

	Ballantrae/Musselman's Lake and Stouffville Water Distribution Systems	Procedure No.: QMS-SYS-11
	Operational Plan Quality Management System Procedure	Page 1 of 3
	Procedure Title: Personnel Coverage	Revision No.: 2
	Approved By: Top Management	Approval Date: February 23, 2018

1.0 Purpose

To document a procedure for ensuring that sufficient personnel meeting competency requirements are available for duties affecting water quality.

2.0 Scope

This procedure is applicable to all drinking water activities for which the Town is responsible for as Owner and Operating Authority of the drinking water distribution systems.

3.0 Responsibility

Top Management
 Manager of Operations
 Public Works Supervisors

4.0 Procedure**4.1 Regular Hours**

Regular working hours for Operators, including the Water/Wastewater Supervisor are 7:30 am to 4:00 pm Monday to Friday, excluding statutory holidays.

The Water/Wastewater Supervisor and Transportation Supervisor ensure that qualified staff are available for each shift and ensure sufficient coverage of duties, taking into account scheduled vacations or sick time.

4.2 On-Call-Operator

The On-Call Operator schedule is prepared by the Manager of Operations. All Public Works Operators (Roads & Water/Wastewater) are assigned to On-call duties. The On-Call Operator is equipped with a cell phone and is required to be available outside regular working hours to respond to emergencies.

When the assigned On-Call-Operator does not have a Drinking Water Operator Certificate, Class 1 or higher, the On-call Operator must call a licenced Water Operator to respond to duties in the drinking water systems. Licensed Operators are clearly identified on the call-out list. The Licensed Operators on the list verify their availability each week. In the event there are no volunteers, the Manager of Operations will assign a Licensed Operator to be on-call.

The Town's Centralized Customer Service Centre (CCSC) receives calls from residents/businesses and distributes them to appropriate staff members during regular business hours.

Events requiring Operator attendance taking place outside of regular working hours are called into the Town of Whitchurch-Stouffville and received by an after-hours answering service. The answering service will call the On-Call Operator and provide details of the event. The On-Call Operator responds to the event following Standard Operating Procedures or Emergency Procedures as may be appropriate.

QMS-SOP-11-01 – On-Call-Operator Paging Procedure describes the notification and response of the On-Call-Operator in the event of an emergency outside regular working hours.

4.3 Overall Responsible Operator

The Overall Responsible Operator (ORO) must hold a certificate equal to or higher than the class of the subsystem. The Town of Whitchurch-Stouffville has designated the Public Works Department's Water/Wastewater Supervisor as the ORO for the Town's subsystems.

The Water/Wastewater Supervisor shall issue a memorandum for every absence (i.e. vacation, lieu, medical) exceeding five business days in duration. The memorandum will include but is not limited to:

- Dates the ORO will be absent
- Acting ORO during absence including contact information

The memo shall be emailed to Top Management, the QMS Representative and Customer Service. A copy will be posted at the Operations Centre.

The ORO or designate must be available to respond to an emergency situation. The Water/Wastewater Supervisor shall designate a licensed Operator to act as the ORO in the event the ORO is absent or unable to perform the duties. The Water/Wastewater Supervisor shall issue a memorandum to the CAO, Director of Public Works and Manager of Operations stating the duration of the absence of the ORO.

The designated acting ORO must hold a certificate that is applicable to the classification type of the Town's subsystems, or that is not more than one (1) class lower than the Town's subsystem classification. An Operator-in-Training cannot be designated as an acting ORO.

In the case that the Town's designated ORO is absent or unable to perform the duties of the ORO for a period of time exceeding 150 days in any twelve (12) month period, the Director of Public Works will assign a new ORO and report this change to the CAO.

Duties of the ORO are outlined in QMS-APP-11-01 – Duties of ORO and OIC.

4.4 Operator In Charge

The Operator(s) in Charge (OIC) must hold a certificate equal to or higher than the class of the subsystem. Operator-in-Training cannot be designated as an OIC. The Town of Whitchurch-Stouffville has designated all Licensed Operators as OIC.

An OIC is authorized to,

- (a) Set operational parameters for the subsystem or for a process that controls the effectiveness or efficiency of the subsystem; and

(b) Direct or instruct other operators in the subsystem to set such operational parameters.

An OIC shall,

- (a) Take all steps reasonably necessary to operate the processes within their responsibility in a safe and efficient manner in accordance with the relevant operations manuals;
- (b) Ensure that the processes within his or her responsibility are measured, monitored, sampled and tested in a manner that permits them to be adjusted when necessary;
- (c) Ensure that records are maintained of all adjustments made to the processes within his or her responsibility.
- (d) Ensure that all equipment used in the processes within his or her responsibility is properly monitored, inspected, tested and evaluated and that records of equipment operating status are prepared and available at the end of every operating shift.
- (e) Record keeping by the OIC shall comply with section 27 of O. Reg. 128/04.

Public Works assigns an On-Call Operator outside of regular business hours and on statutory holidays on a rotating schedule. When the assigned On-Call-Operator does not have a Drinking Water Operator Certificate, Class 1 or higher, the On-call Operator must call a licenced Water Operator to respond to duties in the drinking water systems. The On-call Operator has a list of available Licensed Operators. The Licensed Operator responding to the emergency is the designated as the OIC. The OIC shall record this information on their timesheet and in the system Log-book.

Duties of the OIC are outlined in QMS-APP-11-01- Duties of ORO and OIC.

4.5 Administration Staff

Personnel coverage is governed by the Town of Whitchurch-Stouffville administrative procedures for attendance and absences. Directors and Managers within each department are responsible to ensure personnel coverage meet the operational requirements of the Town.

5.0 References

- O. Reg. 128/04
- QMS-SOP-11-01 – On-Call-Operator Paging Procedure

6.0 Appendices

- QMS-APP-11-01 – Duties of ORO and OIC

7.0 Forms

None

Document Change History

Revision Number	Date	Change	Revision Made By:
2	February 23, 2018	Document Review Update	Peter W