Purpose**

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

**2. Scope**

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

**3. Responsibility**

Director of Public Works

**4. Definitions**

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

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

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


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

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

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

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

Likelihood – the probability of a hazard or hazardous event occurring

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

Detectability – the ability to detect a hazardous event

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


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

## **5. Procedure**

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

**5.2** The assessment is performed as follows:

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

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<b>QMSP-07 RISK ASSESSMENT</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**Table 2: Risk Assessment of Hazardous Events**

▪ **Likelihood**


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

▪ **Consequence**

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

▪ **Detectability**

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

	<b>OPERATIONAL PLAN</b> <b>Town of Wasaga Beach</b>	QMS Doc: QMSP-07 Rev Date: 7-Jan-25 Rev No.: 13
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Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		


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

- Review the hazardous events and rankings documented in Summary of Risk Assessment Outcomes table and identify any activity/process step as CCP if all of the following criteria are met:
  - ✓ The associated hazardous event has a ranking of 9 or higher
  - ✓ The associated hazardous event is reduced to an acceptable level through control measure(s)
  - ✓ Operation of the control measures can be monitored, and corrective actions can be applied in a timely fashion
  - ✓ Specific control limits can be established for the control measure(s)
  - ✓ Failure of the control measures would lead to immediate notification of Medical Officer of Health (MOH) or Ministry of the Environment (MECP) or both
- If applicable, list identified CCPs in a CCP Table. Set related critical control limits (e.g., limits for turbidity, chlorine residual, temperature, and pH) for each CCP as appropriate.
- If applicable, ensure procedures have been developed and implemented to monitor the critical control limits and respond to, report and record deviations from the critical control limits. List these procedures in the CCP Table.

**5.3** The information recorded in the Summary of Risk Assessment Outcomes is reviewed at least once every calendar year as part of the Management Review process and includes verification of the currency of the information and the validity of the assumptions used in the risk assessment.

**5.4** The Director of Public Works ensures that a risk assessment is conducted and documented at least once every thirty-six months.

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020	██████████	Director of Public Works
26-February 2021	██████████	Director of Public Works
10-May-2022	██████████	Director of Public Works
10-September-2024	██████████	Director of Public Works
17-September-2025	██████████	Director of Public Works

	<b>OPERATIONAL PLAN</b> <b>Town of Wasaga Beach</b>	QMS Doc: QMSP-07 Rev Date: 7-Jan-25 Rev No.: 13
<b>QMSP-07 RISK ASSESSMENT</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**6. Related Documents**

Summary of Risk Assessment Outcomes

**7. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
05-Oct-2010	1	Amended to remove specific management staff names
04-Jul-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit Report
18-Jan-2013	4	Various amendments as per Minor non conformance and OFI from external audit
20-Mar-2013	5	Document titles to DWQMS Elements
1-Mar-2016	6	Table 1 – Reviewed
10-Dec-2018	7	DWQMS 2.0 Revision Update Risk Assessment Outcomes
25-Feb-2020	8	Added Table for Yearly Review
4-Dec-2020	9	Reformat document
17-Dec-2020	10	Updated Risks to include the Pandemic Added Risk Assessment Review Table
26-Feb-2021	11	Named Table “2”
10-Sep-2024	12	Reviewed
7-Jan-2025	13	Change of Title (Foreman to Supervisor)



**OPERATIONAL PLAN**  
Town of Wasaga Beach

QMS Doc: QMSP-08  
Rev Date: 3-Dec-25  
No.: 9

**QMSP-08 RISK ASSESSMENT OUTCOMES**

Reviewed by: Water & Wastewater Supervisor Approved by: Director of Public Works

**Table 3: Risk Assessment Outcomes**

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



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**QMSP-08 RISK ASSESSMENT OUTCOMES**

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



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



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All systems	Chemical spill impacting source water	Contamination Chemical	Investigate	1	4	1	6	N	Online Analyzers and Alarms	High & Low alarms on monitors	Isolate Flushing Resample	
All systems	Terrorist & vandalism actions	Contamination Physical Biological Chemical	None	1	4	3	8	N	N/A	N/A	Isolate Flush Sample	
Distribution Systems	Sustained pressure loss	Contamination Physical Biological	Investigate	1	4	2	7	N	SCADA Low Pressure Alarms		Isolate and investigate	
Treatment Systems & Distribution Systems providing secondary disinfection	Failure of equipment or process associated with secondary disinfection	Contamination Physical Biological	Preventative Maintenance	2	3	3	8	N	N/A	N/A	Isolate Investigate Flush	
All systems	Cyber Threats	Physical/Data	IT Security Control	2	1	4	7	N	Hourly Backups sent offsite nightly Back Up Server Firewalls Virus Protection	N/A	Isolate Recovery	Co-ordinated through CITO



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Reviewed by: Water & Wastewater Supervisor Approved by: Director of Public Works

**Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
10-Dec-2018	1	DWQMS 2.0 updates
25-Feb-2020	2	Critical Control Limits revised for Watermain Break
4-Dec-2020	3	Reformat Document
17-Dec-2020	4	Update Risks to include Pandemic
26-Feb-2021	5	Reclassify Watermain under CCP
10-May-22	6	Addition of Cyber Hazardous Event Change Watermain Break SOP to 4100 Residual Analyzer at WTD not WWTP
10-Sep-2024	7	Water Supply Shortfall – Add 20 psi as well as 140 Kpa
7-Jan-2025	8	Added a Hazardous Event – Staff Shortage Due to Illness or Injury
3-Dec-2025	9	Change of Title (Foreman to Supervisor) Update Critical Control Point for Cyber Threats



**OPERATIONAL PLAN**  
Town of Wasaga Beach

QMS Doc: QMSP-09  
Rev Date: 3-Dec-25  
Rev No.: 11

**QMSP-09**

**ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES**

Reviewed by: Water & Wastewater Supervisor

Approved by: Director of Public Works

**1. Purpose**

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

**2. Scope**

**3. Responsibility**

**4. Definitions**

**5. Procedure**

**5.1 Owner and Operating Authority**

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

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



**OPERATIONAL PLAN**  
Town of Wasaga Beach

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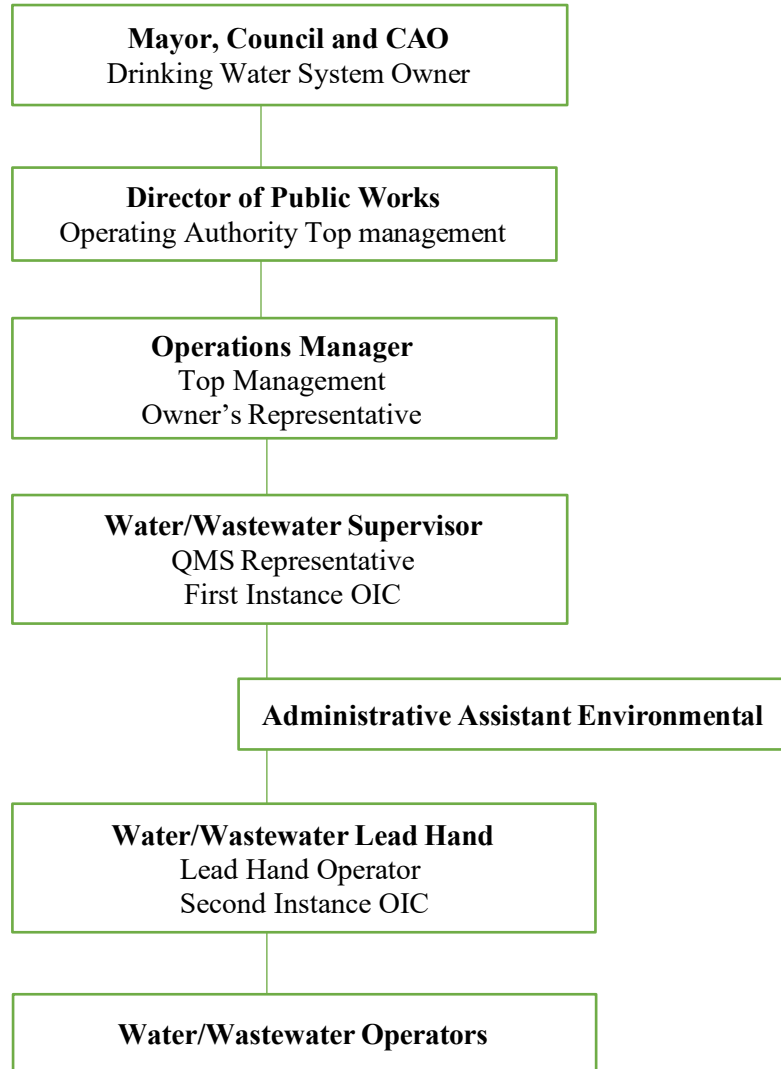
**QMSP-09**  
**ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES**


Reviewed by: Water & Wastewater Supervisor

Approved by: Director of Public Works

**5.2 Organizational Structure**

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



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<b>QMSP-09</b> <b>ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES &amp; AUTHORITIES</b>		
Reviewed by: Water & Wastewater Supervisor		Approved by: Director of Public Works

For the Wasaga Beach Distribution System, the QMS Representative is also the Water & Wastewater Supervisor. He is also the QMS implementation lead.

### **5.3 QMS Roles, Responsibilities and Authorities**

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

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



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**QMSP-09**  
**ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES**

Reviewed by: Water & Wastewater Supervisor

Approved by: Director of Public Works

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



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Reviewed by: Water & Wastewater Supervisor

Approved by: Director of Public Works

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



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**QMSP-09**


**ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES & AUTHORITIES**

Reviewed by: Water & Wastewater Supervisor

Approved by: Director of Public Works

**6. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
5-Oct-2010	1	Minor amendments to remove specific names of management staff
4-Jul-2011	2	Remove “Acting” Director of Public Works
20-Mar-2013	3	Rename document titles to correspond with Elements
30-Dec-2014	4	Upgrade owner endorsement of Mayor & the Emergency contact list
25-Nov-2016	5	Updates to the description of the Director of PW
10-Dec-2018	6	DWQMS 2.0 revisions
4-Dec-2020	7	Reformat document
26-Feb-2021	8	Delineate Owner from Operating Authority Name Chart – Table 4
7-Jan-2025	9	Change Title (Foreman to Supervisor)
22-Jan-2025	10	Insert Lead Hand Operator Roles & Responsibilities
3-Dec-2025	11	Include The CAO to the Drinking Water System Owner


	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-10 Rev Date: 22-Jan-25 Rev No.: 9
<b>QMSP-10 COMPETENCIES</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**Required competencies**

Under SDWA, 2002 the regulation O. Reg. 128/04 outlines the requirement for the certification of Water Treatment and Water Distribution Operators. The competencies required for personnel whose work directly affects drinking water quality are presented below:

**Table 5: Required Competencies**

Position	Required Competencies	Desired Competencies
<b>Water &amp; Wastewater Supervisor</b>	<input type="checkbox"/> Class 2 Water Distribution & Supply Certification <input type="checkbox"/> Valid driving license <input type="checkbox"/> Training on the Town of Wasaga Beach’s QMS & DWQMS 2.0 <input type="checkbox"/> Training & experience in operating the distribution system and performing/planning maintenance activities	<input type="checkbox"/> Class 3 Water Distribution & Supply Certification <input type="checkbox"/> First aid/CPR
<b>Lead Hand Operator</b>	<input type="checkbox"/> Class 1 or 2 certification <input type="checkbox"/> Valid driving license <input type="checkbox"/> Training on the Town of Wasaga Beach’s QMS & DWQMS 2.0 <input type="checkbox"/> Training & experience in operating the distribution system & performing/planning maintenance activities	<input type="checkbox"/> Class 2 Water Distribution & Supply Certification <input type="checkbox"/> First aid/CPR <input type="checkbox"/> DZ License
<b>Operators</b>	<input type="checkbox"/> Class 1 or 2 certification or OIT with OIC supervision <input type="checkbox"/> Valid driving license <input type="checkbox"/> Training on the Town of Wasaga Beach’s QMS & DWQMS 2.0 <input type="checkbox"/> Training & experience in operating the distribution system & performing/planning maintenance activities	<input type="checkbox"/> Class 2 Water Distribution & Supply Certification <input type="checkbox"/> First aid/CPR <input type="checkbox"/> DZ License

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-10 Rev Date: 22-Jan-25 Rev No.: 9
<b>QMSP-10 COMPETENCIES</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		


Activities to develop and maintain these competencies:

Every year the Water & Wastewater Supervisor plans for the training that staff must take to keep their certification requirements current, and monitors certification expiry dates. Records of all training and CEUs are kept by the Public Works Administrative Assistant.

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


### Revision History

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
5-Oct-2010	1	Minor amendments to remove specific names of management
4-Jul-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Minor amendments as per recommendation from the Internal QMS Report
20-Mar-2013	4	Various amendments as per recommendations of the QMS Audit
10-Dec-2018	5	DWQMS 2.0 revisions
4-Dec-2020	6	Reformat document
26-Feb-2021	7	Rename chart as Table 5 Eliminate positions that are not performing duties affecting the drinking water quality
7-Jan-2025	8	Change of Title (Foreman to Supervisor)
22-Jan-2025	9	Addition of Lead Hand Operator

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-11 Rev Date: 7-Jan-25 Rev No.: 10
<b>QMSP-11 PERSONNEL COVERAGE</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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

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


	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-11 Rev Date: 7-Jan-25 Rev No.: 10
<b>QMSP-11 PERSONNEL COVERAGE</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**6. Related Documents**


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

**7. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
05-Oct-2010	1	Minor amendments to remove specific names of management
04-July-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Minor amendments as per recommendations from the Internal QMS Report
20-Mar-2013	4	Various amendments as per the QMS Audit
15-Jan-2016	5	Document Titles to DWQMS Element Procedure revised due to OFI External Audit (SAI)
10-Dec-2018	6	DWQMS 2.0 Revision
4-Dec-2020	7	Reformat document
26-Feb-2021	8	Related Documents, named Table #7
28-Feb-2022	9	Change in shift coverage
7-Jan-2025	10	Change of Title (Foreman to Supervisor)

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-12 Rev Date: 7-Jan-25 Rev No.: 13
<b>QMSP-12 COMMUNICATIONS</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

1.     **Purpose**  
To describe the procedures for QMS-related communications between the Town of Wasaga Beach Public Works Top Management and staff, the owner, suppliers and the public.
  
2.     **Scope**  
Applies to the Town of Wasaga Beach Public Works internal and external communications regarding the QMS.
  
3.     **Responsibility**  
All personnel
  
4.     **Definitions**  
None
  
5.     **Procedure**  
The QMS Representative shall facilitate required communication between Top Management and Council, department personnel, suppliers, and the public in the following ways:
  - a.     **Top Management and Council**
    - Formal communication is achieved through preparing and submitting Staff Reports to Council on a regular and as-needed basis.
    - Informal communication occurs between the Director of Public Works and Council at regular Committee or Council meetings and through personal correspondence.
  - b.     **Top Management and Operating Authority personnel**
    - The Drinking Water QMS Policy is posted at the Public Works office.
    - Management and staff meet regularly through Department Meetings, and Manager/Staff, Manager/Supervisor, and Supervisor/Staff Meetings.
    - Relevant QMS information is delivered through staff meetings and awareness training.
    - Informal communication occurs on an as-needed basis through emails, written memos, phone calls, bulletin boards, informal meetings, etc.
    - Managers and staff can communicate in the form of non-conformance reports and opportunities for improvement, corrective and preventive actions, and document change requests.
  - c.     **Top Management Rep, QMS Rep and Suppliers**
    - Regular meetings (pre-construction, progress, etc.)
    - Informal ‘field’ communications (inspectors and other Town staff)


	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-12 Rev Date: 7-Jan-25 Rev No.: 13
<b>QMSP-12 COMMUNICATIONS</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

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

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020	██████████	Director of Public Works
26-February-2021	██████████	Director of Public Works
10-May-2022	██████████	Director of Public Works
11-SepSeptmeber-2023	██████████	Director of Public Works
10-September-2024	██████████	Director of Public Works
17-September-2025	██████████	Director of Public Works


**6. Related Documents**

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


	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-12 Rev Date: 7-Jan-25 Rev No.: 13
<b>QMSP-12 COMMUNICATIONS</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

## 7. Revision History

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
05-Oct-2010	1	Minor amendments to remove specific names of management
04-Jul-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Minor amendments as per recommendations from the Internal QMS Report
20-Mar-2013	4	Document titles to DWQMS Element, various amendments as per recommendations of the QMS Audit
15-Jan-2016	5	Procedure revised due to OFI External Audit
25-Feb-2020	6	Added Table for Yearly Review
4-Dec-2020	7	Reformat document
17-Dec-2020	8	Added Management Review Table
26-Feb-2021	9	Change all references of Essential Suppliers & Services
10-May-2022	10	Remove The Wasaga Sun
11-Sep-2023	11	Update where the posted copy is b. Public Works Office Change Top Management to Top Management Rep and QMS Rep
10-Sep-2024	12	Insert Reviewed Table Reviewed
7-Jan-2025	13	Change of Title (Foreman to Supervisor)

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-13 Rev Date: 3-Dec-25 Rev No.: 17
<b>QMSP-13 ESSENTIAL SUPPLIES AND SERVICES</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

1. **Purpose**  
To describe the procedures for procurement and for ensuring the quality of suppliers of essential supplies and services.
2. **Scope**  
Applies to suppliers of essential supplies and services identified in this procedure.
3. **Responsibility**  
Director of Public Works  
Operations Manager  
Water & Wastewater Supervisor  
Operators
4. **Definitions**  
Suppliers of Essential Supplies and Services – supplies and services deemed to be critical to the delivery of safe drinking water
5. **Procedure**
  - 5.1 Suppliers of essential supplies and services are listed in Table 6 of this procedure. The table consists of contacts that are utilized for typical parts supply and operation of the Distribution System, but also includes the contacts utilized during emergency repairs where universal supplies of parts and pieces cannot be found in the Town’s material stores supplies.  
  
Efforts are made to ensure that adequate stock is available on hand; however, in some instances parts may not be within tolerances and subsequently require more universal or specialty parts and pieces.  
  
The list is reviewed and updated as required and at least once every calendar year by the Director of Public Works.
  - 5.2 Purchasing is conducted in accordance with the Town of Wasaga Beach Purchasing Policy.
  - 5.3 Essential suppliers are made aware of the Wasaga Beach Distribution System QMS Policy, by signing the “Suppliers and Contractors Acknowledgement” form, and other QMS-related information as needed.
  - 5.4 Where applicable, supplies must meet AWWA and ANSI standards. Upon receipt all material is inspected for quality standards and the packing slip signed by an Operator to indicate inspection has been completed.  
  
The quality of service of OCWA as the operating authority for the Well Supply System and provider of other services (including calibration of Public Works colorimeters, provision of disinfectant, and responsibility of ORO for the Distribution system) is governed by the Quality Management System described in the “Operational Plan for the Wasaga Beach Well Supply System”.
6. **Related Documents**  
Procurement Policy – By-law #2012-96, as amended  
Operational Plan for the Wasaga Beach Well Supply System  
Acknowledgement for Suppliers & Contractors  
Engineering Standards Appendix G

	<b>OPERATIONAL PLAN</b> <b>Town of Wasaga Beach</b>	QMS Doc: QMSP-13 Rev Date: 3-Dec-25 Rev No.: 17
<b>QMSP-13 ESSENTIAL SUPPLIES AND SERVICES</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020	██████████	Director of Public Works
26-February-2021	██████████	Director of Public Works
10-May-2022	██████████	Director of Public Works
11-September-2023	██████████	Director of Public Works
10-September-2024	██████████	Director of Public Works
17-September-2025	██████████	Director of Public Works

**7. Revision History**

Date	Revision #	Reason for Revision
26-Apr-2010	1	CGSB Audit Ref #271 Revision to Table 1 (Supply and or Service)
04-Jul-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations of the Internal QMS Audit Report
20-Mar-2013	4	Various amendments as per on OFI Update Purchasing Policy Number
15-Jan-2016	5	Document titles to DWQMS Element Numbers Procedure revised due to OFI External Audit (SAI GLOBAL)
25-Nov-2016	6	Update Suppliers List
15-Jan-2018	7	Updated Suppliers List
10-Dec-2018	8	Updated Related Documents
4-Dec-2020	9	DWQMS 2.0 Revisions
17-Dec-2020	10	Reformat document
26-Feb-2021	11	Updated Suppliers List
		Name Table 6
		Change all references of Essential Suppliers & Services to Suppliers of Essential Supplies and Services
10-May-2022	12	Added Engineering Standards
11-Sep-2023	13	Added Curb Stops to Table 6
		Update Suppliers List Table 6
		Insert Review Table
10-Sep-2024	14	Review table
7-Jan-2025	15	Changes to suppliers
17-Sep-2025	16	Change of Title (Foreman to Supervisor)
3-Dec-2025	17	Update 5.4 / Third Party Excavators added
		Update 5.4 to include the after-hours service



**OPERATIONAL PLAN**  
Town of Wasaga Beach


QMS Doc: QMSP-13  
Rev Date: 3-Dec-25  
Rev No.: 17

**QMSP-13 ESSENTIAL SUPPLIES AND SERVICES**

Reviewed by: Water & Wastewater Supervisor Approved by: Director of Public Works

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

Supply and/or Service	Supplier	Contact	Phone number
<ul style="list-style-type: none"> <li>Watermain Valves</li> <li>Clamps and Sleeves</li> <li>Watermain Pipe</li> <li>Couplings</li> <li>Water Meters</li> <li>Fittings</li> <li>Saddles</li> <li>Hydrants</li> <li>Curb Stops</li> </ul>	<b>Wamco</b> <b>Crowle</b> <b>Nepsco</b> <b>Wolseley</b> <b>Pique Supply Co.</b> <b>Iconix</b> <b>Megatite</b>		705-721-3535 905-793-222 705-429-0424 416-575-7954 705-985-3425 705-722-6199 519-240-2996
<ul style="list-style-type: none"> <li>Operation of the Well Supply System and elevated tanks</li> <li>Production of potable water</li> <li>Disinfectant (for Public Works use)</li> <li>Calibration of the colorimeters (for Public Works use)</li> <li>Responsibility of ORO (Overall Responsible Operator) for the Distribution System</li> </ul>	<b>Ontario Clean Water Agency</b>	Operations Manager	705-429 2525
<ul style="list-style-type: none"> <li>Localized Construction</li> <li>Dewatering during repairs due to High Water Table</li> </ul>	<b>Joe Donato Construction</b> <b>Robert Boyce Enterprises</b>		705-429-3121 705-429-8708
<ul style="list-style-type: none"> <li>Chlorine colorimeters</li> <li>Free and Total DPD Reagents</li> </ul>	<b>HACH</b>	Sales Desk	1-800-665-7635
<ul style="list-style-type: none"> <li>Third Party Excavator's</li> </ul>	<b>B&amp;J Construction</b> <b>JB Enterprises</b> <b>Sto-Con</b>		705-817-0145 705-627-7450
<ul style="list-style-type: none"> <li>After Hours Answering Service</li> </ul>	<b>Extend Communications</b>		1-888-851-7870

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-14 Rev Date: 7-Jan-25 Rev No.: 9
<b>QMSP-14 REVIEW AND PROVISION OF INFRASTRUCTURE</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

**1. Purpose**

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

**2. Scope**

Applies to the Town of Wasaga Beach Distribution System.

**3. Responsibility**

Director of Public Works

**4. Definitions**

None

**5. Procedure**

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

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

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


**6. Related Documents**

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

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020		Director of Public Works
26-February-2021		Director of Public Works
10-May-2022		Director of Public Works
11-September-2023		Director of Public Works
10-September-2024		Director of Public Works
17-September-2025		Director of Public Works

**7. Revision History**

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendments to remove specific names of management staff
04-Jul-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Procedure revised Document Titles to DWQMS Element Numbers
10-Dec-2018	5	DWQMS 2.0 Revisions
4-Dec-2020	6	Reformat document
10-May-2022	7	Remove “The Report is communicated to the Owner through PW Comm and adopted through council
10-Sep-2024	8	Reviewed
7-Jan-2025	9	Change of Title (Foreman to Supervisor)

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-15 Rev Date: 7-Jan-25 Rev No.: 6
<b>QMSP-15</b> <b>INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

The Water & Wastewater Supervisor maintains a program of scheduled activities and maintenance of infrastructure for the Distribution System.


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

A summary of the Distribution System activities is outlined below:

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


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

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020		Director of Public Works
26-February-2021		Director of Public Works
10-May-2022		Director of Public Works
11-September-2023		Director of Public Works
10-September-2024		Director of Public Works
17-September-2025		Director of Public Works

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-15 Rev Date: 7-Jan-25 Rev No.: 6
<b>QMSP-15</b> <b>INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

**Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
10-Dec-2018	1	DWQMS 2.0 revisions
4-Dec-2020	2	Reformat document
11-Sep-2023	3	Add swabbing to the list of activities
		Insert Reviewed Table
2-Jan-2024	4	Added g. utilization of eRIS
10-Sep-2024	5	Reviewed
7-Jan-2025	6	Change of Title (Foreman to Supervisor)

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-16 Rev Date: 3-Dec-25 Rev No.: 10
<b>QMSP-16 SAMPLING, TESTING &amp; MONITORING</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**1. Purpose**

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

**2. Scope**

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

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

**3. Responsibility**


Water & Wastewater Supervisor  
Operators

**4. Definitions**

None

**5. Procedure**

- 5.1** After main or service connection repairs, and as part of the flushing program and/or upon request from client, operators test the water for chlorine residual. The procedure for chlorine residual testing is contained in the Water Distribution Procedure Manual.
- 5.2** In case of an identified adverse condition (chlorine residual less than 0.05 mg/L), reporting must follow the requirements of SDWA O. Reg. 170/03. The procedure for reporting adverse water quality is contained in the Water Distribution Procedure Manual. Public Works staff would act in conjunction with OCWA. Flushing and testing would be performed until the chlorine residual reaches an acceptable value.
- 5.3** Upon request from clients, operators test the static pressure on the distribution system. The procedure for static pressure testing is contained in the Water Distribution Procedure Manual.
- 5.4** All testing is recorded, reviewed and discussed at the Management Review Meeting.
- 5.5** Operator observations during operations and maintenance includes free chlorine, colour, odour and pressure. Observations are to be logged into eRIS and City Wide.

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-16 Rev Date: 3-Dec-25 Rev No.: 10
<b>QMSP-16 SAMPLING, TESTING &amp; MONITORING</b>		
Reviewed by: Water & Wastewater Supervisor      Approved by: Director of Public Works		

**6. Related Documents**

Operational Plan for the Wasaga Beach Well Supply System  
Water Distribution Procedure Manual  
Field Diaries  
City Wide  
eRIS

**7. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
05-Oct-2010	1	Minor amendment to remove specific names of management staff
04-Jul-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
02-Feb-2012	4	Procedure revised
20-Mar-2013	5	Document Title to DWQMS Element Numbers Various amendments as per recommendations of the QMS Audit
10-Dec-2018	6	DWQMS 2.0 Revisions
4-Dec-2020	7	Reformat document
2-Jan-2024	8	5.5 Operator Observations
7-Jan-2025	9	Change of Title (Foreman to Supervisor)
3-Dec-2025	10	Add eRIS to Related Documents

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-17 Rev Date: 7-Jan-25 Rev No.:8
<b>QMSP-17</b> <b>MEASUREMENT &amp; RECORDING EQUIPEMNT CALIBRATION &amp; MAINTENANCE</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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



**OPERATIONAL PLAN**  
Town of Wasaga Beach

QMS Doc: QMSP-17  
Rev Date: 7-Jan-25  
Rev No.:8

**QMSP-17**  
**MEASUREMENT & RECORDING EQUIPEMNT CALIBRATION & MAINTENANCE**

Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works

**7. Revision History**

<b>Date</b>	<b>Revision #</b>	<b>Reason for Revision</b>
05-Oct-2010	1	Minor amendment to remove specific names of the management staff
04-Jul-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit
20-Mar-2013	4	Document titles to DWQMS Element Numbers, amendments as per the QMS Audit Report
10-Dec-2018	5	DWQMS 2.0 Revisions
4-Dec-2020	6	Reformat document
26-Feb-2021	7	Added Hach Pocket Colorimeter Manual to Related Documents
7-Jan-2025	8	Change of Title (Foreman to Supervisor)



**OPERATIONAL PLAN**  
Town of Wasaga Beach

QMS Doc: QMSP-18  
Rev Date: 7-Jan-25  
Rev No.: 13

**QMSP-18 EMERGENCY MANAGEMENT**

Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works

**1. Purpose**

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

**2. Scope**

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

**3. Responsibility**

Director of Public Works  
Operations Manager  
Water & Wastewater Supervisor

**4. Definitions**

None

**5. Procedure**

The Water & Wastewater Supervisor establishes the Emergency Procedures which are contained in the Water Distribution Procedure Manual. The Procedures are reviewed and approved by the Director of Public Works.

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


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

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

The above procedures are contained in the Water Distribution Procedure Manual

Staff are trained on the identified emergency situations and Emergency Procedures. Each Procedure shall be reviewed once every three years. Review also provides testing and training. All testing and training are documented.

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

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-18 Rev Date: 7-Jan-25 Rev No.: 13
<b>QMSP-18 EMERGENCY MANAGEMENT</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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

**6. Related Documents**

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

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020		Director of Public Works
26-February-2021		Director of Public Works
10-May-2022		Director of Public Works
11-September-2023		Director of Public Works
10-September-2024		Director of Public Works
17-September-2025		Director of Public Works

**7. Revision History**


Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove Specific names of management staff
04-Jul-2011	2	Minor amendments to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Procedure revised Document Title to DWQMS Element Numbers
19-Dec-2014	5	Add Related Documents
10-Dec-2018	6	DWQMS 2.0 Revisions
31-Mar-2020	7	Emergency Contact List added & Revised
4-Dec-2020	8	Reformat Document and Update contact list
26-Feb-2021	9	Name Table 7
28-Feb-2022	10	Update Contact List
11-Sep-2023	11	Update Contact List
10-Sep-2024	12	Update list of potential situations Update contact list
7-Jan-2025	13	Review Updated review from once a year to once every 3 years Change of Title (Foreman to Supervisor)

**Table 7: Emergency Contact List**

<b>Agency</b>	<b>Position</b>	<b>Contact</b>	<b>Contact #</b>	<b>Home Phone Number</b>
<b>Town of Wasaga Beach</b>	Town Hall			705-429-3844
	Bylaw / Dispatch	After 4:30 pm		705-429-2511
	Mayor	[REDACTED]	705-818-3886	
	CAO	[REDACTED]		
	Public Works Director	[REDACTED]	705-443-7540	705-444-1829
	Public Works Operation Manager	[REDACTED]	705-446-5102	705-718-5430
	Water & Wastewater Supervisor	[REDACTED]	705-446-6780	705-985-2021
	PW Roads Foreman	[REDACTED]	705-443-1714	705-422-1062
	PW Roads Foreman	[REDACTED]	705-446-5688	
<b>Water Operators</b>	Class 2	[REDACTED]	705-446-6780	705-985-2021
	Class 2	[REDACTED]	705-441-2244	705-429-6028
	Class 2	[REDACTED]	705-970-1778	705-429-4694
	Class 2	[REDACTED]	705-715-3988	
	Class 2	[REDACTED]	705-309-4611	
	Class 2	[REDACTED]	705-790-8002	
	Class 3	[REDACTED]	705-305-8531	
	Class 3	[REDACTED]	905-251-1579	
	Class 1	[REDACTED]	289-303-8693	
	OIT	[REDACTED]	705-817-0589	
<b>Public Works</b>	Equipment / Trucks / Labourer - See Seniority List			
<b>Fire</b>	Chief	[REDACTED]	705-443-1400	
	Deputy Chief	[REDACTED]	705-529-9407	
	Fire Hall 1			705-429-5281
<b>OCWA Georgian Bay Hub Water/Sewage Plants</b>	Senior Operations Manager	[REDACTED]	705-623-2390	705-429-2525
	Distribution ORO	[REDACTED]	705-715-7241	705-795-4855
	Backup Distribution ORO	[REDACTED]	705-623-2376	705-716-2219
	Collection ORO	[REDACTED]	705-623-2376	705-716-2219

<b>Spills Action Centre</b>				1-800-268-6060
<b>Ministry of the Environment</b>	Barrie District Office			1-800-890-8511
				705-739-6441
<b>Ministry of Health Simcoe County</b>	Collingwood	Office		705-445-0804
		Emergency On call	1-888-225-7851	
<b>Ministry of Labour</b>	Trench Number		1-888-310-1122	
<b>Ministry of Transportation</b>	Fowler Construction (Round about)	On-call Patrol	1-800-375-2430	
<b>Ontario Parks</b>	Wasaga Superintendent (Acting)	██████████	705-429-6629	
	Wasaga Beach Office			705-429-2516
<b>Ontario Provincial Police</b>	Communications Centre			1-888-310-1122
	Wasaga Beach Office			705-429-3575
<b>Ambulance</b>	Wasaga Office			705-429-5281
<b>NVCA</b>	Office		705-424-1479	705-424-1479
<b>Wasaga Distribution</b>	Office			705-429-2517
	Line Supervisor	██████████	705-446-6639	
	Locates	████	705-441-3064	
<b>Local Media</b>	CTV	Barrie		705-734-3300
	Rock 95 (radio)	Barrie		705-725-7304
	97.7 The Beach (radio)	Wasaga Beach		705-422-0970
	95.1 The Peak (radio)	Collingwood		705-446-9510
<b>Local Contractors Heavy Construction</b>	Arnott Construction Ltd.	██████████	249-535-2520	
	B&J Construction	██████████	705-817-0145	
	JB Enterprises	██████████████████	705-627-7450	
	Sto-Con	██████████	705-888-5756	
	Gravelco Construction	██████████████	705-229-4758	
	CC Underground Utilities	██████████	705-238-6893	
	Dobinson Construction	██████████	705-606-9442	

<b>Dewatering</b>	JDC Homes	[REDACTED]	705-446-4382	
		[REDACTED]	705-446-4350	
	Robert Boyce Inc.	[REDACTED]	705-441-4233	705-429-8708
<b>Suppliers</b>	Wamco Water Works	[REDACTED]	705-721-3771	
		[REDACTED]	705-627-8195	
	Megatite	[REDACTED]	519-240-2996	
	Wolseley	[REDACTED]	416-575-7954	
	Crowle Fittings & Supply	Office		905-793-2222
	NEPSCO	[REDACTED]	705-429-0424	705-446-5364
	Pique Supply Co	[REDACTED]	705-985-3425	
	Iconix	[REDACTED]	705-722-6199	
<b>Contractors Rental Suppliers</b>	Sunbelt Rentals	[REDACTED]	705-792-8883	
	Cooper Equipment	[REDACTED]		249-535-5658
	[REDACTED]		705-229-7023	
<b>Emergency Locates</b>	Ontario One Call	Member ID - 3624		1-800-400-2255

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-19 Rev Date: 7-Jan-25 Rev No.: 10
<b>QMSP-19 INTERNAL QMS AUDITS</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

**1. Purpose**

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

**2. Scope**

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

**3. Responsibility**

Director of Public Works  
Operations Manager  
Water & Wastewater Supervisor/QMS Rep

**4. Definitions**

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

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

Nonconformity – non-fulfillment of a requirement

**Procedure**

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


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

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

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

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

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

	<b>OPERATIONAL PLAN</b> <b>Town of Wasaga Beach</b>	QMS Doc: QMSP-19 Rev Date: 7-Jan-25 Rev No.: 10
<b>QMSP-19 INTERNAL QMS AUDITS</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		


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

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

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020		Director of Public Works
26-February-2021		Director of Public Works
10-May-2022		Director of Public Works
11-September-2023		Director of Public Works
10-September-2024		Director of Public Works
17-September-2025		Director of Public Works

## 6. Revision History


Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove specific names of management staff
04-Jul-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Document Titles to DWQMS Element Numbers, various amendments as per recommendations of the QMS Audit
15-Jan-2016	5	Procedure revised due to OFI External Audit (SAI GLOBAL)
10-Dec-2018	6	DWQMS 2.0 Revisions
4-Dec-2020	7	Reformat Document
11-Sep-2023	8	Insert Review Table
10-Sep-2024	9	Review
7-Jan-2025	10	Change of Title (Foreman to Supervisor)

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-20 Rev Date: 3-Dec-25 Rev No.: 13
<b>QMSP-20 MANAGEMENT REVIEW</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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

<b>Water Distribution System</b>	<b>Water Supply System</b>
Director of Public Works, Top Management	Operating Authority, Senior Operations Manager
Operations Manager, Top Management Representative	Operating Authority, Operations Manager
Water & Wastewater Supervisor, QMS Representative	Operating Authority, Process & Compliance Technician
OCWA	Overall Responsible Operator

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

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-20 Rev Date: 3-Dec-25 Rev No.: 13
<b>QMSP-20 MANAGEMENT REVIEW</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		


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

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

- 6.3** The Management Review participants review all data presented and make recommendations and/or initiate actions required to address identified deficiencies as appropriate.
- 6.4** The Water & Wastewater Supervisor ensures that minutes of and action plans resulting from the Management Review meeting are prepared and distributed to the participants and the Owner.
- 6.5** The Water & Wastewater Supervisor monitors the progress and documents the completion of actions required resulting from the Management Review. Where appropriate, individuals will be identified to carry out an action item.
- 6.6** Reports can be generated through CityWide for the Work Order volume and QMS related categories.

**7. Related Documents**


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

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-20 Rev Date: 3-Dec-25 Rev No.: 13
<b>QMSP-20 MANAGEMENT REVIEW</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		


DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020		Director of Public Works
26-February-2021		Director of Public Works
10-May-2022		Director of Public Works
11-September-2023		Director of Public Works
10-September-2024		Director of Public Works
17-September-2025		Director of Public Works

## 8. Revision History

Date	Revision #	Reason for Revision
05-Oct-2010	1	Minor amendment to remove specific names of management staff
04-Jul-2011	2	Minor amendment to remove “Acting” Director of Public Works
18-Aug-2011	3	Various minor amendments as per recommendations from the Internal QMS Audit Report
20-Mar-2013	4	Document Titles to DWQMS Element Numbers, various amendments as per recommendations of the QMS Audit
19-Dec-2014	5	Procedure revised
15-Jan-2016	6	Minor Non Conformance – Management Review Team
10-Dec-2018	7	DWQMS 2.0 Revisions
4-Dec-2020	8	Reformat document
17-Dec-2020	9	Included Operations Manager to Responsibilities
11-Sep-23	10	Insert Review Table
10-Sep-24	11	Reviewed
7-Jan-2025	12	Change of Title (Foreman to Supervisor)
3-Dec-2025	13	Add OCWA in Management Review Team Chart

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-21 Rev Date: 7-Jan-25 Rev No.: 8
<b>QMSP-21 CONTINUAL IMPROVEMENT</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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

	<b>OPERATIONAL PLAN</b> Town of Wasaga Beach	QMS Doc: QMSP-21 Rev Date: 7-Jan-25 Rev No.: 8
<b>QMSP-21 CONTINUAL IMPROVEMENT</b>		
Reviewed by: Water & Wastewater Supervisor    Approved by: Director of Public Works		

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

**6.0 Related Documents**  
Continual Improvement Summary

DATE	REVIEWED RESULTS	AUTHORIZATION
17-December-2020		Director of Public Works
26-February-2021		Director of Public Works
10-May-2022		Director of Public Works
11-September-2023		Director of Public Works
10-September-2024		Director of Public Works
17-September-2025		Director of Public Works

**7.0 Revision History**

Date	Revision #	Reason for Revision
26-Mar-2014	1	Procedure revised
19-Dec-2014	2	Procedure revised
15-Jan-2016	3	Procedure revised due to OFI External Audit (SAI GLOBAL)
10-Dec-2018	4	DWQMS 2.0 Revisions
4-Dec-2020	5	Reformat document
26-Feb-2021	6	Update the Continual Improvement Summary
10-Sep-2024	7	Reviewed
7-Jan-2025	8	Change of Title (Foreman to Supervisor)



Ministry of the Environment,  
Conservation and Parks

**Schedule C – Director's Directions for Operational Plans  
(Subject System Description Form)  
Municipal Residential Drinking Water System**

Fields marked with an asterisk (\*) are mandatory.

Name of Municipal Residential Drinking Water System \*  
Town of Wasaga Beach

**Subject Systems**

Name of Drinking Water System (DWS) *	License Number *	Name of Operating Subsystem (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Wasaga Beach Well Supply System	31-101		Ontario Clean Water Agency	220002137
2. Wasaga Beach Water Distribution System	* 31-101		Town of Wasaga Beach Public Works	220002137

**Contact Information for Questions Regarding the Operational Plan**

**Primary Contact**

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**Secondary Contact**

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