

	Ballantrae/Musselman's Lake and Stouffville Water Distribution Systems	QMS-APP-09-02
	Operational Plan Quality Management System	
	Roles, Responsibilities, Authorities and Competencies	

Role	Responsibilities	Authorities	Competencies
Drinking Water System Administration and Oversight			
Owner (Mayor and Council)	<ul style="list-style-type: none"> • Ultimate responsibility for the distribution of safe drinking water for the Town of Whitchurch-Stouffville in accordance with (Section 19 of the Safe Drinking Water Act, 2002) Statutory Standard of Care • Act on recommendations from Top Management for resources to ensure compliance with applicable legislation and regulations • The Mayor is responsible for declaring an emergency • Approves new development applications in conformance with the Official Plan that may require extension or alteration of the Drinking Water System(s). 	<ul style="list-style-type: none"> • Financial and Policy authority related to the distribution of safe drinking water for the Town of Whitchurch-Stouffville 	<ul style="list-style-type: none"> • Basic knowledge of regulatory requirements • Intermediate knowledge of emergency procedures
Chief Administrative Officer (CAO)	<ul style="list-style-type: none"> • Top Management for the QMS • Overall responsibility for all administrative functions of the Town • Overall responsibility for day to day operation of the Town • Coordination with the Director of Public Works for providing Council with timely and appropriate advice. • Overall Lead & Coordination of the Emergency Management Program Committee 	<ul style="list-style-type: none"> • Administrative authority under Municipal Act • Procurement and signing authority as per Town Procurement By-Law • Coordination and approval authority as per Town Emergency Management Protocol 	<ul style="list-style-type: none"> • Basic knowledge of regulatory requirements • Advanced Supervisory skills • Advanced presentation skills • Advanced budget preparation skills • Advanced long-term planning skills • Advanced knowledge of emergency procedures • Advanced troubleshooting skills
Director of Public Works	<ul style="list-style-type: none"> • Top Management for the QMS • Oversight and management of the water distribution systems • Preparation of annual budget submission and 10 year forecast to the Owner 	<ul style="list-style-type: none"> • Procurement and signing authority as per the Town Procurement By-Law • Signing authority as Owner Representative for DWWP alteration forms (Form 1 & Form 2) • Approves changes to the Operational Plan and its appendices 	<ul style="list-style-type: none"> • Intermediate knowledge of regulatory requirements • Advanced Supervisory skills • Advanced presentation skills • Advanced budget preparation skills • Advanced long-term planning skills

Role	Responsibilities	Authorities	Competencies
	<ul style="list-style-type: none"> • Ensure the water distribution systems are operating in accordance with all applicable legislation and regulations • Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems • Recommend to Owner resources required to maintain and continually improve the QMS • Recommend to Owner necessary resources to operate and maintain the water distribution systems safely and effectively • Communicate with the Owner (Mayor and Council) about the QMS and the water distribution systems • Member of the Emergency Operations Centre (EOC) • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Advanced knowledge of emergency procedures • Advanced troubleshooting skills • Basic knowledge of day to day activities as they relate to the water distribution systems
Drinking Water System Operations and Maintenance			
Manager of Operations	<ul style="list-style-type: none"> • Plan and manage day to day programs related to the water distribution systems • Ensure the water distribution systems are operating in accordance with all applicable legislation and regulations • Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems • Preparation of annual budget submission and 10 year forecast for Top Management Review • Recommends capital project requirements as it pertains to Operations to the Manager of Capital Projects • Develop procedures and processes for ensuring water quality • Emergency response planning • Approves annual staff training plan based on competency requirements • Reviews DWWP alteration forms (Form 1 & Form 2) 	<ul style="list-style-type: none"> • Procurement and signing authority as per the Town Procurement By-Law • Approves changes to Standard Operating Procedures • Approves changes to QMS Forms 	<ul style="list-style-type: none"> • Advanced knowledge of regulatory requirements • Advanced Supervisory skills • Intermediate presentation skills • Intermediate budget preparation skills • Intermediate long-term planning skills • Advanced knowledge of emergency procedures • Advanced troubleshooting skills • Intermediate knowledge of day to day activities as they relate to the water distribution systems

Role	Responsibilities	Authorities	Competencies
Water/Wastewater Supervisor	<ul style="list-style-type: none"> • Member of the EOC • Recommend staffing requirements to the Director of Public Works • Reviews Town's Engineering Standards and Specifications and Approved Materials list • Overall Responsible Operator (ORO) • Operator in Charge (OIC) during regular working hours • Schedule and oversee the day to day activities relating to the water distribution systems • Ensure the water distribution systems are operating in accordance with all applicable legislation and regulations • Communication/liaison with Region of York regarding water supply activities • Act on incidents of adverse water quality • Reporting water distribution systems performance to the Manager of Operations • Develop procedures and processes for assuring water quality • Reviews QMS documentation • Provides technical and risk assessment consultation with others preparing QMS documentation • Participates in Top Management Reviews • Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems • Reviews DWWP alteration forms (Form 1 & Form 2) • Promotes QMS awareness to suppliers • Ensures parts and materials meet applicable specifications/standards • Reporting to the Manager of Operations during an emergency • Reviews Town's Engineering Standards and Specifications and Approved Materials list • Identifies staff training needs 	<ul style="list-style-type: none"> • Procurement and signing authority as per the Town Procurement By-Law 	<ul style="list-style-type: none"> • Minimum MOECC Level 1 Water Distribution License • Advanced knowledge of regulatory requirements • Advanced Supervisory skills • Intermediate presentation skills • Intermediate budget preparation skills • Intermediate long-term planning skills • Advanced knowledge of emergency procedures • Advanced troubleshooting skills • Advanced knowledge of day to day activities as they relate to the water distribution systems

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Operations Technologist	<ul style="list-style-type: none"> • Recommends capital replacement needs for the water distribution systems • Provides technical consultation for the water distribution systems performance and the QMS • Prepares QMS documentation and records • Assists QMS Representative with document change requests • Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems • Liaises with external organizations and Staff regarding the QMS • Assists with the preparation of the SDWA annual report • Reviews and maintains records for DWWP alteration forms (Form 1 & Form 2) • Participates in Top Management Reviews 		<ul style="list-style-type: none"> • Intermediate knowledge of regulatory requirements • Intermediate presentation skills • Basic budget preparation skills • Intermediate knowledge of emergency procedures • Intermediate troubleshooting skills • Intermediate knowledge of sampling methods, operations of appurtenances, preventative & emergency maintenance processes
Operations Coordinator	<ul style="list-style-type: none"> • Tracks, monitors and organizes training for licensed Operators based on competency requirements • Recommends annual staff training plan based on competency requirements to the Manager of Operations • Tracks, monitors and organizes license renewals and upgrades for Operators 		<ul style="list-style-type: none"> • Intermediate knowledge of regulatory requirements • Basic presentation skills • Basic budget preparation skills • Intermediate knowledge of emergency procedures
Lead Hand – Water/Wastewater	<ul style="list-style-type: none"> • Operator in Charge (OIC) during regular working hours when assigned by the Water/Wastewater Supervisor • Same as Water Operators, plus: • Direct Operators in day-to-day operation and maintenance of the water distribution systems in the absence of the Water/Wastewater Supervisor, as assigned • Reporting water distribution systems performance to the Water/ Wastewater Supervisor • Assist with the development of procedures and processes for assuring water quality 		<ul style="list-style-type: none"> • Minimum MOECC Level 1 Water Distribution License • Intermediate knowledge of regulatory requirements • Basic Supervisory skills • Intermediate knowledge of emergency procedures • Advanced troubleshooting skills • Advanced knowledge of sampling methods, operations of appurtenances, preventative & emergency maintenance processes

Role	Responsibilities	Authorities	Competencies
Water Operators	<ul style="list-style-type: none"> • Operator in Charge (OIC) as assigned • On-Call duties outside of the regular working hours as assigned • Monitor, maintain and operate the water distribution systems in accordance with established standard operating procedures • Document all operating activities in accordance with established standard operating procedures • Report to Supervisor on incidents of adverse water quality • Report any abnormal conditions in the water distribution systems to the Water/Wastewater Supervisor • Carry-out duties and tasks as assigned by the Water/Wastewater Supervisor and using standard operating procedures • Respond to and document public complaints. 		<ul style="list-style-type: none"> • Minimum MOECC Level 1 Water Distribution License • Intermediate knowledge of regulatory requirements • Intermediate knowledge of emergency procedures • Advanced troubleshooting skills • Advanced knowledge of sampling methods, operations of appurtenances, preventative & emergency maintenance processes
QMS Representative	<ul style="list-style-type: none"> • Reports QMS effectiveness to Staff and Top Management • Promotes awareness of the QMS to Staff, Suppliers and Contractors • Liaises with external organizations regarding the water distribution system, the QMS and external audits • Reviews and Issues QMS documentation • Coordinates activities to meet or exceed the requirements of the DWQMS 		<ul style="list-style-type: none"> • Intermediate knowledge of regulatory requirements • Intermediate presentation skills • Intermediate knowledge of emergency procedures • Intermediate troubleshooting skills • Intermediate knowledge of sampling methods, operations of appurtenances, preventative & emergency maintenance processes

Document Change History

Revision Number	Date	Change	Revision Made By:
2	February 23, 2018	QMS-APP-10-01 added to table	Peter W
3	January 2, 2019	Annual documentation review	Peter W