



THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

- A G E N D A -

Tuesday April 11, 2023

REGULAR MEETING OF COUNCIL

7:00 p.m., Council Chambers, Fingal/Via Video Link

1. CALL TO ORDER

2. ADDENDUM TO AGENDA

3. DISCLOSURE OF PECUNIARY INTEREST

4. ADOPTION AND REVIEW OF MINUTES

- (a) Draft Minutes of Regular Council Meeting of March 27, 2023
- (b) Draft Minutes of the Special Council Meeting of April 4, 2023
- (c) Draft Minutes of the Zero Waste Committee Meeting of March 9, 2023
- (d) Draft Minutes of the Canada Day Committee Meeting of March 23, 2023

5. DELEGATION

6. DRAINAGE

7. PLANNING

- (a) PLA 2023-11 Review of Draft Elgin County Official Plan
- (b) PLA 2023-12 Surplus Land in Iona

8. REPORTS

- (a) FIR 2023- Activity Report – March 2023
- (b) ENG 2023-16 Activity Report – March 2023
- (c) ENG 2023-17 Talbotville Shared Servicing Study Award
- (d) ENG 2023-18 Lynhurst Soil Relocation
- (e) ENG 2023-19 Lynhurst Area DWQMS Policy Endorsement
- (f) ENG 2023-20 Township Design Guidelines Manual – Part 2
- (g) ENG 2023-21 Talbotville WWTP Warranty Work and Upgrades
- (h) PW 2023-04 Installation of Additional Luminaires on Talbotville Gore Road
- (i) FIN 2023-08 Accrual Budget

- (j) FIN 2023-09 2022 Investment Summary
- (k) CBO 2023-05 Building Department Deposits for Building Permits
- (l) CBO 2023-06 Shedden Open Space Park Fencing and Netting
- (m) CBO 2023-07 Activity Report – March 2023
- (n) CAO 2023-18 Activity Report – March 2023
- (o) CAO 2023-19 Updated Health and Safety Policies
- (p) CAO 2023-20 Office Renovations
- (q) CAO 2023-21 Zouling Tech IT Agreement
- (r) County Council Highlights – March 28, 2023

9. CORRESPONDENCE

- (a) Ministry for Seniors and Accessibility RE: Ontario Senior of the Year Award
- (b) Association of Ontario Road Supervisors RE: Enbridge Gas Fee for Locates
- (c) Optimist Club of Talbotville Fee Waiver Request

10. BY-LAWS

- (a) By-law No. 2023-24, being a by-law enter into an agreement for technology maintenance and support services
- (b) By-law No. 2023-25, being a By-law to confirm the resolutions and motions of the Council of the Township of Southwold, which were adopted on April 11, 2023

11. OTHER BUSINESS *(For Information Only)*

- (a) Resolution from Municipality of Bayham RE: Bill 5 – Stopping Harassment and Abuse by Local Leaders Act
- (b) Kettle Creek Conservation Authority Progress Report April 1, 2023
- (c) Kettle Creek Conservation Authority Watershed Report Card 2023
- (d) Elgin Federation of Agriculture Response to Dutton Dunwich Resolution
- (e) 2022 Elgin County Library Performance Presentation
- (f) Resolution from Plympton-Wyoming RE: Municipalities Retaining Surplus Proceeds from Tax Sales
- (g) Resolution from Plympton-Wyoming RE: Reducing Municipal Insurance Costs

12. CLOSED SESSION

No business

13. ADJOURNMENT:

NEXT REGULAR MEETING OF COUNCIL

Monday April 24, 2023 @ 7:00 P.M.

Council Chambers, Fingal/Via Video Link



THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

MINUTES

Regular Council Meeting
Monday March 27, 2023
7:00 p.m. Council Chambers, Fingal/Via Video Link

COUNCIL PRESENT: Mayor Grant Jones (8:10 p.m.)
Deputy Mayor Justin Pennings
Councillor John Adzija
Councillor Sarah Emons
Councillor Scott Fellows

COUNCIL ABSENT:

ALSO PRESENT: Jeff Carswell, CAO/Clerk
Michele Lant, Director of Corporate Services/Treasurer
Aaron Van Oorspronk, Director of Infrastructure & Development
Services
Brent Clutterbuck, Drainage Superintendent
Josh Mueller, Planner
June McLarty, Corporate Services Clerk

Deputy Mayor Pennings called the meeting to order at 7:00 p.m.

ADDENDUM TO AGENDA:

9. CORRESPONDENCE:

(b) Rosy Rhubarb Fun Run

DISCLOSURES: None

ADOPTION OF MINUTES:

Council Minutes – Adopt

2023-107 Councillor Emons – Councillor Adzija

THAT the Minutes of the Regular Council Meeting of March 13, 2023 are hereby adopted.

CARRIED

Court of Revision Meeting Minutes

2023-108 Councillor Fellows – Councillor Emons

THAT the minutes of the Court of Revision for the A & C Jones Drain 2022 are hereby adopted.

CARRIED

Committee Minutes – Review

2023-109 Councillor Emons – Councillor Fellows

THAT Council has reviewed the draft Committee Minutes of the Southwold Young at Heart meeting of March 16, 2023 and the Communities in Bloom meeting of March 22, 2023.

CARRIED

DRAINAGE:

DRA 2023-06 A & C Jones Drain 2022 Tender Results

2023-110 Councillor Adzija – Councillor Emons

THAT Council of the Township of Southwold award the contract for the construction of the A. & C. Jones Drain 2022 to Gillier Drainage Inc. for a total cost of \$82,425.00 +HST and instructs the Deputy Mayor to sign the tender contract.

CARRIED

Section 4 – Woodland Way Developments Inc. Petition

2023-111 Councillor Emons – Councillor Adzija

THAT Council of the Township of Southwold receives the Section 4 petition (1) under the Drainage Act for a new municipal drain branch near Lot 40 east of NBTR described in the petition submitted by the Woodland Way Developments Inc, and decides to proceed with the drainage works; and,

THAT Council instructs the Clerk to send the notice required under Section 5(1)(b) of the Drainage Act to the prescribed persons identified in Ontario Regulation 500/21 section 1); and

THAT Council Instructs the Clerk to Send Notice under Section 6(1) of the Drainage Act to the prescribed persons in Ontario Regulation 500/21 Section 2.) (Kettle Creek Conservation Authority); and

THAT Council Instructs the Clerk to Send Notice to OMAFRA under Section 7(1) of the Drainage Act; and,

THAT Council instructs the Clerk to forward Proponent's Engineer's drawings of a proposal for a municipal drain that were submitted with the petition to the appointed Engineer for their review and possible use in the design of the municipal drain; and,

THAT Council will now appoint engineer Spriet Associates under Section 8.1 of the Drainage Act.

CARRIED

PLANNING:

PLA 2023-10 Consent Application E11-23 D. and J. Dubyk C/O H. Button, Gunn & Associates

2023-112 Councillor Fellows – Councillor Adzija

THAT Council recommends approval to the Land Division Committee of the County of Elgin for consent application, E11-23, subject to the Lower-Tier Municipal conditions in Appendix Two of Report PLA 2023-10.

CARRIED

REPORTS:

ENG 2023-14 Sidewalk Reconstruction Program Tender Award

2023-113 Councillor Emons – Councillor Fellows

THAT Report ENG 2023-14 relating to Sidewalk Construction Program Quotation Award, be received for information; and

THAT the tender submitted by 519 London Excavating Inc. in the amount \$65,500, excluding HST (HARMONIZED SALES TAX), be accepted.

CARRIED

FIN 2023-05 Annual Repayment Limit

2023-114 Councillor Fellows – Councillor Adzija

THAT Council receive Report FIN 2023-05 2023 Annual Debt Repayment Limit for information.

CARRIED

FIN 2023-06 Development Charges Summary

2023-115 Councillor Fellows – Councillor Emons

THAT Council receive Report No. FIN 2023-06 prepared in accordance with Section 12 of O.Reg.82/98 of the Development Charges Act, 1997.

CARRIED

FIN 2023-07 County Roads 2022 Summary

Michele Lant presented this report to Council.

DELEGATION:

7:30 p.m. – 8:02 p.m.

Inspector Mark Loucas presented the 2022 OPP Annual Report.

Dave Jenkins, Chair of the Elgin Group Police Services Board introduced board member Ida McCallum who represents the Township of Southwold and the Municipalities of Dutton Dunwich and West Elgin. Trudy Kanellis, Vice Chair was also introduced. Mr. Jenkins gave an update on the Police Services Board.

Carolyn Krahn, Secretary-Administrator provided an update on the Community Safety and Policing Act (CSPA).

REPORTS:

CAO 2023-16 Strategic Plan Exercise

2023-116 Councillor Adzija – Councillor Emons

THAT Council engage Mellor Murray Consulting Inc. to develop an updated Strategic Plan for the Township of Southwold as set out in the proposal dated March 23, 2023.

CARRIED

County Council Highlights – March 14, 2023

This report was presented to Council.

CORRESPONDENCE:

Fee Waiver Request – VON

2023-117 Councillor Fellows – Councillor Emons

THAT Council of the Township of Southwold approves the \$2 120.00 fee waiver request from the VON for the use of the Keystone Complex for their 8 group dining events.

CARRIED

Rosy Rhubarb Fun Run

2023-118 Councillor Adzija – Councillor Fellows

THAT Council of the Township of Southwold approves the 2023 1 km Rosy Rhubarb Fun Run for kids at the Keystone Complex grounds.

CARRIED

BY-LAWS:

- By-law No. 2023-13, being a by-law to provide for drainage works, A & C Jones Drain 2022

By-laws

2023-119 Councillor Emons – Councillor Adzija

THAT By-law No. 2023-13 be read a third time and finally passed this 27th day of March 2023.

CARRIED

OTHER BUSINESS:

Council reviewed the item under Other Business.

CLOSED SESSION:

2023-120 Councillor Emons – Councillor Fellows

THAT Council of the Township of Southwold now moves into a session of the meeting that shall be closed to the public at **8:10 p.m.** in accordance with Section 239 (2) of the Municipal Act, S.O. 2001, c. 25 for discussion of the following matters;

- The security of the property of the municipality or local board (section 239(2)(a)) – IT Security Review
- A position, plan, procedure, criteria or instructions to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board (section 239 (2)(k)) – Sanitary Servicing Options

CARRIED

Adjournment of Closed Session

2023-121 Councillor Fellows – Councillor Emons

THAT Council of the Township of Southwold adjourns the Closed Session of the Regular Council meeting at **9:34 p.m.**

CARRIED

STAFF DIRECTION

Staff were given directions by the Council on the items that were discussed in the Closed Session.

BY-LAW:

- By-law No. 2023-22, being a By-law to confirm the resolutions and motions of the Council of the Township of Southwold, which were adopted on March 27, 2023

Confirming By-law

2023-122 Councillor Adzija – Councillor Fellows

THAT By-law No. 2023-22 be read a first and second time, considered read a third time and finally passed this 13th day of March 2023.

CARRIED

ADJOURNMENT:

2023-123 Councillor Emons – Councillor Adzija

THAT Council for the Township of Southwold adjourns this Regular meeting of Council at **9:35 p.m.**

CARRIED

Deputy Mayor
Justin Pennings

CAO/Clerk
Jeff Carswell



THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

MINUTES

Special Council Meeting – Closed Session
Tuesday April 4, 2023
6:00 p.m. Council Chambers, Fingal/Via Video Link

COUNCIL PRESENT: Mayor Grant Jones
Deputy Mayor Justin Pennings
Councillor Sarah Emons
Councillor Scott Fellows

COUNCIL ABSENT: Councillor John Adzija

ALSO PRESENT: Jeff Carswell, CAO/Clerk

Mayor Jones called the meeting to order at 6:17 p.m.

ADDENDUM TO AGENDA: None

DISCLOSURES: None

CLOSED SESSION:

2023-124 Councillor Emons – Councilor Fellows

THAT Council of the Township of Southwold now moves into a session of the meeting that shall be closed to the public at **6:18 p.m.** in accordance with Section 239 (2) of the Municipal Act, S.O. 2001, c. 25 for discussion of the following matters;

- Personal matters about an identifiable individual, including municipal or local board employees (Section 239(2)(b))– Human Resources Matter

CARRIED

Adjournment of Closed Session

2023-125 Councillor Fellows – Councillor Emons

THAT Council of the Township of Southwold adjourns the Closed Session of the Regular Council meeting at **7:05 p.m.**

CARRIED

STAFF DIRECTION

Staff was given direction from Council on the item that was discussed in the Closed Session.

BY-LAW:

- By-law No. 2023-23, being a By-law to confirm the resolutions and motions of the Council of the Township of Southwold, which were adopted on April 4, 2023

Confirming By-law

2023-126 Deputy Mayor Pennings – Councillor Emons

THAT By-law No. 2023-23 be read a first and second time, considered read a third time and finally passed this 4th day of April 2023.

CARRIED

ADJOURNMENT:

2023-127 Councillor Fellows – Councillor Emons

THAT Council for the Township of Southwold adjourns this Regular meeting of Council at **7:06 p.m.**

Mayor
Grant Jones

CAO/Clerk
Jeff Carswell



Southwold Zero Waste Committee

March 9, 2023

Virtually

6:30 PM

Attendance: Councillor Emons, Niki Pennings, Caitlin Wight, Jess Andrews, Andrea Kerkvliet, Richard Andrews. Regrets: Shannon Lynch

1. Call to Order

Meeting called to order by Councillor Emons at 6:50 PM

2. Approval of Agenda

Agenda was approved through Resolution No.4. Moved by Richard Andrews, Seconded by Andrea Kerkvliet.

RESOLVED that the agenda of the March 9, 2023, committee meeting of the Southwold Zero Waste Committee be approved. DISPOSITION: Motion Carried

3. Adoption of Minutes from January 12, 2023, Meeting

Adoption of the minutes from meeting on January 12, 2023, approved through Resolution No. 5. Moved by Jess Andrews, Seconded by Richard Andrews

RESOLVED that the minutes of the meeting of the Southwold Zero Waste Committee on January 12, 2023, be approved. DISPOSITION: Motion Carried.

Business arising from previous minutes

- Composting How to Video
 - Andrea and Shannon have met, they have all their ideas and the content together, will email this to the group
 - Waiting on the weather to get better to record the video
- Earth Day Activities
 - Discussion points: collection event, clothing swap, educational drop in
 - Hall is booked, hold drop off times at complex
 - Need: boxes to put clothing in – Andrea to get some, Sarah has some

- Niki to connect with library on being a drop off point. Jess happy to take batteries/ light bulbs to recycling facility after. Township office is also a drop off point for batteries.
- Andrea / Caitlin to design poster – Canva
- Electronics? Decided against collecting, as we don't need to much / big items
- Days for collecting – Thursday Night (6-7:30 PM), Friday Daytime (10-1), Saturday AM (9-10)
- Education available for digesters, recycling sorting game, scavenger hunt, bottle bowling
- Richard to contact KCCA on getting tree planting flyers
- FOG station? Niki can bring mason jars for people to create their own?
 - Caitlin to contact Michelle Shannon at City of St. Thomas to see if they have any paper ones available.
- Set up crew – 9 am Saturday, Jess Friday night
- Next meeting – layout for event at Complex
- Bike Rodeo
 - Councillor Fellows approached Councillor Emons about the committee having a presence.
 - Water bottles for participants? Have a table set up
 - Advertise bike swap – Councillor Emons to connect with Councillor Fellows on if this is a good idea
 - Need to order 150 more water bottles, exact ones as previous
 - Rest of water bottles left from previous will be for Earth Day
- St Thomas Elgin Local Immigration Partnership event – unfortunately cannot attend because having Earth Day Event

Delegation of Duties

Caitlin – Order water bottles, Save the date

Sarah – boxes, small recycling bins, LTVCA info,

Andrea, Shannon -update on how to video at next meeting

Niki – connect with Library on drop off location, battery collection. Also mason jars

Richard – KCCA information on tree planting

Jess – boxes, coffee cups

Adjournment

The next meeting to be April 5, 2023, 6:30 PM Virtually. Approved through Resolution No. 6. Moved Niki Pennings, Seconded by Jess Andrews. RESOLVED that the meeting be adjourned at 7:49 PM and that the next meeting be scheduled for Wednesday, April 5, 2023, 6:30 PM virtually. DISPOSITION: Motion Carried.

DRAFT

Canada Day Committee

Agenda

Thursday, March 23, 2023

Virtual Meeting

6:58pm

Attendance: Jim Carder, John Adzija and Lizeanne Kerkvliet

Regrets: Melissa Day

1. Call to Order: Jim Carder called the meeting to order and John Adzija apologized for the difficulty with the Teams call.
2. Election of Chair: Members elected John Adzija as the chair for this year.
3. Approval of Agenda: It was requested that Southwold Fire Department and Zero Waste Committee be added to the agenda under #6. Agenda approved.
4. Minutes: May 2022 and June 2022 minutes were not approved last year. They were approved as circulated. (Jim Carder, Lizeanne Kerkvliet)
5. Financing:
 - a. Budget
 - Media expense was reduced to imitate the results achieved on social media with Winterfest.
 - Agreed to purchase Costco cakes and no cookies this year
 - Dotsy – due to the large crowds last year and the long lines, agreed to go with 5 face painters and 2 balloon artists
 - Fireworks budget set at \$2950.00
 - A&M Sound – increase due to alternate DJ has limited sound and requires boosters for outdoor events.
 - Glowsticks need to be purchased this year. Completed thru the township and purchase 1000
 - New budget comes in at a predicted \$6493.70
 - b. Letter to Green Lane Community Trust: letter was reviewed and agreed that we request a modest \$500 increase to \$4500.00. Motion made to request Green Lane Community Trust for \$4500.00. Lizeanne to submit the letter and Jim to sign it.
6. Division of Responsibilities

- a. Invitation to local dignitaries: John to ask June to send the invitations at her earliest convenience.
 - b. Insurance: The Optimist Club to secure the insurance from Optimist International
 - c. Fireworks Permit: Steve Garvin will complete the permit and forward to the fire department.
 - d. Canada Day Swag: John Adzija will contact Karen Vecchio's office to obtain and Canada flags, pins, tattoos or other swag she may have.
 - e. Caring Cupboard: Lizeanne will call Karen at the St. Thomas Food Bank to see if she is interested in taking our canned food donations this year.
 - f. Southwold Fire Department: John Adzija to contact Fire Chief Jeff McArthur to see if they can attend the fireworks this year again for fire safety and to act as first aid.
 - g. Zero Waste Committee: Jim advised that the Zero Waste Committee assisted with the cleanup (garbage, recycling etc.) of the baseball grounds following the fireworks and we would appreciate their support this year again. John to talk to Sarah Emons about the Zero Waste Committee attending fireworks this year.
7. Advertising
- a. Review Canada Day Poster: the poster was reviewed and approved for distribution.
 - b. Township social media: Lizeanne will send the poster electronically to the township for inclusion on their website.
 - c. Optimist social media: we will post the information on our yellow sign in Fingal after Rosy Rhubarb weekend. We will ask Rosy Rhubarb to post the information on their sign in Shedden and if Emily will post the information on their sign at the Shedden Library.
8. Next meeting: scheduled for Wednesday, April 19, 2023 at the township office. John Adzija to book the meeting room. The main focus at this meeting will be the division of responsibilities for Canada Day evening.
9. Adjournment: meeting adjourned at 7:54pm (Jim Carder)

John Adzija, Chair

Lizeanne Kerkvliet, Secretary

Date



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Josh Mueller MCIP, Planner

REPORT NO: PLA 2023-11

SUBJECT MATTER: Information pertaining to County of Elgin Draft Official Plan Review

Recommendation(s):

THAT Council of the Township of Southwold receive Report PLA 2023-11 regarding County of Elgin Draft Official Plan Review; and

THAT Council direct staff to resubmit the comments attached as Appendix "A" and inquire with the County of Elgin about the status and incorporation of the requests.

Purpose:

The purpose is to inform Council that the County of Elgin recently circulated a draft version of their Official Plan (OP) for review and comments.

Background:

As per the Ontario Planning Act, municipalities in Ontario are required to establish an Official Plan. The Official Plan is required to be reviewed every five years.

An Official Plan is a document that guides the short and long term development in a community. It applies to all lands within the municipal boundary and the policies contained within an Official Plan guide the size and location of land uses. Also, Official Plans detail the provision of municipal services and facilities, and preparation of regulatory bylaws to control development and use of the land.

Generally Official Plans are made up of three components:

- **Policies** that describe specific uses that allowed in each designation, and criteria for evaluating specific types of applications or developments (for example, new plans of subdivision).
- **Schedules** (also referred to as maps) of all lands in the municipality with colours or patterns to represent each land use designation.

- **Appendices** which provide further information, and clarification and are contained in the document for ease of reference.

The Draft County OP is comprised of 13 sections:

1. Introduction
2. Growth Management
3. Economic Development
4. Housing
5. The Rural Area
6. Settlement Areas
7. The Natural System
8. Transportation and Infrastructure System
9. Natural Resource Management Areas
10. Development Hazards
11. Cultural Heritage
12. Review of Development Applications
13. Implementation & Interpretation

Planning staff has conducted a thorough review of the Plan and have very few concerns aside from minor spelling errors.

Previously Council has requested that policies related to Alternative Accommodation, Residential/Industrial Development and requirements for agricultural activity warning clauses. The prior comments submitted by the Township to the County are attached as Appendix "A" for information.

It does not appear that these requests have been incorporated, which may limit the Township's ability to incorporate provisions into our Official Plan and Zoning By-law. The Official Plan addresses different "housing typologies", but it does not appear to include the request related to alternative accommodation. More clarification is needed as to what this means and the status of the Township's requests.

There were no other concerns from Township Staff.

Financial Implications:

None. This is an information report only.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

☒ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.

☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.

☐ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety

☐ Exercising good financial stewardship in the management of Township expenditures and revenues.

☒ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Summary/Conclusion:

Therefore, it is Planning Staff's opinion THAT Council of the Township of Southwold receive Report PLA 2023-11 regarding the County of Elgin Draft Official Plan Review.

Respectfully submitted by:
Josh Mueller, MCIP,
Planner
"Submitted Electronically"

Approved for submission by:
Jeff Carswell
CAO/Clerk
"Approved Electronically"



Township of Southwold

Economic Development Committee

Report to Council

Recommendation from January 19, 2021

The Township of Southwold Economic Development Committee met on January 19, 2021. The Committee has been reviewing the draft Official Plan and Alternative Accommodation Handbook. Township Planner Heather James and Jessica Silcox from Elgin County Economic Development were in attendance at the meeting and provided additional information and answered questions from the Committee on these items.

As Council is aware, the EDC has had an interest in Alternative Accommodation for several years. The draft Southwold Alternative Accommodation Handbook is the first one developed and is a good resource based on existing planning policies. However, the Committee believes existing policies and those put forth in the draft Official Plan, do not address some of the key areas the EDC would like to see enhanced.

The main areas of the concern for the EDC can be summarized as follows:

Expanded options for Alternative Accommodation

- Clearly address and permit development such as “Cabin in the Woods”, Glamping, Yurts, tiny houses;
- Permit the size to be larger than 10’x10’;
- Eliminate the requirement that servicing be from the existing services on the property (ie, water, sanitary);
- Permit flexibility on placement of alternative accommodation on the property, while still respecting items like neighbor compatibility, setbacks and MDS.

Residential/Industrial Development Options

- Permit the creation of a residential/industrial/commercial type development (Thames Centre example);
- While planning policies attempt to minimize conflict between residential and industrial/commercial activities by separating and keeping these types of land uses apart from each other, this scenario should not be viewed in the same manner as the typical desire to separate residential and industrial land uses
- In the scenario proposed the property owner for the residence and industrial/commercial operation will be one and the same
- The residence and industrial building will be on the same property and could be a single building, appropriately designed and constructed to permit living and working – as such there should not be conflict

- Likewise, property owners living and working at this location would know the area is a residential/industrial (work/live) area and go into knowing the environment
- This type of development could be a good buffer between traditional industrial/commercial and residential areas
- This type of development would provide options for small and start-up businesses to live and work at one location;
- Recent challenges posed by the pandemic, clearly show that options to work from home are needed and likely to continue into the foreseeable future;
- Providing a legal option is preferable to this type of development taking place in sheds, barns and garages which may not meet planning, building and safety requirements;
- Permitting this type of development would diversify the Township economy, provide tax revenue and create local jobs.

Based on feedback from the Township Planner, the items the EDC has been advocating for could pose challenges for getting the Township's Official Plan approved. The County of Elgin is the approval authority and the plan must conform to the Elgin County Plan. The Elgin plan has not been updated recently and as such, there are limits to what can go into the Township's plan at this point. The Official Plan also needs to be consistent with the Provincial Policy Statement 2020. While the County is the approval authority, the Township's draft Official Plan will also be reviewed by the Ministry of Municipal Affairs. There is concern that incorporating the suggested policies may compromise approval of the plan.

The EDC requests that Council continue to advocate for these policies and work with Township Planning Staff, County Planning Staff and the Province, as is necessary to permit additional flexibility and options for Economic Development in Southwold.

Reviewed and endorsed by Council at January 25, 2021 meeting.



TOWNSHIP OF SOUTHWOLD

35663 Fingal Line
Fingal, ON N0L 1K0

Phone : (519) 769-2010

Fax : (519) 769-2837

Email : planning@southwold.ca

March 12, 2021

Elgin County Approval Authority
Attn: Nancy Pasato, Manager of Planning
450 Sunset Drive
St. Thomas, ON N5R 5V1

VIA EMAIL: npasato@elgin.ca

Dear Ms. Pasato:

RE: Requested Policies for Proposed Update to the County of Elgin Official Plan

Council, at its regular meeting of Monday, February 22, 2021, as part of a follow up to the public meeting held on Tuesday, February 16, 2021 for the new Township of Southwold Official Plan, directed staff to submit a letter to the County of Elgin requesting the following policies be added as part of the update to the County of Elgin Official Plan :

1. Permit alternative accommodations in the Agricultural Area designation to support agri-tourism uses;
2. Permit Industrial/Residential (live/work) uses in the Agricultural Area designation;
3. Require a clause to be registered on the title of all newly created parcels in the Agricultural Area designation to advise new residents that reside adjacent to agricultural farm operations to acknowledge the potential inconveniences that may arise such as noise, dust, and late working hours during peak agricultural time periods.

Council is requesting for this letter to be taken seriously as these policies have been requested to be added to the Township of Southwold Official Pan and cannot be added at this time until they are added to the County of Elgin Official Plan.

Thank you.

Yours truly,

A handwritten signature in black ink that reads "Heather James". The script is fluid and cursive, with the first name "Heather" and last name "James" clearly distinguishable.

Heather James
Planner



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Josh Mueller MCIP, Planner

REPORT NO: PLA 2023-12

SUBJECT MATTER: Information pertaining to Surplus Land in Iona

Recommendation(s):

THAT Council of the Township of Southwold receive Report PLA 2023-12 regarding the disposition of surplus land in the Hamlet of Iona as information and

THAT Council authorize staff to organize an open house/drop-in format meeting with interested residents, Council and Staff for additional public consultation.

Purpose:

The purpose is to inform Council of the results of the circulation of information to the affected residents.

Background:

The Township has roads in the Hamlet of Iona that were created by a plan of subdivision in 1867 through Plan No. 36. These roads were created but based on Legal Counsels review of the land registry office the roads were never opened. However, Legal Counsel has still provided the advice to formally close these roads before declaring surplus.

We wanted to review the entire area as there are opportunities for the Township to create more rural lots in the Township and offer them to residents. This would address one of Council's priorities of providing opportunities for generational families to stay in Southwold. Closing and declaring the unused roads as surplus mitigates Township liability for having property that we do not maintain. There is an existing municipal watermain location on Queen Street and Mary Street.

In February staff submitted a report to Council outlining options for the surplus land. One option was to create some residential building lots. These proposed lots would meet all of the requirements of the Residential 1 (R1) Zone. Another option was to make the land available for purchase for the adjacent residents. Before making a decision, staff recommended that the neighbouring property owners be notified and consulted on this matter.

The following map illustrates the areas under consideration.



Residents adjacent to the surplus land were circulated information and requested to provide comments. Copy of notice attached as Appendix "A". Planning staff received numerous responses to the circulation notice, either by phone or e mail.

Following is a summary of the responses.

- Resident would be interested in buying the land. Is concerned with ATVs and Jeeps travelling at high speeds through the land. Does not want a building lot adjacent to them.
- Resident would be interested in purchasing the property if the price is fair. They maintain it take leaves off of it etc.
- Resident wishes to purchase the surplus land located at the rear of their property. Does not want houses or other things behind them.
- Resident wishes to aquire land adjacent to them but not in the rear. Resident has said they spent a lot of time and money on maintenance. Hoping for reduced rate
- Would like to purchase the land if able to do so. Does not want small narrow building lot adjacent to his property
- Would like to purchase adjacent land. Asked about size of potential lot. Wondered about zoning. It is zoned R1. Asked about lot width. 66 feet.
- Would like to buy the property. Enjoys a view of the field. Does not want houses behind them

- They have maintained for years. Would be interested in adding it to their land if financially possible. Would like to be kept up on the decision.
- Wants more info. Map link to zoom in. Information for property taxes. Edward street, is this land available.

In each case the residents wanted to purchase the property and did not want any new residential development adjacent to their properties.

The residents had several concerns and comments most of which concerned the costs and availability of land, and who would be able to purchase it. The size of the available parcel was another concern.

The residents would also like to attend a public information session or open house to further discuss the process, timeline, costs etc.

Therefore, planning staff are seeking direction from council concerning the next steps in the process. Planning staff would also recommend Council approval to arrange an open house where the residents can meet with staff and Council to discuss options for the proposal. While a public meeting could also be a consideration, staff believe an open-house type format would allow for better discussion with the land owners.

Financial Implications:

None. This is an information report only.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☒ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☐ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety
- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.

☒ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Summary/Conclusion:

Therefore, it is Planning Staff's opinion THAT Council of the Township of Southwold receive Report 2023-12 regarding surplus land in the Hamlet of Iona.

Respectfully submitted by:
Josh Mueller, MCIP,
Planner
"Submitted Electronically"

Approved for submission by:
Jeff Carswell
CAO/Clerk
"Approved Electronically"



TOWNSHIP OF SOUTHWOLD

NOTICE OF TOWNSHIP CONSIDERING SURPLUS LAND IN IONA

The Township of Southwold is considering declaring an existing unused road as surplus in the Hamlet of Iona. The areas outlined in red below show the land that the Township is considering making surplus and offering for sale. The surplus land is located directly east of the properties on the east side of Iona Road between Talbot Line and Homestead Road. The total area of surplus land is 1.59 Hectares (3.94 Acres).



The Township is reviewing opportunities to create residential building lots that are suitable in the Residential 1 (R1) Zone and portions that could also be available to the adjacent landowners to increase the overall area of their property. The images below illustrate a few of the possible options that are being considered by the Township.

Example of Potential Residential Building Lots (red area for lots meeting minimum lot area)



Example of Potential Land Divided Among Property Owners (red hatch for south property outline for north property)



Before declaring this property as surplus, we would like to hear from surrounding property owners. Do you have concerns about the options? If you are an abutting property owner, do you have interest in acquiring some or all of the property? If you have questions or need more information, please contact the undersigned at 519-769-2010. Written comments for council consideration can also be submitted by March 20, 2023. This matter will be further considered at this time.

DATED at the Township of Southwold, this 22nd day of February 2023.

Josh Mueller

Josh Mueller

Planner, Township of Southwold

35663 Fingal Line

Fingal, ON N0L 1K0

Office: 519-769-2010

Email: planning@southwold.ca



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Jeff McArthur, Director of Emergency Services/Fire Chief

REPORT NO: FIR 2023-04

SUBJECT MATTER: Activity Report for the Fire Chief, March 2023

Recommendation(s):

None – For Council Information.

Purpose:

To update Council on Fire Department Activities for March 2023.

Background:

Department updates on its activities and meeting(s) since last report:

- a. *Calls for service* – a total of 14 emergencies were responded to in the months of March including one vehicle extrication and one house fire.
- b. *Public Education* – via social media.
- c. *Meetings* – A County Chief's Meeting was held in Shedden.
The Fire Chief met with Medavie Elgin EMS to review the Tiered Response Agreement. A few minor changes were proposed, with no change in call volume expected.
- d. *Inspections* – none completed.
- e. *Agreements* – Fire Chief met with STFD regarding Automatic Aid Agreement for Amazon.

Report on any outstanding /unresolved concerns, issues:

- a. The former Talbotville pumper was listed for sale and sold.

Training Undertaken by Staff:

- a. Department training topics included medical recertification, hydrant & pump operations, and radio communications.
- b. Standpipe/high rise training was conducted at the Amazon facility in conjunction with STFD.

Capital Project Progress :

2022	Budget	Status/Comments
Talbotville Fire Station	\$1,250,000	Committee Meeting held February 28.

2021	Budget	Status/Comments
Shedden Station - Training area development	\$25,000	In planning
Talbotville Fire Station	\$500,000	

2020	Budget	Status/Comment
Shedden Digital Sign	\$20,000.00	In progress
Talbotville Station - Land, Planning, Engineering	\$350,000.00	
2019	Budget	Status/Comment
Automatic Door Closure	\$500.00	
Shedden Digital Sign Base	\$5,000.00	In progress

Financial Implications:

None.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☐ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety
- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.
- ☒ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:

Jeff McArthur, Fire Chief

"Submitted electronically"

Approved by:

Jeff Carswell, CAO/Clerk



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Paul Van Vaerenbergh, Public Works Superintendent

Brent Clutterbuck, Drainage Superintendent

Kevin Goodhue, Water/Wastewater & Compliance Superintendent

REPORT NO: ENG 2023-16

**SUBJECT MATTER: Activity Report for Infrastructure and Development team -
March 2023**

Recommendation(s):

None – For Council Information.

Purpose:

The purpose of the report is to update Council on the Infrastructure and Development Services team activities for March 2023.

Background:

General

- Inspected slope slides due to warming weather and increased rainfall.
- Made emergency repair at culvert failure on Lake Line, acquiring pricing for emergency replacement.
- Issued RFP for Fingal and Shedden Sanitary Servicing
- Working with Central Elgin for sanitary treatment agreement
- Grading and Spring Road Maintenance Activities
- Received notification that Waste Connections will be the recycling collection contractor for Circular Materials within the Township.

Development

- Reviewed Draft Agreement for Teetzel Lands
- Issued RFP for Shedden and Fingal Sanitary Design
- Talbotville sanitary sewer extension project is on hold waiting for MTO/Developer to proceed.

- Staff had a pre-consultation with a developer for Talbotville Industrial Lands, and Broccolini
- Continued investigations into Talbotville Infiltration
- Total list of active subdivision/site plan files is shown below:

<u>Development Files</u>	<u>Stage of Development Process</u>	<u>Settlement Area</u>
Talbotville Meadows Phase 1	Residential build out, working towards request for assumption	Talbotville
Ridge Phase 2	Residential build out, working towards request for assumption	Talbotville
Enclave Phase 1	Residential build out, working towards request for assumption	Talbotville
Florence Court	Residential build out, working towards request for assumption	Ferndale
Talbotville Meadows Phase 2	Earth works and construction of underground infrastructure	Talbotville
40134 Talbot Line	Site plan agreement	Talbotville
McBain Line	Draft plan, working towards engineering submission	Ferndale
35743 Horton Street (Stoss)	Studies, preparing for draft plan submission	Shedden
4509 Union Road (Turville)	Studies, preparing for draft plan submission	North Port Stanley
8068 Union Road	Studies, preparing for draft plan submission	Fingal
10247 Talbotville Gore Road	Studies, preparing for site plan	Talbotville
Talbotville Meadows Blocks 177 & 178	Pre-Consultation	Talbotville
4324 Thomas Road	Pre-Consultation	North Port Stanley
7882 Fingal Line	Pre-Consultation	Fingal
11085 Sunset Road	Pre-Consultation	Talbotville
35556 Fingal Line	Background information	Fingal
North of 9877 Union Road	Background information	Shedden
Teetzel Development	Background information	Shedden
8115 Union Road	Consultation	Fingal

Field north/east of John Street	Consultation	Shedden
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Infrastructure

a) *Water and Sanitary*

- Locates have increased again with fibre contractors completing work
- Completing meter repairs
- Building meter assemblies for office.
- Repairing curbstops.
- Hydrant asset management review
- Meter reading
- Map marking water infrastructure
- Repairing signs
- Co-ordinating future water services

• *Roads and Bridges*

- 4 employees attended a two-day chainsaw training course.
- A culvert failure on Lake Line required emergency repairs to stabilize the bank, pricing for the culvert replacement is being estimated.
- Heavy rains and winds at the end of the month caused tree damage and washouts at various locations.
- A new Sheriff (Aaron) came to town and is fitting in quite well.



Clearing Culvert Blockages
with New Backhoe

2022 Capital Project Process:

2021	Budget	Status/Comment
Roads		
Talbot Meadows		Completed
Second Line Culvert		Completed
2022	Budget	Status/Comment
Water and Sewer		
Shedden and Fingal Sewer/WWTP		Working on 90% design and reviewing sewer connection charges and coordinating developer meetings
Roads		
Hard Surface Projects	400,000.00	Pricing on curbs and asphalt have been received
Public Works Building	\$200,000	90% design, planning to tender before Christmas
Lynhurst Subdivision	\$2,975,000	Surface asphalt 2023

b) Drainage:

Drains Before Council:

Construction:

- **McIntosh #2 Drain 9 Sept 15)** The bore under 401 is complete. We have asked the engineer to prepare an interim assessment schedule to so that the municipality can bill the Ministry of Transportation for their costs of the bore under the 401. The Contract awarded to Robinson Farm Drainage for construction of the tile portion of the drain. I have talked with the contractor and depending on weather this spring he may come to construct the drain later this summer.

In the hands of the Engineer

- **Ryan Drain (Sept 19):** Engineer working on his report. The watershed has been reviewed by the Engineer and I have followed up with the proponent to discuss the findings and future actions.

- **Third Line – Magdala Drain (formerly Con 3, Lot 5 Drain): (June 12)** Council returned to Engineer.
- **Bogart Drain Ext. (Dec 15):** The proponent has asked that this drain be put on hold for the time being.
- **GH Pennings Drain:** the work is substantially complete
- **Taylor Drain: (Mar. 21):** The engineer is now working on answering Ministry of Transportation questions for the bore under the 401
- **A&C Jones Drain(July 21):** Tender has been awarded. The Contractor hopes to start construction later this spring or early summer
- **Palmer/Bush Line Drain** (Aug. 2022): Onsite meeting was held; Engineer is working on surveying and design
- **Bogart Drain Branch C** (Aug 2022) Onsite meeting was held, Engineer is working on surveying and design

Drains Initiated in Neighboring Municipalities:

- **Marr Drain (2012):** (Central Elgin). We are waiting for the invoices from Central Elgin so that we are able to access the costs to affected landowners in Southwold
- **Lake Road Diversion Drain (2013)** (Central Elgin). We are waiting for the invoices from Central Elgin so that we are able to access the costs to affected landowners in Southwold

Maintenance:

- Work being assigned to contractors as requests coming in
- Drainage Superintendent has been out in the field looking at maintenance requests and fielding landowner questions

Railways

Nothing new to report

Miscellaneous:

2022 Capital Project Process:

2022	Budget
------	--------

McIntosh #2	21,099.00
Anticipated 2023	Budget
G.H. Pennings Drain - Oneida Road crossing	\$15,539.00
G.H. Pennings Drain - water line special	\$2,160.00
A. & C. Jones Drain - Lake Line	\$22,963.00

Financial Implications:

None.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
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- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.
- ☒ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Infrastructure and Development
Services Team
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Aaron VanOorspronk, Director of Infrastructure and Development Services

REPORT NO: ENG 2023-17

SUBJECT MATTER: Talbotville Shared Servicing Study

Recommendation(s):

THAT Report ENG 2023-17 relating to Talbotville Servicing Study, be received for information; and

THAT Council direct staff to award the proposal received from RV Anderson "St. Thomas Water Pollution Control Plant Wastewater Master Plan Update – Township of Southwold Study", dated March 9, 2023

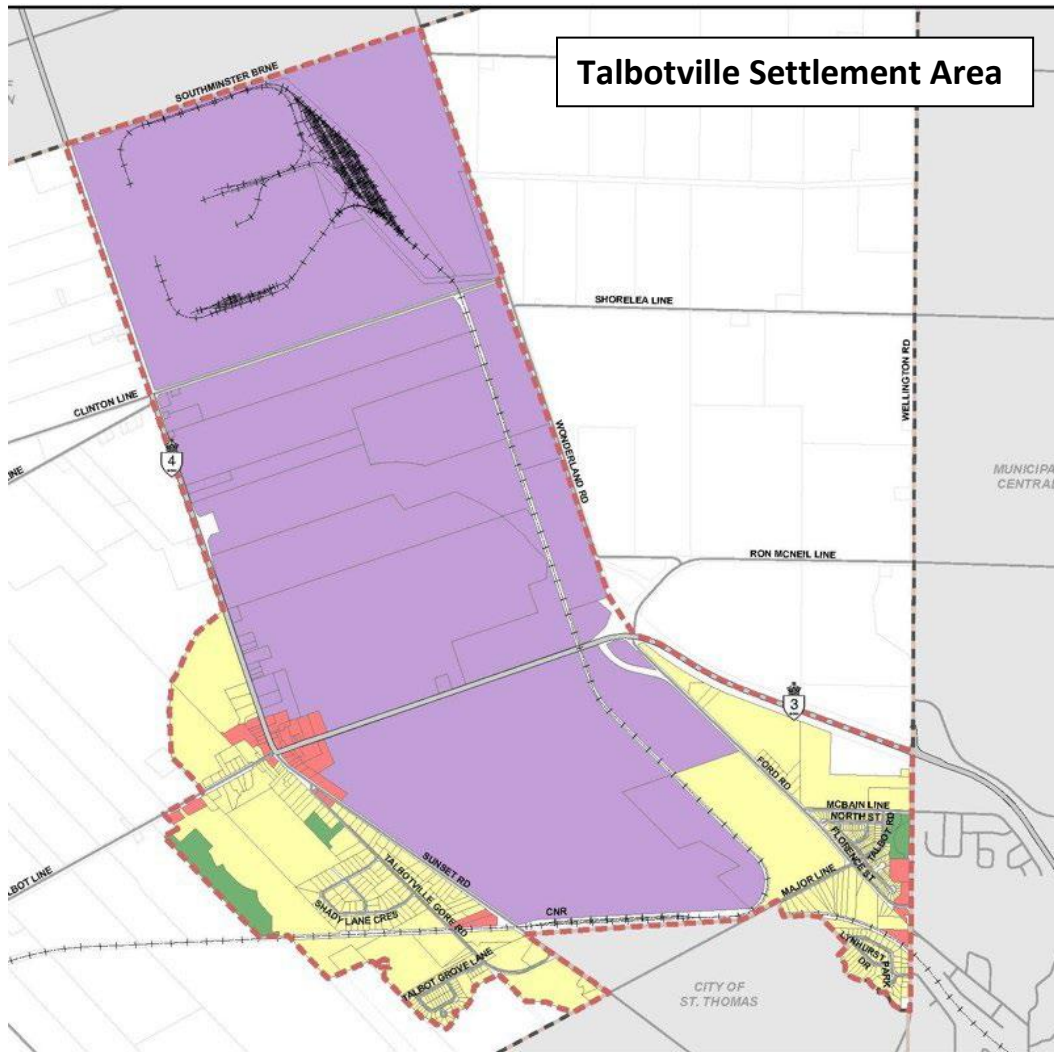
Purpose:

The purpose of this report is for Council to award the proposal received from RV Anderson and authorize staff to direct RV Anderson to include the Talbotville Settlement Boundary in their ongoing Wastewater Master Plan Update.

Background:

On February 13, 2023, staff through the City of St. Thomas requested a proposal from RV Anderson to include the Talbotville Settlement Area Boundary (shown below) in the City's ongoing WMPU. On March 9, 2023, staff received the consultant's proposal outlining the project scope and cost, which is \$34,620 excluding HST. Copy attached as Appendix "A".

The City's Wastewater Master Plan looks to identify opportunities for efficient usage of existing and future Wastewater Treatment capacity. This updated plan will guide future capital investment to provide sanitary servicing for existing and future growth. By adding the Talbotville Settlement Area to the City's Master Plan, the Township will be able to better understand if alternate sanitary servicing is available for the area in part or full. The study will also determine the required capital investments, for the area to convey the sewage to the City's Treatment Facility on Sunset Drive.



Given the current operational challenges with the Talbotville Wastewater Treatment Plant, this study would provide valuable insight into a servicing alternative for the area that would alleviate those challenges. It is also reasonable to assume that, given economies of scale, servicing the Talbotville Settlement Area with shared service would lead to reductions in operational and capital costs in the long term. Completion of the study would not constitute an intent to enter a shared servicing arrangement; it would only determine the viability and financial implications of such an arrangement.

Financial Implications:

The financial impact of the study would be limited to the \$34,620 plus HST, assuming there is no change to the scope of services, which staff do not foresee at this time. The cost for this study would be funded as part of the Talbotville Wastewater Servicing Project.

Conclusion:

Staff believe that the potential benefits of reduced long-term capital and operational costs, as well as the opportunity to include industrial lands in the servicing area, make this study worth the financial cost and recommend that it be undertaken.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☒ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
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- ☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Aaron VanOorspronk, CET.
Director of Infrastructure and
Development Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"

RVA 226304

March 9, 2023

City of St. Thomas
545 Talbot Street
St. Thomas, ON, N5V 3P7

Attention: Nathan Bokma, P.Eng.

Dear Sir:

Re: St. Thomas Water Pollution Control Plant Wastewater Master Plan Update – Township of Southwold Study

Introduction

This letter is to provide for a scope of work to assess the feasibility of bringing in areas of the Township Southwold into the St. Thomas sewage and collection system based upon the request from the City dated February 14, 2023.

Background

Providing a high-level review of the feasibility of connecting Talbotville and Lynwood (those not presently connected) areas of the Township Southwold into the St. Thomas collection and sewage treatment system will require consideration of the following:

1. Timing, volume, and location of flows from Southwold:
2. Access points into the City's collection system and impacts upon the collection system from increased flows;
3. Impact on the current WPCP and the potential future WWTP serving the northern portion of the City as well as the new employment lands; and
4. Impacts on the reserve capacity of the City's collection and sewage treatment system.

This is not a complex undertaking and will require a review and analysis of a significant amount of information both from the Township and the City to provide this assessment.

Proposed Scope of Work

To develop this study for the benefit of both the City and Township, RVA's scope of work for this project includes the following:

1. Start-Up Meeting (Meeting # 1);
2. Background documentation review;
3. Prepare GIS mapping for basis of review work;

4. Confirm current and future WW flows generated by Schedule 4A Talbotville Land Use Area based on the use of the Southwold Design GL;
5. Confirm current and future WW flows from the Lynwood subdivision based on the use of the Southwold Design GL;
6. Confirm if any current, interim, and future flow splitting of area flows between the:
 - a. Private Amazon WWTP (no current ECA for this on MECP website),
 - b. Talbotville WWTP,
 - c. St. Thomas collection system;
7. High level review of options for interim and future connection (s) to St. Thomas sanitary system and to which facilities (PS and WWTP) flows could be directed;
8. Impact on St Thomas collection system based on review of the current sanitary model (cost, capacity, and operational issues);
9. Impact on St Thomas sewage treatment system (cost, capacity, and operational issues);
10. Costs to Southwold (including those passed on by St Thomas);
11. Potential environmental/social issues and Class EA requirements;
12. Prepare and Submit Findings in a Draft Technical Memorandum;
13. Meet with Township and City to Review Findings (Meeting # 2); and
14. Prepare and Submit Final Technical Memorandum.

We assume that Meetings # 1 and # 2 will be joint meetings with the City and Township in attendance and that we will receive one set of consolidated comments in order to finalize the Technical Memorandum.

Professional Fees

Based on the above scope and schedule, RVA proposes a fee of \$34,620.00. This excludes HST and is considered an upset limit. If the scope of work in this proposal changes during execution of the work, then we will seek to renegotiate additional fees with the City. The attached Figure 1 provides for additional detail on how this fee was derived.

Should we become aware of any out-of-scope work requested by the City, or which may be warranted given the circumstances, the RVA Project Manager will submit a written request to the City Project Manager outlining the request, justification, and associated costs. We will not proceed with any out-of-scope work without obtaining written permission from the City Project Manager.

Agreement

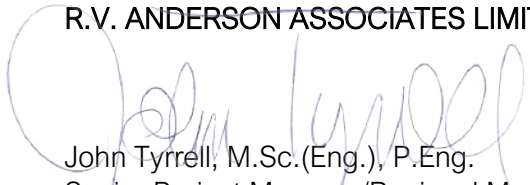
This additional work would be undertaken on the basis and of the *City of St. Thomas Client/Consultant Agreement For Municipal Works Memorandum of Agreement Between The Corporation Of The City Of St. Thomas (Client) and R. V. Anderson Associates Ltd. (Consultant)* dated March 7th, 2022 between the City and RVA.

Closing

We look forward to continuing to work with the City as well as the Township on this important assignment. If you have any questions regarding this submission, please do not hesitate to contact the undersigned.

Yours very truly,

R.V. ANDERSON ASSOCIATES LIMITED



John Tyrrell, M.Sc.(Eng.), P.Eng.
Senior Project Manager/Regional Manager
Office: 519-681-9916 ext. 5038
Cell: 519-878-7903
jttyrrell@rvanderson.com

Encls.: Figure 1 Time Task Matrix



WASTEWATER MASTER PLAN CONSIDERATION OF SOUTHWOLD FLOWS

Staff	RVA							Hours / Task	Expenses	Total Fees / Task
	J. Tyrrell	D. Evans	S. Hall	C. Paslawski	A. Bhutani	CADD/GIS Tech.	Office Support			
	Role	PM	PD	QA	Proj. Engr	Modeler				
Rate	\$237	\$263	\$227	\$165	\$150	\$103	\$67			
Task Description										
Start-Up Meeting (Meeting # 1)	2	1		2			4	9	\$50	\$1,385
Background Documentation Review	2			10	5	10		27	\$0	\$3,904
Prepare GIS mapping for basis of review work				10	5	25		40	\$0	\$4,975
Confirm current and future WW flows generated by Schedule 4A Talbotville Land Use Area based on the use of the Southwold Design GL	1			7.5		5		13.5	\$0	\$1,990
Confirm current and future WW flows from the Lynwood subdivision based on the use of the Southwold Design GL	1			7.5		5		13.5	\$0	\$1,990
Confirm if any current, interim, and future flow splitting of area flows between the: Private Amazon WWTP (no current ECA for this on MECP website)/ Talbotville WWTP/ St. Thomas collection system	2			7.5				9.5	\$0	\$1,712
High level review of options for interim and future connection (s) to St. Thomas sanitary system and to which facilities (PS and WWTP) flows could be directed	5			15	5			25	\$0	\$4,410
Impact on St Thomas collection and treatment system (cost and operational issues)	1			5	30			36	\$0	\$5,562
Costs to Southwold (including those passed on by St Thomas)	1			5				6	\$0	\$1,062
Potential environmental/social issues and Class EA requirements	1			5				6	\$0	\$1,062
Prepare and Submit Findings in a Draft Technical Memorandum	2		2	15	5			24	\$0	\$4,153
Meet with Township and City to Review Findings (Meeting # 2)	2	1		2				5	\$50	\$1,117
Prepare and Submit Final Technical Memorandum	2			5				7	\$0	\$1,299
TOTAL HOURS	22	2	2	96.5	50	45	4	221.5	\$100	
FEES	\$5,214	\$526	\$454	\$15,923	\$7,500	\$4,635	\$268	\$0	\$100	
TOTAL FEES (EXCLUDING HST)										\$34,620



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Aaron VanOorspronk, Director of Infrastructure and Development Services

REPORT NO: ENG 2023-18

SUBJECT MATTER: Lynhurst Soil Relocation

Recommendation(s):

THAT Report ENG 2023-18 relating to the Lynhurst Soil Relocation, be received for information.

Purpose:

The purpose of this report is to inform Council of the proposed disposal plan for the excess soil generated during the Lynhurst Park Drive project.

Background:

On March 29, 2023, staff received information that a developer in the Dutton area was seeking fill for a future commercial development. After discussions with the developer and a geotechnical professional, it was determined that the site was suitable for receiving the salt-impacted soil generated by the 2022 Lynhurst construction. Given the increasing demand for receiver sites, staff acted quickly and solicited quotes from several local contractors. The following are the bids received:

	Bidder	Total Bid Price (excluding HST)
1	Streib Trucking & Excavating Ltd.	\$ 44,550.00
2	Glovan Excavating	\$46,475.00
3	Campbell Trucking Ltd.	\$51,150.00
4	PV-EX Construction Ltd.	\$52,525.00

The estimated pricing includes the Township supplying and operating four (4) tri-axle trucks to augment the contractor-supplied trucking, which provides an approximate savings of \$24,200 based on current trucking rate.

Financial Implications:

The total contract price for the project will be funded by the Lynhurst Soil Relocation budget, which was established at \$65,000 in the 2023 budget. Since the total contract price does not exceed the procurement policy limit of \$50,000 for quoted services, staff proceeded with the award.

	Expenditures	Funding
Quoted total:	\$44,550.00	
Net HST	\$784.08	
Total:	\$45,334.08	
Allocated Funding:		\$65,000

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
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Respectfully Submitted by:
Aaron VanOorspronk, CET.
Director of Infrastructure and
Development Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Aaron VanOorspronk, Director of Infrastructure and Development Services

REPORT NO: ENG 2023-19

SUBJECT MATTER: Lynhurst Area DWQMS Policy Endorsement

Recommendation(s):

THAT Report ENG 2023-19, Lynhurst Area DWQMS Policy Endorsement, be received for information; and further: and,

THAT Council approve the Drinking Water Quality Management Operational Plan and Policy

Purpose:

The purpose of this report is to obtain Councils endorsement of the City of St. Thomas' Updated DWQMS Policy, as the operating authority for the Lynhurst Area water system.

Background:

Ontario has established a strong regulatory framework for drinking water systems in the province. This framework under the Safe Drinking Water Act, 2002 (SDWA) and related regulations focuses on compliance-based results which are verified through the Ministry of the Environment, Conservation, and Parks' (MECP) compliance and abatement programs. The regulations stipulate the detailed requirements for drinking water systems, testing services, quality standards, certification of drinking water system operators and drinking water quality analysts, as well as compliance and enforcement.

As the Township's operating authority in the Lynhurst Area, the City has developed their Drinking Water Quality Management System (DWQMS) to integrate quality management through a proactive and preventative approach to assuring drinking water quality. The SDWA requires each Owner of a municipal drinking water system to obtain a Municipal Drinking Water Licence for the operation of their waterworks. A prerequisite of the municipal drinking water licensing program is to have the water system operated by an accredited Operating Authority. The City has maintained accreditation through SAI-

Global, one of the external auditors retained by MECP to carry out audits for the DWQMS program.

In February 2017, MECP released DWQMS Version 2.0 that implemented several changes over the original DWQMS Version 1.0. Some of the more significant changes relate to timing between audits or management review meetings from 12 months to within the next calendar year, and implementing risks associated to climate change into the risk assessment framework.

As per the DWQMS, it was noted that every new Council should be provided with an overview of their responsibilities and obligations under the SWDA, and that Council should reaffirm their commitment to the DWQMS.

Analysis:

The Sewer and Water Service Area of the Environmental Services Department is the operating authority that operates and maintains the following systems:

- City of St. Thomas Water Distribution System
- St. Thomas Area Secondary Water Supply System (on behalf of the Joint Board)

• Township of Southwold Water Distribution System (Lynhurst Area)

- Municipality of Central Elgin Water Distribution System – St. Thomas Suburban Area

The City has developed DWQMS Operational Plans for all four systems, which commit the City to the following:

- providing the customer with clean, safe drinking water,
- meeting all relevant legislative and other requirements,
- And continually improve the quality management system.

The Operational Plans are the overarching documents that describe the Drinking Water Quality Management System and are based on a number of guiding elements:

- Element 1 – The Quality Management System
- Element 2 – The Quality Management System Policy
- Element 3 – Commitment and Endorsement
- Element 4 – QMS Representative
- Element 5 – Document and Records Control
- Element 6 – Drinking Water System
- Element 7 and 8 – Risk Assessment and Risk Assessment Outcomes

- Element 9 – Organizational Structure, Roles, Responsibilities and Authorities
- Element 10 – Competencies
- Element 11 – Personnel Coverage
- Element 12 – Communications
- Element 13 – Essential Supplies and Services
- Element 14 – Review and Provision of Infrastructure
- Element 15 – Infrastructure Maintenance, Rehabilitation and Renewal
- Element 16 – Sampling, Testing and Monitoring
- Element 17 – Measurement and Recording Equipment Calibration and Maintenance
- Element 18 – Emergency Management
- Element 19 – Internal Audits
- Element 20 – Management Review
- Element 21 – Continual Improvement

Element 3 of the Operational Plans requires a written endorsement of its contents by the organization's top management and owner representative. The Drinking Water Quality Management System Policy and Operational Plan are attached with this report and will be made available to the public on the Township's website. The Operational Plan and Policy have been updated to reflect changes implemented by MECP's recently released DWQMS Version 2.0.

Role and Responsibility of Council:

The owner of a public water system is responsible for meeting all the public responsibilities that apply to the water supply. An owner is a person, municipal council, or board of commissioners who owns a public water system. The owner may designate a manager, operator, or operators to conduct the day-to-day operations of a water supply, but the owner is ultimately responsible for providing safe drinking water and meeting regulatory requirements.

Section 19 of the Safe Drinking Water Act, 2002 sets out the legal responsibilities and duties of persons who oversee municipal drinking water systems. This section requires that those who are in a position of oversight of municipal drinking water systems apply a statutory standard of care to their oversight activities. Anyone to whom the standard of care applies is expected to exercise the level of care, diligence, and skill in respect of a municipal drinking water system that a reasonably prudent person would be expected to exercise in a similar situation.

The SDWA expressly extends regulatory responsibility to people with decision making authority over the drinking water system. Depending on specific circumstances and individual responsibilities, this responsibility may extend to individual board members and other municipal officials and employees.

To assure that their responsibilities have been carried out diligently, the Council must:

- understand their obligations under the Safe Drinking Water Act, 2002 and associated regulations.
- be aware of the conditions outlined in the system's Drinking Water Works Permit
- assign competent and certified management and operators
- allocate sufficient financial resources for the operation and maintenance of the system
- require and review periodic and annual reports from senior management on the operation of the municipal drinking water system
- be satisfied that appropriate steps are taken to address any issues

Therefore, it is recommended that Council reaffirm their commitment to the obligations under the Safe Drinking Water Act, 2002 through approval of the Drinking Water Quality Management Policy.

Financial Implications:

None.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☒ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☒ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety
- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.

☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Aaron VanOorspronk, CET.
Director of Infrastructure and
Development Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"



Drinking Water Quality Management System Policy



Township of Southwold Water Distribution System (Lynhurst Area)

EFFECTIVE DATE: JANUARY 1, 2023

REVISION: 2.6

TO BE REVIEWED: FOLLOWING SIGNIFICANT CHANGE TO BOARD

The Township of Southwold is the owner and provides governance for the Township of Southwold Water Distribution System (WDS).

The City of St. Thomas Environmental Services Department is the contracted operating authority for the Lynhurst Area of the Township of Southwold WDS and also provides the necessary resource support for the successful implementation and ongoing viability of the Drinking Water Quality Management System (DWQMS).

Under the provisions of the Safe Drinking Water Act, 2002, the Environmental Services Department is responsible for implementing and maintaining the DWQMS in partnership with the Township of Southwold.

Together, The Township of Southwold and City of St. Thomas Environmental Services Department are committed to providing our customers with clean, safe drinking water through the operation and maintenance of Township of Southwold WDS – Lynhurst Area in a manner that adheres to all applicable legislation and regulations. We are committed to the adoption of the Drinking Water Quality Management Standard and as such, make a commitment to the maintenance and continual improvement of the Quality Management System (QMS).

Furthermore, we have reviewed the Operational Plan, endorse its application, and are committed to ensuring the QMS is regularly assessed to confirm its ongoing applicability and relevance.

Signed: _____

Owner Representative
Aaron Van Oorspronk, CET
Director of Infrastructure and Development
Township of Southwold

Date: March 22, 2023 _____

Signed: _____

Operating Authority
Nathan Bokma, P. Eng.
Quality Management System Representative
City of St. Thomas

Date: _____

***Township of Southwold Water Distribution System
(Lynhurst Area)***

***DRINKING WATER QUALITY
MANAGEMENT SYSTEM
OPERATIONAL PLAN***

REVISION 2.5

January 1, 2023

Prepared by:

Operating Authority

***The City of St. Thomas
Environmental Services Department***

Owner:

Township of Southwold



**TOWNSHIP OF
Southwold**



OPERATIONAL PLAN – SOUTHWOLD (LYNHURST AREA)

EFFECTIVE DATE: JANUARY 1, 2023

REVIEW FREQUENCY: ANNUALLY

REVISION 2.5

APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE

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1. Quality Management System

Preface

This Operational Plan describes the content of the Drinking Water Quality Management System (DWQMS) in place for the Township of Southwold Water Distribution System (Lynhurst Area). The contents of this Operational Plan are based upon the requirements of the Drinking Water Quality Management Standard:

- a) To facilitate the Operating Authority's ability to consistently deliver drinking water that meets applicable legislative, regulatory and Owner requirements and
- b) To enhance consumer protection through the effective application and continual improvement of the Quality Management System.

Abbreviation/Definitions

ADWQI or AWQI	Adverse Drinking Water Quality Incident
AMC	Asset Management Coordinator
ARBS	Albert Roberts Booster Station
CC	Compliance Coordinator
CCP	Critical Control Point
DWQMS	Drinking Water Quality Management System
EMPS	Elgin Middlesex Pumping Station
MCEWDS	Municipality of Central Elgin Water Distribution System - St. Thomas Suburban Area
MMC	Maintenance Management Coordinator
OA	Operating Authority, the current authority operating the System
OCWA	Ontario Clean Water Agency
QMS Representative	Quality Management System Representative
SCADA	Supervisory Control and Data Acquisition Software
SOP	Standard Operating Procedure
STASWSS	St. Thomas Area Secondary Water Supply System
STWDS	St. Thomas Water Distribution System
TSWDS	Township of Southwold Water Distribution System - Lynhurst Area
Applicable Legislative and Regulatory Requirements	the Safe Drinking Water Act, 2002 (SDWA), the Ontario Water Resources Act, 1990 and all regulations and instruments issued under these Acts which are associated with drinking water.
Audit	a systematic and documented 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.
Calendar Year	A period of one year beginning and ending with the dates conventionally accepted as marking the beginning and end of a year (January 1st to December 31st).
Consumer	the drinking water end user.
Corrective Action	Action to eliminate the cause of a detected nonconformity of the QMS with the requirements of the DWQMS or other undesirable situation.
Critical Control Limit	The point at which a Critical Control Point response procedure is initiated.

Critical Control Point	an essential step or point in the Subject System at which control can be applied by the Operating Authority to prevent or eliminate a Drinking Water Health Hazard or to reduce it to an acceptable level.
Director	Means the director appointed for the purposes of s.15 of the SDWA.
Distribution System	Has the same meaning as “distribution system” defined in s. 2(1) of the SDWA.
Document	Has the same meaning as “document” defined in s. 2(1) of the SDWA.
Drinking Water Health Hazard	Has the same meaning as “drinking water health hazard” defined in s. 2(1) of the SDWA.
Drinking Water Quality Management Standard (DWQMS)	Has the same meaning as Quality Management Standard for Drinking Water Systems approved under s. 21 of the SDWA.
Drinking Water System	Has the same meaning as “drinking water system” defined in s. 2(1) of the SDWA.
Environmental Bill of Rights Registry	Has the same meaning as “Registry” defined in s.2(1) of the SDWA.
Municipal Drinking Water System	Has the same meaning as “municipal drinking water system” defined in s. 2(1) of the SDWA.
Municipal Residential Drinking Water System	Has the same meaning as “large municipal residential system” or “small municipal residential system” defined in s. 1(1) of O. Reg. 170/03.
Operating Authority	Means, in respect of a Subject System, the person or entity that is given responsibility by the Owner for the operation, management, maintenance or alteration of the Subject System.
Operational Plan	Means, in respect of a Subject System, the Operational Plan required by the Director’s Direction.
Operational Subsystem	Means a part of a Municipal Residential Drinking Water System operated by a single Operating Authority and designated by the Owner as being an Operational Subsystem.
Owner	Has the same meaning as “owner” defined in s. 2(1) of the SDWA.
Preventive Action	Action to prevent the occurrence of nonconformity of the QMS with the requirements of the DWQMS or other undesirable situation.
Primary Disinfection	Has the same meaning as “primary disinfection” defined in s. 1(1) of O. Reg. 170/03.
Public	Subject System consumers and stakeholders.
Quality Management System (QMS)	A system to: <ul style="list-style-type: none"> o establish policy and objectives, and to achieve those objectives, and o direct and control an organization with regard to quality.
Quality Management System Policy	means the policy described in Element 2 developed for the Subject System or Subject Systems
Record	A document stating results achieved or providing proof of activities performed.

Secondary Disinfection	Has the same meaning as “secondary disinfection” defined in s. 1(1) of O. Reg. 170/03.
Subject System	Means: <ul style="list-style-type: none"> o a municipal residential drinking water system where the system is operated by one operating authority, or o an operational subsystem where two or more parts of a municipal residential drinking water system are operated by different operating authorities.
Supplier	An organization or person that provides a product or service that affects drinking water quality.
Top Management	A person, persons or a group of people at the highest management level within an Operating Authority that makes decisions respecting the QMS and recommendations to the Owner respecting the Subject System or Subject Systems.
Treatment System	Has the same meaning as “treatment system” defined in s. 2(1) of the SDWA.

Ownership and Operation

The Township of Southwold is the Owner and provides governance for the Township of Southwold Water Distribution System.

The Township of Southwold currently utilizes the services of the City of St. Thomas Environmental Services Department as the Operating Authority, which operates and maintains the Township of Southwold Water Distribution System in the Lynhurst Area. Other areas in the Township of Southwold are operated under the Township of Southwold Operational Plan. Under the provisions of the *Safe Drinking Water Act, 2002*, the Operating Authority is responsible for implementing and maintaining the DWQMS in partnership with the Township of Southwold.

As required by the *Directors Directions: Minimum Requirements for Operational Plans*, a Subject System Description Form has been completed for the drinking water system and can be found in Appendix A.

2. Quality Management System Policy

The Quality Management System Policy is posted at the main entrance of the Environmental Services Department, City Hall (545 Talbot Street) and at the entrance to the Public Works Service Centre (100 Burwell Road) and is made available to the public via the Cities website.

A copy of the Quality Management System Policy can be found in **Appendix A**.

3. Commitment and Endorsement

This Operational Plan has been reviewed and approved by the Operating Authority and the Owner, who are committed to ensuring the Quality Management System is regularly assessed to confirm its ongoing applicability and relevance, as attested through the endorsement of the DWQMS Policy.

Top Management ensures the Operating Authority is aware of all applicable legislative and regulatory requirements.

Top Management ensures that the Drinking Water Quality Management System (DWQMS) is communicated according to procedure, by following the Communication Procedure attached in Appendix I. The Internal Audit Procedure and the Management Review Procedure describe how proper communication is monitored.

Top Management determines, obtains and provides the resources needed to maintain and improve the DWQMS, as demonstrated through records created under the DWQMS, and through the Management Review Process.

The Review and Provision of Infrastructure Procedure (DW-ADMIN-850) describes how a need for resources may be identified, documented and followed through.

4. Quality Management System Representative

The Quality Management System (QMS) Representative is appointed and authorized by the Top Management of the Operating Authority. This appointment is made through the issuance of a letter to the QMS Representative and circulated to all pertinent staff.

5. Document and Records Control

Procedures are in place for Document Control and Record Control describing how documents and records are controlled.

The Document Control Procedure describes the activities required to ensure that all documents are identifiable, kept current, legible, retrievable, stored, protected, retained and disposed of. Documents that are required by the DWQMS are within the scope of this procedure.

The Record Control Procedure has been established and maintained to identify the controls needed for the identification, legible, retrievable, storage, protection, retention time and disposition of records. Records that are required by the DWQMS are within the scope of this procedure.

The Document Control Procedure (DW-ADMIN-100) can be found in **Appendix B**. The Record Control Procedure (DW-ADMIN-200) can be found in **Appendix C**.

6. Drinking- Water System

Description of the Township of Southwold Water Distribution System – Lynhurst Area

The Township of Southwold- Lynhurst Area drinking water subsystem receives its water from the City of St. Thomas Water Distribution System supplied through a control valve.

The drinking water distribution subsystem, consisting of approximately 0.883 km of piping, is arranged predominantly in a looped system with all efforts being made to minimize dead ends. The main is comprised of 150mm PVC piping. Asbestos Cement piping has been abandoned in place in this area. The Township of Southwold Water Distribution System – Lynhurst Area map can be found in **Appendix D**. A Drinking Water Operations and Billing Responsibility Delineation Map is also included in **Appendix D**.

Description of Water Source

Treated water for the Township of Southwold Water Distribution System - Lynhurst Area, is supplied from the Elgin Area Primary Water Supply System, which takes its source water from Lake Erie.

The Elgin Area Primary Water Supply System is responsible for ensuring that measures are in place to provide water to the EMPS that meets or exceeds Ministry of Environment, Conservation and Parks (MECP) requirements.

Under emergency circumstances, water can be supplied from the City of London Southeast Reservoir and Pumping Station, which receives water from the same source, the Elgin Area Primary Water Supply System, through the EMPS.

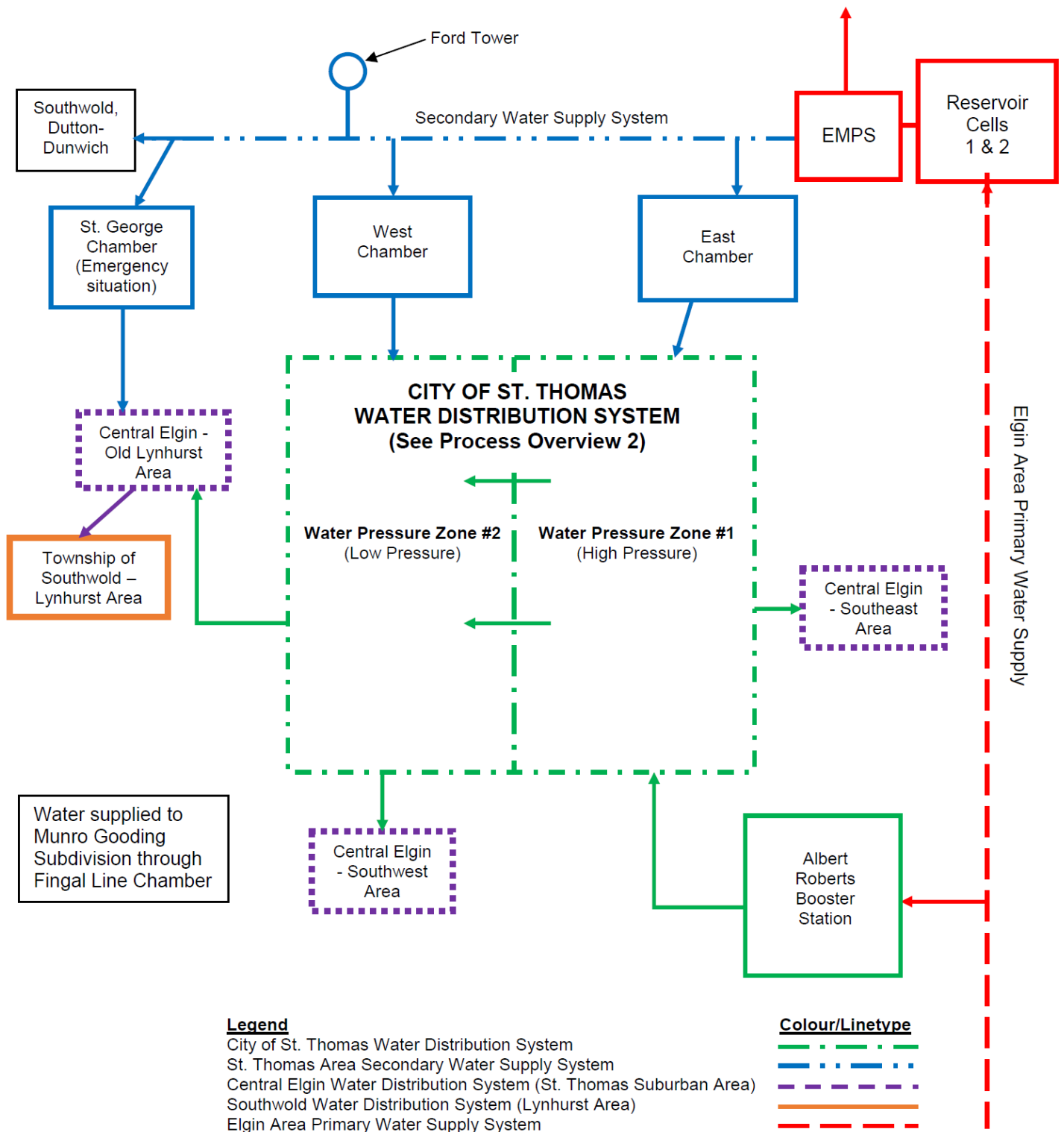
Lake Erie raw water can be treated effectively using conventional processes to produce water meeting Ontario Drinking-Water Quality Standards. Great Lakes water is considered to pose low risk for the formation of disinfection by-products (DBP's).

The Elgin Area Primary Water Supply System analyzes treated water for Dissolved Organic Carbon, an indicator for DBPs and distribution water for Trihalomethanes (THMs), the most common DBP.

General Characteristics of Lake Erie Treated Water Supply can be viewed on the Elgin Area Primary Water System website at www.watersupply.london.ca.

The Elgin Area Primary Water Supply System provides the City, as a member of the Elgin Area Primary Water System, quarterly reports on the operations of the Primary Water Supply System and water quality.

System Overview Schematic



Common Event-Driven Fluctuations:

During winter, late spring and late fall when changes in water and soil temperatures are occurring, there is typically a higher proportion than normal of water main breaks.

In early fall, algae-die off and lake-turnover events that can make effective treatment a challenge for the Elgin Area Primary Water Supply System can lead to odour and colour events for the Southwold WDS (Lynhurst Area).

Threats to Ongoing Water Quality:

The main threats to ongoing water quality are: cross-contamination from industry back-flow, illegal connections or back siphonage from water main breaks. Building inspections, by-laws, back-flow preventers and proper construction minimize the potential for accidental back-flow or other contaminants, which may impact the water quality.

Challenges

Low Chlorine Residual: During the summer, higher water temperatures increase microbial activity increasing chlorine demand. In addition, long, low flow pipelines and dead end sections increases the likelihood of a low chlorine residual water sample, which may result in an adverse water quality incident.

Discolouration: Discolouration can occur due to the age of some of the distribution system piping and as a result of preventative maintenance driven flushing programs and occasional water main breaks. These events can cause rapid changes in flow velocity and/or cause the water in the pipeline to change direction, resulting in a disturbance in the natural flow of the pipe and stirring up any sediment residing in the pipes.

In early fall, algae-die off and lake-turnover events that can make effective treatment a challenge for the Elgin Area Primary Water Supply System can lead to odour and colour events for the Southwold WDS (Lynhurst Area).

7. Risk Assessment

A risk assessment procedure has been developed and implemented. The procedure defines the process used to rank potential hazards to the TSWDS-Lynhurst Area and identify Critical Control Points, to which control measures may be applied to further reduce risks to the degradation of water quality within the system. Control measures, where they exist are defined. Procedures for critical control points (CCP's) include measures to: monitor, respond to document and to limit exceedances. The Risk Assessment Procedure also describes the process for staff to bring forward real or perceived risks to water quality for consideration.

The Risk Assessment Procedure (DW-ADMIN-300) and Hazard Analysis Spreadsheet (DWF-ADMIN-303) can be found in **Appendix E**.

8. Risk Assessment Outcomes

The results of the Risk Assessment are documented in the Hazard Analysis spreadsheet. The spreadsheet identifies:

- General Areas or major features of the water distribution system
- Process steps or major operational activities
- Types of hazards
- Description of potential hazards
- Ranking calculations and risks
- Control Measures to address hazards
- Designated CCPs
- References to CCP Procedures (which describe procedures to monitor, respond, report and record deviations)

The Hazard Analysis Spreadsheet, and the CCP procedures, designated by a 'DW-CCP' in their title can be found in **Appendix E**.

9. Roles, Responsibilities and Authorities

The organizational structure, roles, responsibilities and authorities for the systems Owner and Operating Authority personnel is described in the Roles, Responsibilities and Authorities Procedure (DW-ADMIN-402) and can be found in **Appendix F**.

10. Competency and Training

The Competency and Training Procedure (DW-ADMIN-500) describes the required and desired competencies established for each role within the Owners and Operating Authorities structure whose duties may have the ability to directly affect drinking water quality. The procedure also describes the process for requesting/scheduling and tracking training, as well as methods used to ensure staff members establish and/or maintain a satisfactory level of competence in their duties.

The Competency and Training Procedure (DW-ADMIN-500) can be found in **Appendix G**.

11. Personnel Coverage

The Personnel Coverage Procedure describes how sufficient personnel meeting identified competencies are available for duties that may directly affect drinking water quality.

The Personnel Coverage Procedure (DW-ADMIN-600) can be found in **Appendix H**.

12. Communications

The Communication Procedure describes how the DWQMS is communicated between Top Management and the Owner, Operating Authority personnel, Suppliers, and the public.

The Communications Procedure (DW-ADMIN-700) can be found in **Appendix I**.

13. Essential Supplies and Services

A list of all supplies and services deemed essential to the delivery of safe drinking water is provided in the Essential Supplies and Services Procedure (DW-ADMIN-800). The list includes the means to ensure the procurement of critical supplies and services and methods used by the Operating Authority to ensure the quality of essential services and supplies.

The Essential Supplies and Services Procedure (DW-ADMIN-800) can be found in **Appendix J**.

14. Review and Provision of Infrastructure

A process for the annual review of the adequacy of the infrastructure is described in Review and Provision of Infrastructure Procedure (DW-ADMIN-850). The procedure describes the programs in place to help assess the adequacy of infrastructure and how funds are secured for infrastructure related projects.

The Review and Provision of Infrastructure Procedure (DW-ADMIN-850) can be found in **Appendix K**.

15. Infrastructure Maintenance, Rehabilitation and Renewal

A procedure has been developed and implemented for the Maintenance, Rehabilitation and Renewal of Infrastructure. This procedure describes the various programs in place to maintain/rehabilitate and replace aging infrastructure.

The Infrastructure Maintenance, Rehabilitation and Renewal Procedure (DW-ADMIN-900) can be found in **Appendix K**.

16. Sampling, Testing and Monitoring

The Sampling, Testing and Monitoring Procedure describes the sampling, testing and monitoring in place for drinking water process control based on the most challenging conditions and how results are recorded and shared between the Operating Authority and the Owner.

The Sampling, Testing and Monitoring Procedure (DW-ADMIN-1000) can found in **Appendix L**.

17. Equipment Calibration

The calibration and maintenance of measurement and recording equipment is described in the Equipment Calibration Procedure.

The Equipment Calibration Procedure (DW-ADMIN-1100) can be found in **Appendix M**.

18. Emergency Management

Emergency preparedness is achieved by following requirements described in the Emergency Response Plan. In the Emergency Response Plan, the table of contents lists response procedures for the potential emergency situations or service interruptions. The response procedures describe planned responses for the identified potential emergencies, including Owner and Operating Authority responsibilities. A protocol for notification of customers and adjacent municipalities supplied by the system, initiates the necessary municipal emergency planning measure described in the Emergency Response Plan. A protocol for all emergency notification is also included, along with an up to date contact list.

The Emergency Response Plan and contact list (DW-ERP-1 to DW-ERP-800) can be found in **Appendix N**.

19. Internal Audit

The Internal Audit Procedure describes how conformity of the DWQMS is evaluated on an annual basis. The procedure describes how audit criteria, frequency, scope, methodology and records are identified, referencing previous internal and external audits. It also describes how corrective actions are initiated as a result of an internal audit, and provides references to the Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400).

The Internal Audit Procedure, (DW-ADMIN-1200) can be found in **Appendix O**.

20. Management Review

The Management Review Procedure describes the procedure for management reviews, which are to occur at least once per calendar year, including instructions related to all of the required inputs to the meeting. The procedure also describes how Top Management considers results, identifies deficiencies, and record and forwards results to the Owner and to other key personnel.

The Management Review Procedure (DW-ADMIN-1300) can be found in **Appendix P**.

21. Continual Improvement

The Operating Authority and Owner of the TSWDS-Lynhurst Area are committed to continually improving the Quality Management System by following the Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400). This procedure describes how the Operating Authority responds to identified non-conformances/non-compliances, Opportunities for Improvement. The procedure also requires that the OA take into consideration industry best practices, as published by the MECP, or discovered through interaction with industry contacts.

The Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400) can be found in **Appendix Q**.

22. Public Disclosure of Operational Plans and Procedures

Requests for viewing of all or part of the Operational Plan for the Southwold Drinking Water System – Lynhurst Area shall be directed to the Township of Southwold for consideration and permission to disclose on a per request basis.

Requests from Southwold to share Operational Plans and/or Procedures, in whole or in part, with the public will be fulfilled by the Compliance Coordinator. A listing of SOP's that are incorporated into the Operational Plan through reference is maintained in **Appendix R**. The listing identifies any procedures that are not to be shared

with the public for the purposes of protecting personal information and/or release of such information could threaten the safety and/or quality of the drinking water.

Table of Revisions

Revision	Date	Description of Revision
17	June 29, 2017	Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard
2.0	January 1, 2019	Inserted definitions, reworded several sections to improve clarity. Significant change in policy statement during transition to DWQMS 2.0. Removed extraneous commitments, inserted statement allowing for OP commitment and Endorsement on policy. Inserted system overview schematic.
2.1	January 1, 2020	Updated references to Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400)
2.2	January 1, 2021	Updated references to ERP procedures.
2.3	January 1, 2022	Inserted Subject System Description Form (App A), inserted Water System Operations Responsibility Delineation Map, Inserted section on public disclosure of operational plans and Water System SOP listing.
2.4	June 6, 2022	Minor grammatical corrections made, updated ERP procedure listing. Removed WT and QC definitions as no longer roles in DWQMS.
2.5	January 1, 2023	Removed reference to the record retrieval form, inserted info on lake turnover events as a challenge to the system. Updated reference to ERP procedures. Updated material of piping, retained statement that Asbestos Cement piping is in the area.

Appendix A

~ St. Thomas Secondary Area Water Supply System - **DWQMS Policy** ~

~ St. Thomas Water Distribution System - **DWQMS Policy** ~

~ Township of Southwold Water Distribution System (Lynhurst Area) - **DWQMS Policy** ~

~ Municipality of Central Elgin Water Distribution System (St. Thomas Suburban Area) -
DWQMS Policy ~



TOWNSHIP OF
Southwold





Drinking Water Quality Management System Policy



Township of Southwold Water Distribution System (Lynhurst Area)

EFFECTIVE DATE: JANUARY 1, 2023

REVISION: 2.5

TO BE REVIEWED: FOLLOWING SIGNIFICANT CHANGE TO BOARD

The Township of Southwold is the owner and provides governance for the Township of Southwold Water Distribution System (WDS).

The City of St. Thomas Environmental Services Department is the contracted operating authority for the Lynhurst Area of the Township of Southwold WDS and also provides the necessary resource support for the successful implementation and ongoing viability of the Drinking Water Quality Management System (DWQMS).

Under the provisions of the Safe Drinking Water Act, 2002, the Environmental Services Department is responsible for implementing and maintaining the DWQMS in partnership with the Township of Southwold.

Together, The Township of Southwold and City of St. Thomas Environmental Services Department are committed to providing our customers with clean, safe drinking water through the operation and maintenance of Township of Southwold WDS – Lynhurst Area in a manner that adheres to all applicable legislation and regulations. We are committed to the adoption of the Drinking Water Quality Management Standard and as such, make a commitment to the maintenance and continual improvement of the Quality Management System (QMS).

Furthermore, we have reviewed the Operational Plan, endorse its application, and are committed to ensuring the QMS is regularly assessed to confirm its ongoing applicability and relevance.

Signed: _____

Owner Representative

Peter Kavcic, P.Eng.

Director of Infrastructure and Development
Township of Southwold

Signed: _____

Operating Authority

Nathan Bokma, P. Eng.

Quality Management System Representative
City of St. Thomas

Date: January 17, 2023 _____

Date: _____

Appendix B

~ Document Control Procedure (DW-ADMIN-100) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: DOCUMENT CONTROL				PROCEDURE NO.: DW-ADMIN-100			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 5			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure defines the actions and responsibilities to ensure the most recent documents required to demonstrate conformance to the Drinking Water Quality Management System (DWQMS) are suitably controlled and available to the user.

Procedure:

Document List and Storage

Table 100-1 below lists the documents that have been identified as required to demonstrate conformance to the Drinking Water Quality Management Standard:

- Table 100-1 lists for each document required, the Document Owner, the location of the Controlled Version, and an indication as to whether or not the document is posted to the City of St. Thomas intranet.
- The Document Owner as identified in table 100-1 is responsible for ensuring that the document is reviewed and updated as required and that current and obsolete documentation is maintained as per City of St. Thomas Retention of Records By-law Number 96-2020 (as amended from time to time).

Table 100-1: Document Listing

	Document	Document Owner	Location of Controlled Version	Posted to Intranet?
Internal Documents	DWQMS Operational Plan(s)	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	DWQMS Procedures	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	DWQMS Policies	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES – and front lobby of PW building and City Hall ES dept. and city website
	Standard Operating Procedures	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	Emergency Response Plan Procedures	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES

	DWQMS Form Templates	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	DWQMS Hazard Analyses	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	Critical Control Point Procedures	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	O&M Manuals	CC	Paper: Foreperson Office Electronic: W:\Development and Compliance\Compliance	YES
	Water System Drawings	Manager of Capital Works	Electronic: C-MAP system	link provided to C-MAP
External Documents	Equipment Manuals	Manager of Water and Sewer	Paper: PW Document Room	No
	Applicable Industry Standards (AWWA and Ten State Standards)	Manager of Water and Sewer	Electronic: Intranet	YES
	Relevant Federal and Provincial Legislation	N/A	Refer to e-laws website	(links may be provided)
	Relevant City By-laws	Manager of Development and Compliance	Electronic: Intranet	YES

Protection of Documents - Paper

- All printed versions of DWQMS documents, other than the signed hard copy retained by the Compliance Coordinator are considered 'uncontrolled' and are marked as such in the footer section of each document.
- All paper documents are to be maintained in such a way as to remain clean, legible, readily identifiable and retrievable.
- Hard copies of documents stored at the Public Works Service Centre are located in allocated file storage areas as identified in Table 100-1, above.
- Hard copies of documents stored at City Hall are located in allocated file storage areas as identified in Table 100-1, above.

Protection of Documents – Electronic

- All internal DWQMS documents are electronically controlled, with only the Asset Management, Maintenance Management System and Compliance Coordinator(s) having electronic access to modify them.
- The City of St. Thomas network, including the Intranet files are maintained and backed-up by the City of St. Thomas IT Services Team.
- Network data backups are completed on a Daily (incremental), Weekly (full), Monthly (Full-6 months at a time), and Year-End/Annual basis.

DWQMS Documentation Format

Internal DWQMS documentation shall include the following elements/sections, at a minimum:

- A DWQMS header, including document name, document number, effective date, a reference to the DWQMS element most suitable to the document, an indication of the documents review frequency, and a signature block to demonstrate document approval;
- Scope;
- Purpose;
- Procedure;

- Table of Revisions; and
- A DWQMS footer, including page number and total pages, as well as, a statement that the document is “Uncontrolled – when printed (refer to electronic documentation to ensure most recent version is in use).

The table of revisions in each document shall contain at least 5 years of entries. (ie. following 5 years, the revision box entry may be removed.)

DWQMS Forms are numbered, reviewed and revised in unison with the DWQMS procedure that describes its function. Forms are required to have the following elements:

- A DWQMS header, including document name, document number, effective date, a reference to the DWQMS element most suitable to the document, an indication of the documents review frequency, and a signature block to demonstrate document approval;
- A DWQMS footer, including page number and total pages, as well as, a statement that the document is “Uncontrolled – when printed (refer to electronic documentation to ensure most recent version is in use).

Revisions to forms are documented in the revision box of the associated procedure.

Document numbers follow the format DW-ADMIN-XXX are allocated as follows:

- DW – “Drinking Water” - denotes that the procedure is related to Water Operations
- F – is added to the first segment (eg. DWF-) to designate the document as a “FORM”
- ADMIN, CCP, ERP or SOP – to define if the main function of the document is administrative, operational a critical control, emergency response or standard operation procedure.
- A three or four digit number is assigned in a non-repetitive nature.

DWQMS Documentation Review and Approval

- At least once per calendar year, or as noted on the document header, the CC initiates the review of documentation by sending out a copy of the procedure to be reviewed to the Manager of Water and Sewer, Water and Sewer Foreperson and Manager of Development and Compliance.
- The Manager of Water and Sewer, Water and Sewer Foreperson CC and Manager of Development and Compliance mark up the documents with any required updates or modifications and return the document to the CC.
- The CC then revises the documentation as noted. Edits to the documents are summarized in the revision block located within the body of the document or associated procedure.
- The CC then forwards the edited documents to the Manager of Development and Compliance, for final review and approval.
- The Manager of Development and Compliance approves all newly created and edited DWQMS documents prior to their release by signing the title block of the document.
- Upon approval, the Manager of Development and Compliance returns the document to the Compliance Coordinator for filing and release.

Releasing Updated DWQMS documentation

- Updates to the operational plans are distributed to management and staff by the Foreperson. This communication is typically completed during crew meetings, however, depending on the nature of the changes, a training session may be held to transfer knowledge.
- Upon receipt of updated documentation, the identified Document Owner is responsible for ensuring Obsolete versions of documents are addressed as required by City of St. Thomas Retention of Records By-law Number 96-2020 (as amended from time to time).
- The CC arranges to have the Intranet files updated to reflect the most recent version by e-mailing a request to the Asset Management Coordinator.

Intranet Postings

- The Asset Management Coordinator maintains the Intranet files for the City of St. Thomas's Environmental Services Dept..
- The CC, Manager of Water and Sewer, Water and Sewer Foreperson, and Manager of Development and Compliance may send the Asset Management Coordinator any new or updated documents via e-mail for posting to the Intranet.
- The requestor should be the Document Owner and shall copy the other counterparts on the request, so that all parties are aware of the new and/or updated material being posted.

Associated Forms:

- N/A

Table of Revisions

Revision #	Date	Description of Revision
10	January 30, 2018	Change in City logo
2.0	January 1, 2019	Revised document format; combined intranet files and document control procedures, IMS tech, now Asset Management Coord. MMS tech now Maintenance Management Coord.; revised document revision protocol and expanded document listing to include location of controlled version and identify a document owner.
2.1	January 1, 2020	Annual Review – Reworded info. on Protection of Documents - electronic
2.2	January 1, 2021	Annual Review – No changes.
2.3	January 1, 2022	Added ERP procedures to listing of documents.
2.4	June 6, 2022	New Foreperson position inserted. Updated document listing to reflect documents to be kept in their office location. Replaced references to QC with Manager of Water and Sewer, removed MMSC as intranet contact.
2.5	January 1, 2023	Updated reference to Record Retention Bylaw. Inserted Foreperson into persons involved in annual review of documentation.

Appendix C

~ Record Control Procedure (DW-ADMIN-200) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: RECORD CONTROL				PROCEDURE NO.: DW-ADMIN-200			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 5			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure defines the actions and responsibilities for maintaining records generated by or provided to the City of St. Thomas Environmental Services Department that are required to demonstrate conformance to the Drinking Water Quality Management System (DWQMS).

Procedure:

Record Listing

Table 200-1 below lists the records that have been identified as required to demonstrate conformance to the Drinking Water Quality Management Standard:

- Table 200-1 lists for each record required, the Record Keeper, the retention time (as listed in the City of St. Thomas Retention of Records By-law 96-2020), its storage location and archive location.
- The identified Record Keeper is responsible for ensuring that records are filed, stored, archived, and disposed of as per the City of St. Thomas Retention of Records By-law 96-2020 (as amended from time to time).

Table 200-1: Record Listing

	Record	Record Keeper	Retention Time	Record Storage Location	Archive Location
Internal Records	Completed Logbooks	MMS	15 years	Paper: PW – Document Room	PW – Document Room Electronic: FileHold
	Chain of Custodies	Foreperson	2	Paper: PW – Binders in WT Office Electronic: W:\Water and Sewer\Water\Samples	Electronic: FileHold
	SCADA Data	Foreperson	2	SCADA	SCADA Historian
	Completed Work Orders	MMS	5	Paper: PW – Administration Filing Cabinets (2 years) Electronic: Work Order Management System	Electronic: FileHold
	AWQI Reports	Foreperson	15	Paper: PW – Filing Cabinet in Forepersons Office	Paper: PW – Filing Cabinet in Forepersons Office

				Electronic: W:\Water and Sewer\Water\Water Files\Adverse	Electronic: W:\Water and Sewer\Water\Water Files\Adverse
	Training Records	Manager W/S	5	Paper: PW – Filing Cabinet in Manager of Water and Sewer's Office	Paper: PW – Filing Cabinet in Manager of Water and Sewer's Office
	Internal Audit Reports	CC	5	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator
	Management Review Meeting Minutes	CC	5	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator
	Calibration Records	Foreperson	5	Electronic: W:\Water and Sewer\Water\Calibration Records	Electronic: W:\Water and Sewer\Water\Calibration Records
	Complaints	MMS	5	Electronic: Access E-11	Electronic: STTHOMAS-REQUESTS database on DB-HQ-01\CITYDB
	Annual Reports	CC	6	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator
	Summary Reports	CC	6	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator
	Water Supply Agreements	CC	P	Electronic: W:\Water and Sewer\Sewer and Water Agreements\Water	Electronic: W:\Water and Sewer\Sewer and Water Agreements\Water
	Operating Contracts	CC	P	Electronic: W:\Water and Sewer\Sewer and Water Agreements\Water	Electronic: W:\Water and Sewer\Sewer and Water Agreements\Water
	Backflow Prevention Correspondence, certification and results	EC	5	Electronic: W:\Water and Sewer\Water\Backflow Prevention	Electronic: W:\Water and Sewer\Water\Backflow Prevention
External Records	External Lab Reports	Foreperson	15	Electronic: W:\Water and Sewer\Water\Samples	Electronic: W:\Water and Sewer\Water\Samples
	External Audit Reports	CC	5	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator	Electronic: W:\Development and Compliance\Compliance\!Compliance Coordinator
	MECP Inspection Reports	CC	6	Electronic: W:\Development and Compliance\Compliance	Electronic: W:\Development and Compliance\Compliance
	System Classification Certificates	CC	P	Electronic: W:\Development and Compliance\Compliance\Licences and Permits	Electronic: W:\Development and Compliance\Compliance\Licences and Permits

DWWP and MDWL (form 1,2 and 3's)	CC	P	Electronic: W:\Development and Compliance\Compliance\Licences and Permits	Electronic: W:\Development and Compliance\Compliance\Licences and Permits
Operator Licences/Certificates	Manager W/S	Superseded	Posted at PW Building	N/A

Retention Of Records

- All records are retained and disposed of as per the City of St. Thomas Retention of Records By-law Number 96-2020 or applicable legislation.

Protection of Electronic Records

- Network data backups are managed by the IT Services team
- Network data backups are completed on a Daily (incremental), Weekly (full), Monthly (Full-6 months at a time), and Year-End/Annual basis.

Protection of Hard Copy or Paper Records

- All paper copies are properly stored (clean, legible, dry, organized) in a designated area as outlined in the "Record Listing Table" of this procedure.

Intranet Postings

- The Asset Management System Coordinator maintains the Intranet files for the City of St. Thomas's Environmental Services Department.
- The CC, Water and Sewer Foreperson, Manager of Water/Sewer and Manager of Development and Compliance may send the Asset Management System Coordinator any new records via e-mail for posting to the Intranet.
- The requestor should be the Record Keeper and shall copy the other counterparts on the request, so that all parties are aware of the new and/or updated material being posted.

Retrieval of Original Records

- Anyone can make requests to the Manager of Water and Sewer or the MMS Coordinator for the retrieval of records.
- The Manager of Water and Sewer and/or MMS Coordinator properly re-file all paper records retrieved.

Associated Forms:

- None

Table of Revisions

Revision #	Date	Description of Revision
9	January 30, 2018	Change in City logo and changed that information filed electronically
2.0	January 1, 2019	Revised document format; combined record control procedures, IMS tech, now Asset Management Coord. MMS tech now Maintenance Management Coord.; and expanded record listing and included locations, retention times, and identify a record keeper.
2.1	April 12, 2019	Updated to reflect RR Bylaw 65-2018, replacing references to 60-2010.
2.2	January 1, 2020	Annual Review – Reworded section on Protection of Electronic Records.
2.3	January 1, 2021	Annual Review – No Changes
2.4	January 1, 2022	Removed record retrieval form from circulation, no longer used.
2.5	June 6, 2022	Updated to reflect new Foreperson position and resulting record-keeping changes. Replaced references to QC to Manager of Water and Sewer,
2.6	January 1, 2023	Inserted info. on FileHold.

Appendix D

~ St. Thomas Secondary Area Water Supply System - **Mapping** ~

~ St. Thomas Water Distribution System - **Mapping** ~

~ Township of Southwold Water Distribution System (Lynhurst Area) - **Mapping** ~

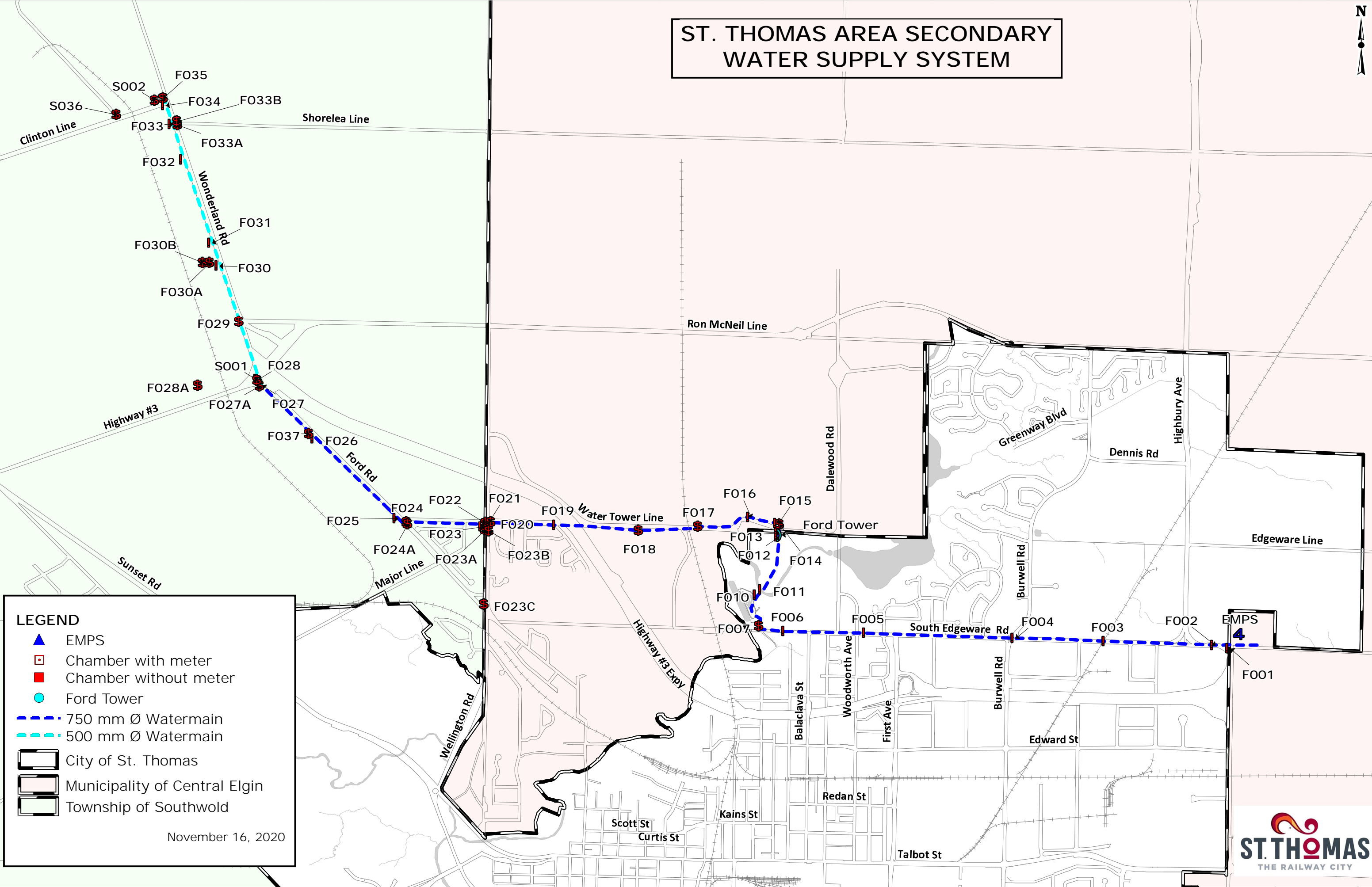
~ Municipality of Central Elgin Water Distribution System (St. Thomas Suburban Area) -
Mapping ~



TOWNSHIP OF
Southwold



ST. THOMAS AREA SECONDARY WATER SUPPLY SYSTEM

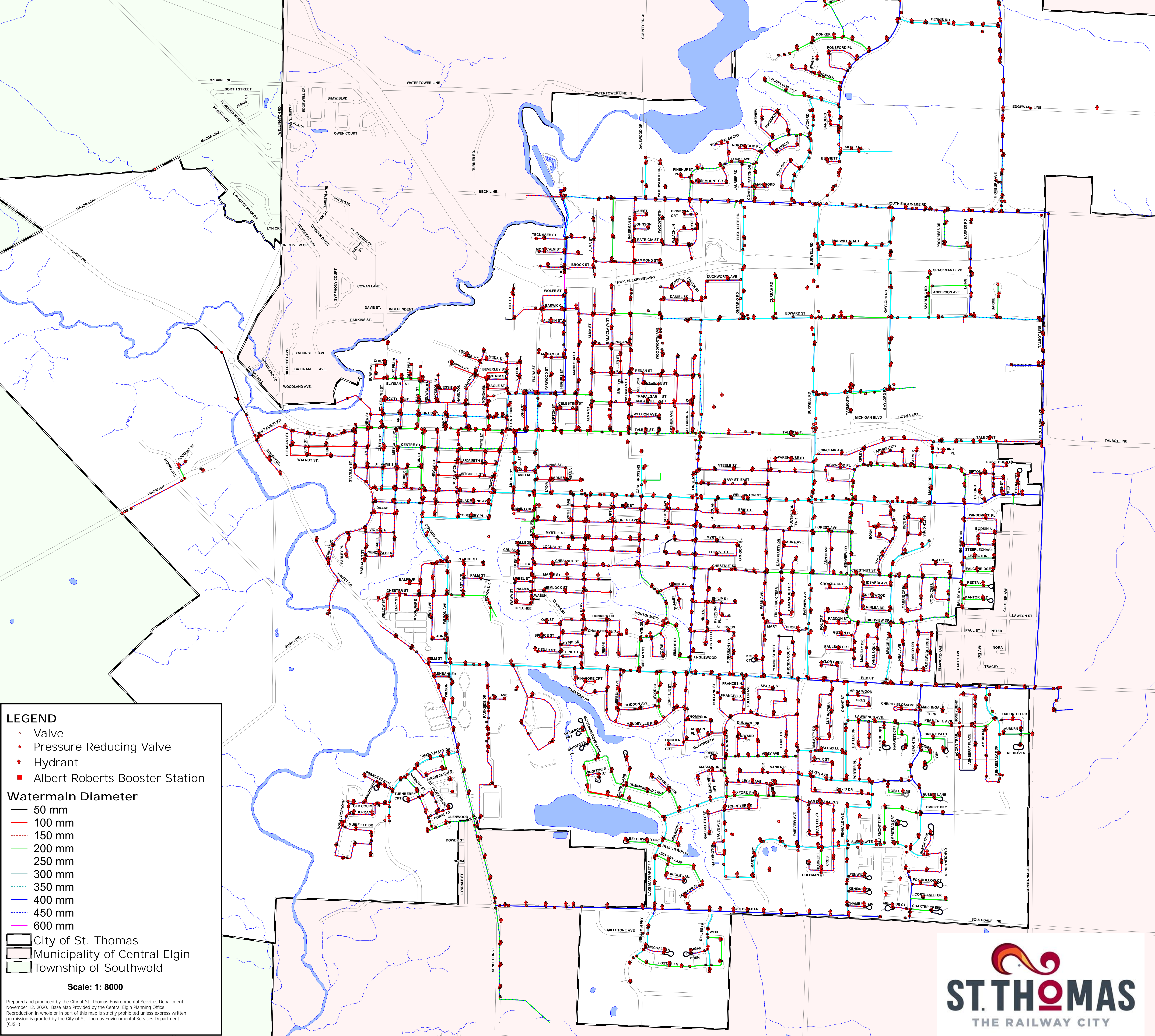


LEGEND

- ▲ EMPS
- ◻ Chamber with meter
- Chamber without meter
- Ford Tower
- 750 mm Ø Watermain
- 500 mm Ø Watermain
- City of St. Thomas
- Municipality of Central Elgin
- Township of Southwold

November 16, 2020

CITY OF ST. THOMAS WATER DISTRIBUTION MAP 2020



LEGEND

- × Valve
- ★ Pressure Reducing Valve
- ♦ Hydrant
- Albert Roberts Booster Station

Watermain Diameter

- 50 mm
- 100 mm
- 150 mm
- 200 mm
- 250 mm
- 300 mm
- 350 mm
- 400 mm
- 450 mm
- 600 mm

- City of St. Thomas
- Municipality of Central Elgin
- Township of Southwold

Scale: 1: 8000

Prepared and produced by the City of St. Thomas Environmental Services Department, November 12, 2020. Base Map Provided by the Central Elgin Planning Office. Reproduction in whole or in part of this map is strictly prohibited unless express written permission is granted by the City of St. Thomas Environmental Services Department. (CJSH)



TOWNSHIP OF SOUTHWOLD



LYNHURST PARK DR

LYN CRT.

WELLINGTON RD.

CRESTVIEW

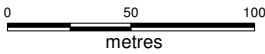
LEGEND

- × Valve
- Hydrant
- Water Test Site

Watermain

- Municipality of Central Elgin
- Township of Southwold
- City of St. Thomas

Scale



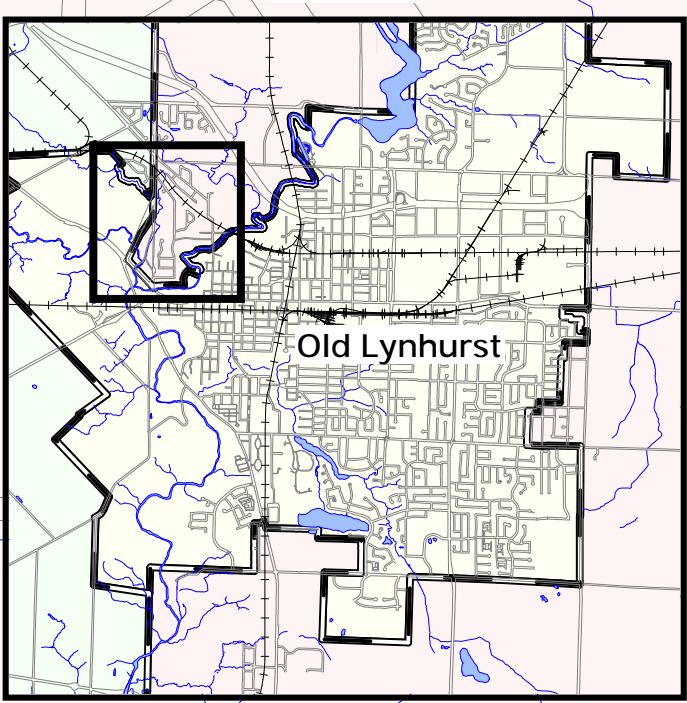
Prepared and produced by the City of St. Thomas Environmental Services Department, January 15, 2009. Base mapping provided by the Central Elgin Planning Office. Reproduction in whole or in part of this map is strictly prohibited unless express written permission is granted by the City of St. Thomas, Environmental Services Department. (CJSH)
Revision: July 18, 2013
November 6, 2018

MUNICIPALITY OF CENTRAL ELGIN
WATER DISTRIBUTION - OLD LYNHURST
May 2020

WATERTOWER LINE



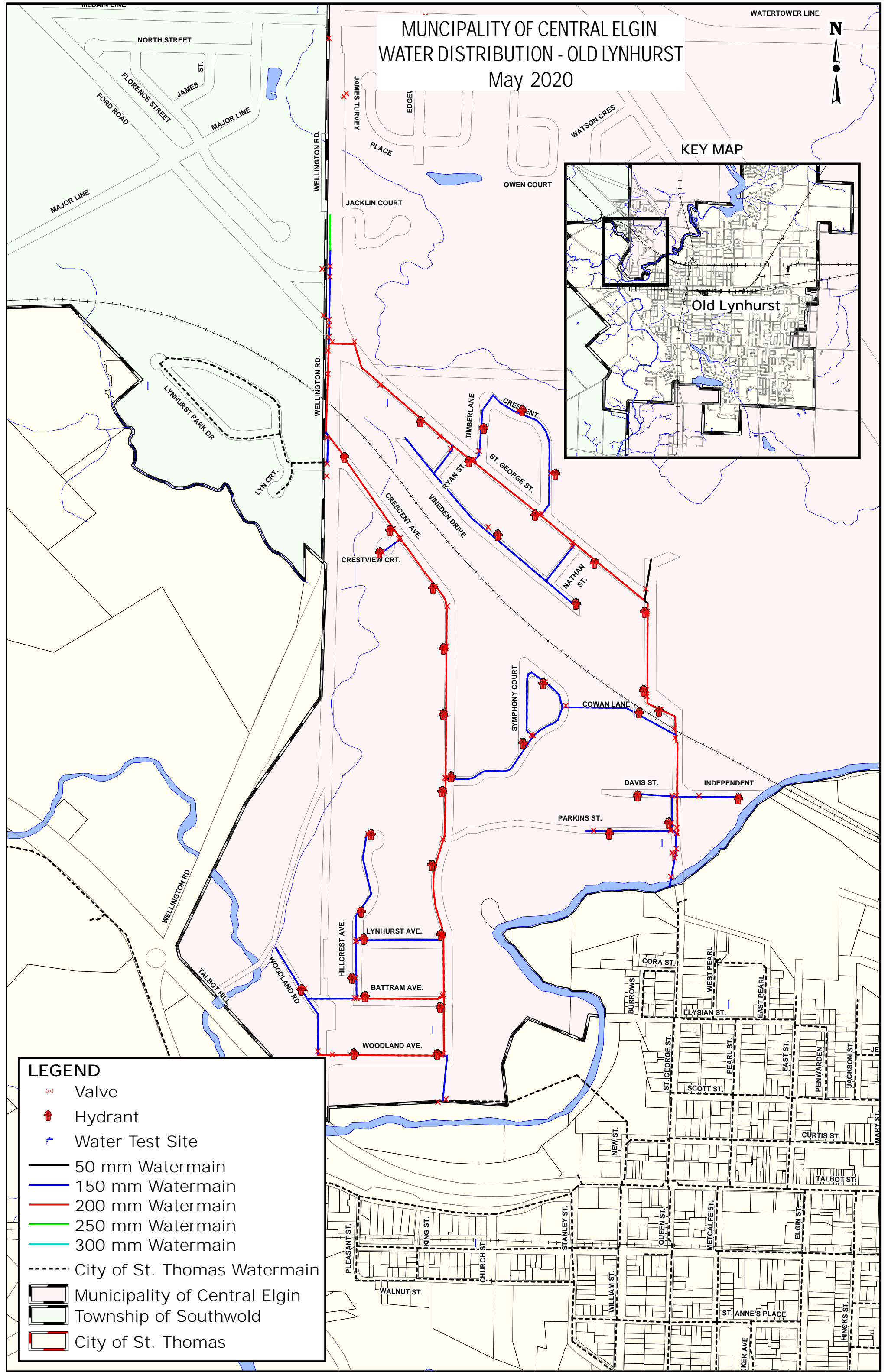
KEY MAP



Old Lynhurst

LEGEND

- Valve
- Hydrant
- Water Test Site
- 50 mm Watermain
- 150 mm Watermain
- 200 mm Watermain
- 250 mm Watermain
- 300 mm Watermain
- City of St. Thomas Watermain
- Municipality of Central Elgin
- Township of Southwold
- City of St. Thomas



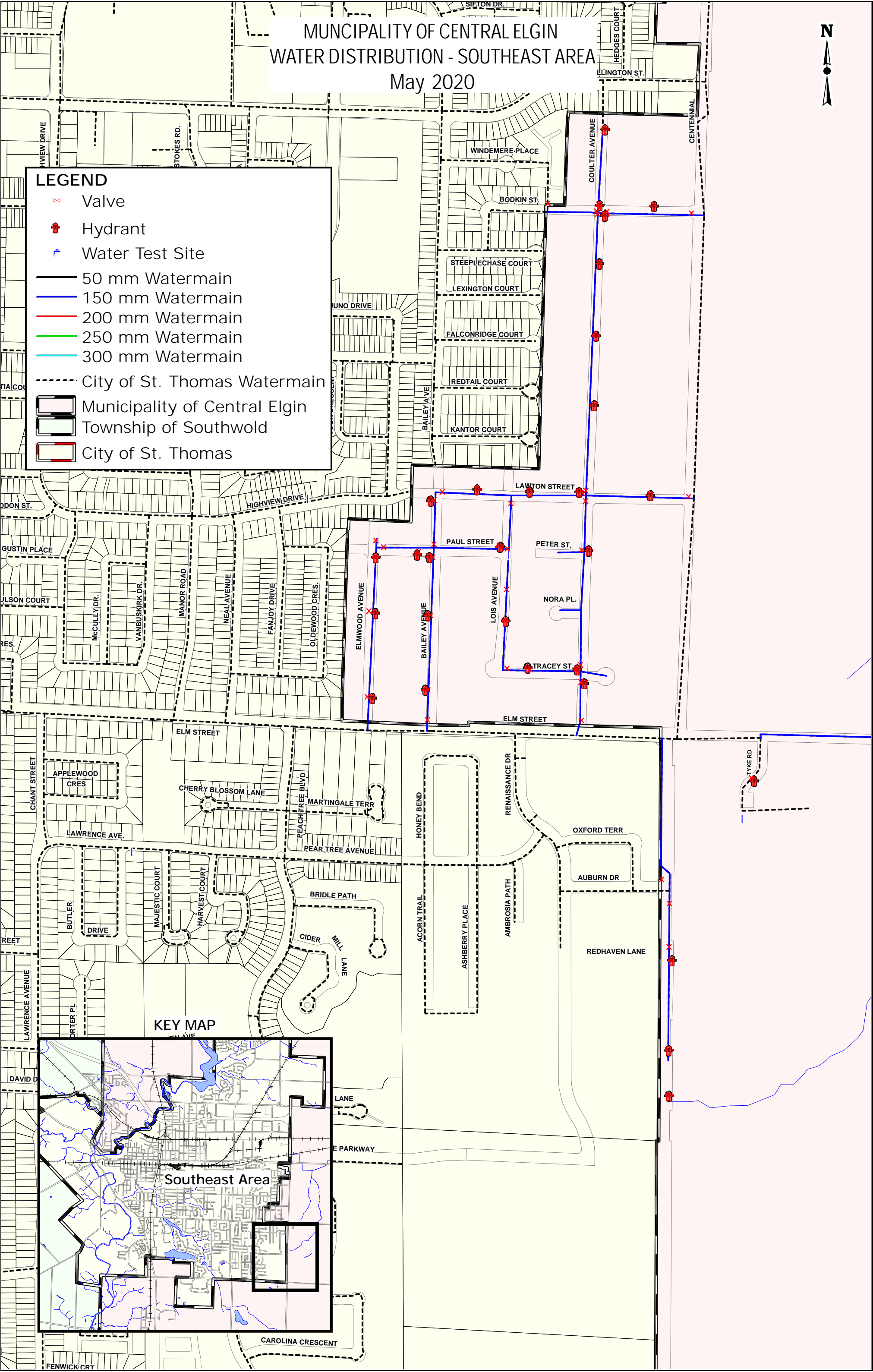
MUNICIPALITY OF CENTRAL ELGIN
WATER DISTRIBUTION - SOUTHEAST AREA

May 2020

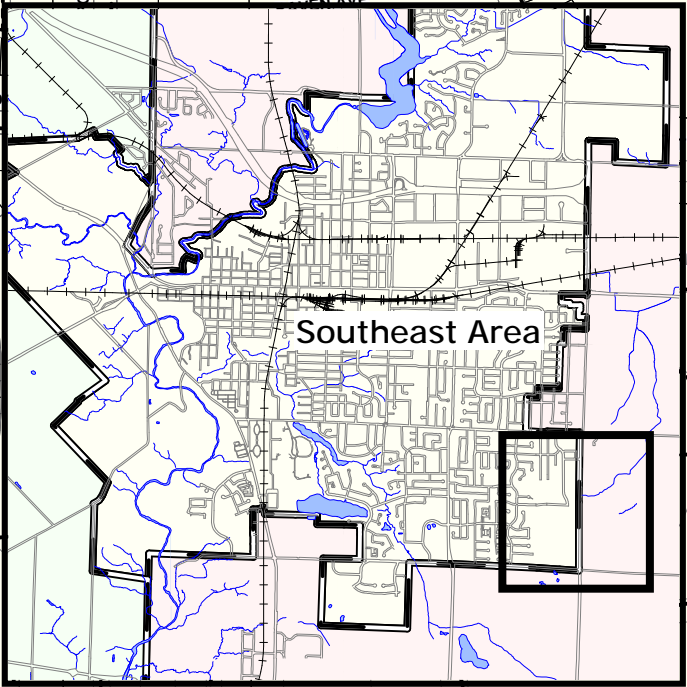


LEGEND

- Valve
- Hydrant
- Water Test Site
- 50 mm Watermain
- 150 mm Watermain
- 200 mm Watermain
- 250 mm Watermain
- 300 mm Watermain
- City of St. Thomas Watermain
- Municipality of Central Elgin
- Township of Southwold
- City of St. Thomas



KEY MAP



MUNICIPALITY OF CENTRAL ELGIN
WATER DISTRIBUTION - SOUTHWEST AREA
May 2020

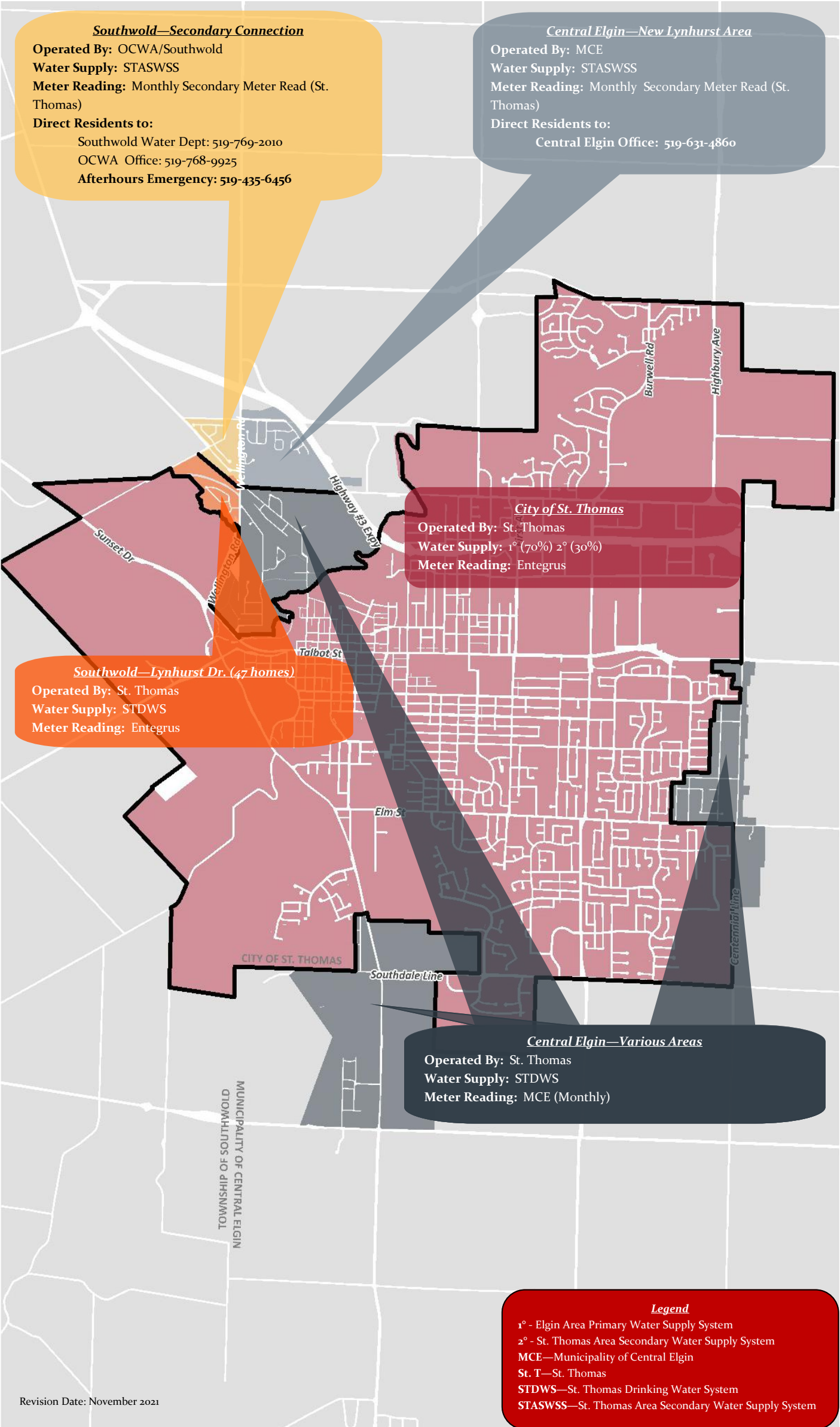
KEY MAP

Southwest Area

LEGEND

- Valve
- Hydrant
- Water Test Site
- 50 mm Watermain
- 150 mm Watermain
- 200 mm Watermain
- 250 mm Watermain
- 300 mm Watermain
- City of St. Thomas Watermain
- Municipality of Central Elgin
- Township of Southwold
- City of St. Thomas

Drinking Water System Operations
Responsibility Delineation



Appendix E

- ~ Risk Assessment Procedure (DW-ADMIN-300) ~
- ~ Hazard Identification Form (DWF-ADMIN-300) ~
- ~ St. Thomas Secondary Area WSS - **Hazard Analysis Spreadsheet (DWF-ADMIN-301)** ~
- ~ St. Thomas WDS - **Hazard Analysis Spreadsheet (DWF-ADMIN-302)** ~
- ~ Twp. of Southwold WDS (Lynhurst Area) - **Hazard Analysis Spreadsheet (DWF-ADMIN-303)** ~
- ~ Munc. of Central Elgin WDS (St. Thomas Suburban Area) - **Hazard Analysis Spreadsheet (DWF-ADMIN-304)** ~
- ~ Low Pressure Control Procedure (DW-CCP-1000) ~
- ~ Discolouration Prevention Procedure (DW-CCP-2000) ~
- ~ Disinfection Control Procedure (DW-CCP-3000) ~
- ~ Backflow Prevention Control Procedure (DW-CCP-4000) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: RISK ASSESSMENT				PROCEDURE NO.: DW-ADMIN-300			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 7			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure describes the processes to be undertaken to identify hazards, conduct risk assessment, and determine critical control points.

Procedure:

Assessment Team

In order to adequately assess the hazards to drinking water quality within the drinking water system an Assessment Team shall be formed.

The Hazard Assessment Team consists of the following:

- Compliance Coordinator,
- Manager of Development and Compliance,
- Manager of Water and Sewer (ORO),
- Water and Sewer Foreperson, and
- 1 Operations staff members

Meetings of the Hazard Assessment Team may proceed with the absence of one of the above parties.

The Hazard Assessment Team may convene for any of the following reasons:

- Conducting annual hazard analysis verification exercises,
- Conducting hazard Re-assessment exercises (at least once every 36 months),
- Following an emergency event or drill
- Following training that impacts the knowledge of the plan users.
- When new equipment or processes are being introduced that may introduce hazards that have not yet been considered, or
- At the request of the any member of the Hazard Assessment Team.

Minutes shall be generated by the CC for any meetings of the Assessment Team.

Review Frequency

- On an annual basis, the Manager of Water and Sewer, Foreperson and CC shall review the Hazard Analysis Spreadsheets for each water system and verify the currency of the information and the validity of the assumptions used in the assessment of risk.
- The review shall be documented in the Revision Index of the Spreadsheet.
- If either the Manager of Water and Sewer, Foreperson or CC identifies that updates are required to the Hazard Analysis Spreadsheets, the CC shall arrange for a meeting of the Assessment Team to complete the required updates.

Reassessment Frequency

- At least once every 36 months a complete reassessment of the Hazard Analysis shall be conducted
- The reassessment shall be documented in the Revision Index of the HA Spreadsheets.

Hazard Reporting

- Hazard identification is formally conducted by the Assessment Team through brain storming exercises during hazard analysis verification and re-assessment meetings.
- Anyone can identify risks to water quality and/or sustained operations that have not already been analyzed. Hazards identified outside of verification and re-assessment meetings can be documented on the Hazard Identification Form (DWF-ADMIN-300) and submitted for consideration to the Manager of Water and Sewer.
- The Manager of Water and Sewer, who has the necessary knowledge and familiarity of the system's operations to understand its potential process and activity hazards shall conduct a risk assessment on the identified hazard immediately.
- Through completion of the Hazard Identification Form (DWF-ADMIN-300), if the Manager of Water and Sewer determines that the identified hazard presents a moderate to high risk to operations, the Manager of Water and Sewer shall call a meeting of the Assessment Team, in order to have the hazard considered and documented appropriately.
- If the Manager of Water and Sewer determines that the identified hazard presents a low risk to operations, the Manager of Water and Sewer shall retain the completed form and bring it forward at the next verification or re-assessment meeting of the Assessment Team.

Conducting Risk Assessments

Risk Assessments are recorded on the Hazard Analysis Spreadsheets (DWF-ADMIN-301 to DWF-ADMIN-304).

- Hazard Analysis Spreadsheets have been prepared to document the known and perceived risks to the 4 distribution-only systems the City of St. Thomas Environmental Services Dept. operate.
- The Hazard Analysis Spreadsheets consist of the following columns:
 - **Activity or Process Step** – list the activity or process that introduces the hazard
 - **Hazard Category** – identify the category of the hazard (biological/chemical/physical/radiological)
 - **Specific Hazardous Event** – identify the specifics of the real or perceived threat
 - **Controls** – list any programs in place that help control the risk posed by the hazard
 - **Likelihood** – assign a rating, as described in the Risk Ranking Each Hazard section below
 - **Consequence** - assign a rating, as described in the Risk Ranking Each Hazard section below
 - **Ability to Respond** - assign a rating, as described in the Risk Ranking Each Hazard section below
 - **Risk Ranking** – sum the likelihood, consequence and ability to respond ratings
 - **CCP** – demark yes or no, if the Risk Ranking or regulation identifies the hazard as a critical control point
 - **CC Limits** – list the critical level(s) that will trigger a response procedure. If CCP column identifies hazard as CCP, limits must be established.
 - **Monitoring Process** – list process for monitoring, or make reference to a procedure.
 - **Response Procedures** – List any procedures in place that

Identifying Hazardous Events and Associated Hazards

- Obtain and list the potential hazardous events and associated hazards, as identified in the MECP's document titled "Potential Hazardous Events for Municipal Residential Drinking Water Systems", dated December 2016, as it may be amended.
- With respect to process specific threats, start by using the basic process flow diagrams that follow the distribution of clean drinking water from supplier to delivery to residential, commercial and industrial customers

- For each step in the process flow diagram, identify and list on the appropriate Hazard Analysis Spreadsheet, each chemical, physical, biological and radiological hazards that may exist

Risk Rating Each Hazard

- For each Hazardous Event or associated hazard, assign a risk rating (through open discussion, the Assessment team should come to a consensus on each rating assigned) for each criterion (likelihood, consequence, and ability to respond).
- Reliability and redundancy of equipment should be considered when assessing the risk rating. Depending on the specific hazard, redundancy could lead to decreased scoring in the Likelihood or Severity Criterion. As such, the redundancy and reliability of equipment should be documented in the "Controls" column of the Hazard Analysis Spreadsheets.
- Tables are provided below to provide some context to each of the rating levels.

Criterion 1 – Likelihood

Description	Likelihood of Hazard or Hazardous Event Occurring	Rating
Rare	Has occurred or may occur less frequently than once every 10 years, given the existing control measures.	1
Unlikely	Has occurred or may occur approximately once every 5- to 10-year period, given the existing control measures.	2
Possible	Has occurred or may occur approximately once per 5-year period, given the existing control measures.	3
Likely	Has occurred or may occur approximately once per year, given the existing control measures.	4
Very Likely	Has occurred or may occur approximately once per month, given the existing control measures.	5

Criterion 2 – Severity (consequences)

Description	Consequence of Hazard or Hazardous Event Occurring	Rating
Insignificant	Insignificant or no: service interruption to customers or loss of available water supply (temporary, and low volume impact of up to <2,500 m ³ /day), or insignificant or no public notification.	1
Minor	Localized minor: service interruption to customers or loss of available water supply (2,501-7,500 m ³ /day), or localized public notification.	2
Moderate	Localized major / widespread minor: service interruption to customers, loss of available water supply (7,501-15,000 m ³ /day) and/or illness, or city-wide media coverage.	3
Major	Widespread major: service interruption to customers, loss of available water supply (15,001-25,000 m ³ /day) and/or illness, or province-wide media coverage.	4
Catastrophic	Catastrophic: service interruption to customers, loss of available water supply (>25,000 m ³ /day) and/or illness, or national and/or international media coverage.	5

Criterion 3 – Ability to Respond

Description	Capability of Responding to Hazard or Hazardous Event Occurring	Rating
Excellent	Excellent ability to respond in comparison to best practices, considering resources available ⁱ .	1
Very Good	Very Good ability to respond, considering resources available.	2

Good	Good ability to respond, considering resources available.	3
Fair	Fair ability to respond, considering resources available.	4
Poor	Poor ability to respond, considering resources available.	5

Determining the Risk Ranking

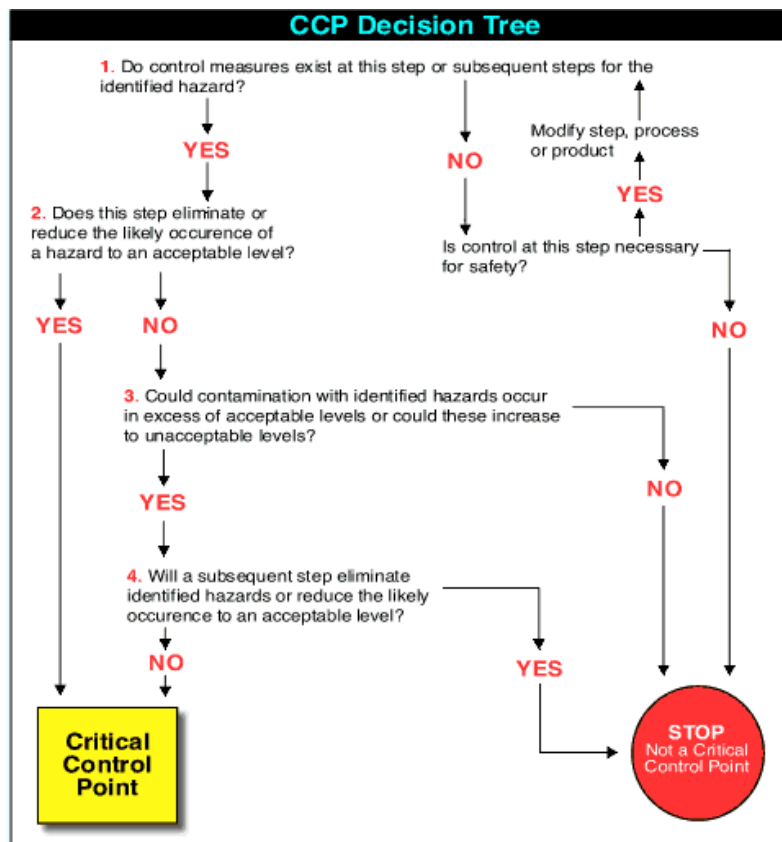
Risk Ranking = Likelihood Rating + Consequence Rating + Ability to Respond Rating

Identifying Critical Control Points

The MECP has mandated disinfection CCP's related to primary and secondary disinfection. For all other identified risks to drinking water quality, the following assessment should take place:

- Any process steps with a risk ranking of 9 or above are considered a high-risk event.
- High risk events require further investigation to assess whether they are CCP's.

The following "CCP Decision Tree" graphic is helpful in determining a critical control point:



Critical Limits

- Critical Limits are established for parameters that are identified as Critical Control Points.
- The limits provide operators with a range of acceptable values within which no preventive or corrective actions are required.
- Critical limits define the point at which an operator must take action to prevent escalation of the critical event or to correct the critical event.
- Critical limits are determined based on regulatory requirements, process monitoring capabilities, off-

hours response time, and historical system performance.

- Process alarms (if available) are normally set at, or near critical limits.
- Responses to breached critical limits are detailed in the hazard specific Critical Control Point Procedures.

Natural / Man Made Disasters

- Regardless of how high of a ranking they may have, St. Thomas Environmental Services has no control over certain Natural and Man-Made disasters.
- Responses to these types of hazards are outlined in the Emergency/Contingency Plan.

Communication

- If a new CCP is identified, critical control limits are adjusted, or alterations have been made to a procedure related to the monitoring or response of a critical control point, a training session shall be held to transfer the knowledge.

Associated Form(s):

- Hazard Analysis spreadsheets (DWF-ADMIN-301 to DWF-ADMIN-304)
- Hazard Identification Form (DWF-ADMIN-300)

Table of Revisions

Revision #	Date	Description of Revision
11	January 30, 2018	Change in City logo
2.0	January 1, 2019	Revised document format; combined Risk Assessment procedures, reworded many paragraphs. Removed statement that "Hazards are assessed without the influence of controls. That is, downstream or backup controls may affect the risk of the hazard, but hazards are first assessed without those controls in place". Introduced Hazard Identification Form and process around its use. Inserted requirement to assess MECP list of possible hazards. Inserted manmade disaster section, as well as review and reassessment sections. Introduced concept of HA Team. Inserted CCP decision tree and new descriptions for each rating criterion.
2.1	January 1, 2020	Annual Review- Updated references to MOECC to MECP.
2.2	January 1, 2021	Annual Review – aligned references to assessment team and ability to respond vs. detectability
2.3	January 1, 2022	Inserted verbiage on how risk score correlates to CCP determination.
2.4	June 6, 2022	Updated to reflect new Foreperson position. Replaced references to QC with Manager of Water and Sewer
2.5	August 4, 2022	Inserted risk ranking threshold of 9.
2.6	January 1, 2023	Reviewed – No changes

Drinking Water Quality Management System

PROCEDURE TITLE: HAZARD IDENTIFICATION FORM		PROCEDURE NO.: DWF-ADMIN-300	
EFFECTIVE DATE: JANUARY 1, 2023		DWQMS REFERENCE: 7	
REVISION #: 2.6		REVIEW FREQUENCY: ANNUALLY	
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE			

ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X
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Name:	Date:
Location:	
Equipment:	
Description of the hazard:	
Recommended Control Measure(s):	
Signature:	

Preliminary Evaluation: Risk Ranking = Likelihood Rating + Consequence Rating + Ability to Respond Rating

	Score	Comment(s)
Likelihood		
Severity		
Detectability		
Total Risk Rating:		

Risk Rating = Moderate to High Risk → Call meeting of Hazard Analysis Team
 Risk Rating = Low Risk → Maintain copy for next Hazard Analysis Team meeting

Date:	
Signature: Manager of Water and Sewer	

Drinking Water Quality Management System

PROCEDURE TITLE: LOW PRESSURE CONTROL				PROCEDURE NO.: DW-CCP-1000			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 8			
REVISION #: 2.4				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

Low pressure was identified as a Critical Control Point (CCP) on the Hazard Analysis spreadsheet and therefore needs to be controlled. The risk is mainly due to the potential introduction of bacteria if adequate pressure is not achieved. This procedure describes the control of low pressure in the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

Monitoring and Testing

SCADA System

- The pressure in the water main is continuously monitored through the SCADA system at a number of locations, as listed in the table below. Low pressure SCADA alarms exist for each of the monitoring locations. See Critical Limits section below for listing of low-pressure alarm setpoints.
- In the case of an alarmed low-pressure event, Operations staff should refer to and respond as per the *Low-Pressure Response Procedure (DW-ERP-500)*.

Customer Complaints

- Low-pressure situations are also brought to the attention of staff from customer complaints.
- These are investigated by staff on a case-by-case basis for verification of the validity of the complaint
- If the complaint is deemed valid, an investigation as to the cause is initiated and repair work is undertaken to remedy the low-pressure situation
- In the case of a customer low-pressure complaint, Operations staff should refer to and respond as per the *Responding to Complaints-Low Pressure Procedure (DW-SOP-520)*.

Critical Limits

SCADA alarmed low pressure events

- Low pressure is an indicator of a water main leak/break, pump failure, high water use and hydrant operation
- Distribution system pressures are monitored continuously by the SCADA system and communicated to staff via a paging system. A sudden and possibly large drop in normal pressure that does not correspond to any pump shutdown may indicate a large break.
- Pressure is indicated by the SCADA system from pressure gauges installed in the distribution system
- Low pressure is also communicated to staff through customer complaints at individual residences
- A low-pressure alarm will occur at the following setpoints for the various monitoring stations:

System	Monitoring Location	Alarm Set Point (kPa)
Secondary	East Chamber	150
	West Chamber	560
	Wellington Chamber	300
	Tower	300
	Ford Chamber	300
	Southwold Panel	300
St. Thomas Distribution	Southdale Panel	300
	ARBS Suction	60
	ARBS Discharge	250

- Normal operating pressure within the city varies between 275 – 793 kPa (40 – 115 psi)

Operator Control

- The Operators, and the Water and Sewer Foreperson continuously monitor flow and pressure in the distribution system through the SCADA system
- If the Operator notices a significant drop in pressure (drops below 40 psi) they will investigate the cause, take appropriate action and notify appropriate personnel. E.g. isolate the ruptured section of watermain and divert water resources accordingly.

Emergency Conditions and Response Requirements

Response

- In the case of a customer low-pressure complaint, Operations staff should refer to and respond as per the *Responding to Complaints-Low Pressure Procedure (DW-SOP-520)*.
- In the case of an alarmed low-pressure event, Operations staff should refer to and respond as per the *Low Pressure Response Procedure (DW-ERP-500)*.

Recovery

- Depending on the cause and nature of the low-pressure event, steps to recovery are outlined in the response procedure followed.

Reporting and Review

- Depending on the cause and nature of the low-pressure event, record-keeping mechanisms to be used are described in response procedure followed.

Table of Revisions

Revision No.	Date	Description of Revision
4	January 4, 2016	Changed Supervisor title to Manager/QC
5	July 12, 2016	Removed Foreman as position has been eliminated
6	January 30, 2018	Change in City logo
2.0	January 1, 2019	Operations Event Report Form replaced watermain break sheet, amalgamated 4 identical CCP procedures for low pressure control. Initiated new procedure format.
2.1	January 1, 2020	Moved sections around for better procedure flow. Updated references to response procedures.

2.2	January 6, 2021	Annual Review – Expanded listing of pressure monitoring locations and inserted table with alarm setpoints.
2.3	January 1, 2022	Annual Review – No changes.
2.4	January 1, 2023	Replaced QC with Water and Sewer Foreperson as continuously monitoring pressure and flow, as this position reviews daily SCADA reports.

Drinking Water Quality Management System

PROCEDURE TITLE: DISCOLOURATION PREVENTION AND CONTROL				PROCEDURE NO.: DW-CCP-2000			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 8			
REVISION #: 2.4				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

Discolouration was identified as a Critical Control Point (CCP) on the Hazard Analysis spreadsheet and therefore needs to be controlled. The risk is mainly due to the potential for customers to perceive a lower standard of water quality due to aesthetic changes. The changes may occur due to flushing of existing or recently relined mains to name a few. This procedure describes the control of discolouration issues within the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

General Description

Flushing of mains is a regular part of the operation and maintenance of the water distribution system. As a result, sediment in a main or loose tubercles, are picked up in the water column of the main and become suspended. Generally, these are flushed through a nearby hydrant until the water runs clear, refer to *Preventive Maintenance - Watermain Flushing Procedure (DW-SOP-410)*. If possible, local customers are notified in advance. If a customer is unaware of the flushing and uses water during the flushing period, it will often be discoloured and may result in a customer complaint. All complaints become service requests and are investigated.

Critical Limits

- Zero (0) instances of discoloured water complaints is the established critical limit for discolouration.

Emergency Conditions and Response Requirements

- Discoloured water generally is not a drinking water hazard, however, is considered aesthetically displeasing. Customers may perceive this as a lower standard of water quality and submit a complaint.
- Operations staff shall refer and respond as per the *Responding to Complaints-Coloured Water Procedure (DW-SOP-550)*.

Reporting and review

- Record-keeping mechanisms to be used are described in *Responding to Complaints-Coloured Water Procedure (DW-SOP-550)*
- Deviations from the CCP are Complaints and their receipt and responses are recorded in the cities Access E-11 program, are reported upon during the Management Review Process and reviewed during capital budget deliberations for relining possibilities.

Maintenance

- Annual Flushing Program

Table of Revisions

Revision No.	Date	Description of Revision
4	January 30, 2018	Change in City logo
2.0	January 1, 2019	Amalgamated 4 identical CCP procedures. Initiated new procedure format.
2.1	January 1, 2020	Moved sections around for better procedure flow. Updated references to response procedures.
2.2	January 1, 2021	Reviewed – No changes.
2.3	January 1, 2022	Reviewed – No Changes
2.4	January 1, 2023	Revised CCP to 0 instances of complaints of discoloured water, reworded the reporting and review section.

Drinking Water Quality Management System

PROCEDURE TITLE: DISINFECTION CONTROL				PROCEDURE NO.: DW-CCP-3000			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 8			
REVISION #: 2.4				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

Disinfection during repairs or new construction is identified as a Critical Control Point (CCP) on the Hazard Analysis spreadsheet and therefore needs to be controlled. The risk is mainly due to the potential contamination of drinking water during repair and/or construction. The potential contamination of water could be severe and have a major impact to a large population if improper disinfection practices are used. This procedure describes the control of disinfection for repairs or new construction for the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

General Description

Repairs generally refer to repair any water main or appurtenance within a drinking water system. New construction can include construction of new mains, tapping into existing mains, addition of new processes or equipment. The construction may be done on the water distribution systems or the secondary water supply system.

Critical Limits – Secondary Disinfection

Legislated Limit

Regulation 170/03 requires that at all time and at all locations within the distribution system, that the free chlorine is never less than 0.05 mg/L.

Critical Control Limit – Secondary Disinfection

- 0.10 mg/L Free Chlorine Residual

Response – Secondary Disinfection

Refer to Emergency Response Plan *Low Chlorine Response Procedure (DW-ERP-200)*

Critical Limits – New Construction or Repair

Legislated Limit

As per condition 2.3 of the Drinking Water Works Permits for the water systems operated by the City of St. Thomas Environmental Services Department:

“All parts of the drinking water system in contact with drinking water which are:

2.3.1 Added, modified, replaced, extended; or

2.3.2 Taken out of service for inspection, repair or other activities that may lead to contamination, shall be disinfected before being put into service in accordance with a procedure approved by the Director or in accordance with the applicable provisions of the following documents:

- a) The Ministry's Watermain Disinfection Procedure, effective November 2020;
- b) AWWA C652 – Standard for Disinfection of Water-Storage Facilities;
- c) AWWA C653 – Standard for Disinfection of Water Treatment Plants; and
- d) AWWA C654 – Standard for Disinfection of Wells.”

Critical Control Limit - After Repair

- 0.20 mg/L Free Chlorine

Minimum Internal Limit After New Construction Testing Complete

- Greater than 0.20 mg/L and less than 2 mg/L before final connection to distribution system

Operating Authority Control – New Construction or Repair

- The Operating Authority has different levels of control depending on the following:
 - Whether it is a scheduled or unscheduled repair/construction
- If emergency repairs are required on the main beyond the capability of the Operating Authority, the Operating Authority may be responsible for obtaining a contractor to complete some of the work
- All new construction is inspected by the Environmental Services Department and new mains are commissioned under the supervision of St. Thomas Staff, in accordance with the *Inspection – Watermain Commissioning Procedure (DW-SOP-220)*.
- Contractors are screened as per the *Contractor and Supplier Requirements & Critical Supplies and Services Procedure (DW-ADMIN-800)*

Response - New Construction or Repairs

New Construction/Watermain Relining

- Refer to *Inspection – Watermain Commissioning Procedure (DW-SOP-220)* or *Inspection – Disinfection of Relined Watermains (DW-SOP-230)*, as appropriate.

Repairs

- Refer to the following procedures, as appropriate.

<i>DW-SOP-300</i>	<i>Infrastructure Replacement - Services</i>
<i>DW-SOP-310</i>	<i>Infrastructure Replacement - Hydrants</i>
<i>DW-SOP-320</i>	<i>Infrastructure Replacement - Valves</i>
<i>DW-SOP-330</i>	<i>Infrastructure Replacement - Residential Water Meter</i>
<i>DW-SOP-340</i>	<i>Infrastructure Replacement - Watermain Repair</i>

Emergency Conditions Response

- Refer to Emergency Response Plan *Low Chlorine Response Procedure (DW-ERP-200)*.

Reporting and Review

- Record-keeping mechanisms to be used are described within the applicable response procedure.
- Deviations from Critical Control Limits are to be captured on a Corrective Action Form, reported upon during the Management Review Process, and reviewed and taken into account during the annual capital planning activities.

Maintenance

- Regular maintenance is performed on equipment as scheduled per the *Infrastructure Maintenance, Rehabilitation and Renewal Procedure (DW-ADMIN-900)*.

Monitoring and Testing

- Ongoing monitoring of the chlorine residual and microbiological sampling is outlined in *Sampling, Testing and Monitoring Procedure (DW-ADMIN-1000)*

Table of Revisions

Revision No.	Date	Description of Revision
6	January 30, 2018	Change in City logo
2.0	January 1, 2019	Amalgamated 4 identical CCP procedures. Initiated new procedure format. Updated reference to O.Reg. 170, DWWP now requires all parts of system in contact with water be disinfected.
2.1	January 1, 2020	Updated references to procedures.
2.2	January 1, 2021	Inserted information on CCL for secondary disinfection and response procedure referenced.
2.3	January 1, 2022	Updated reference to MECP Ontario Watermain Disinfection Procedure to 2020 version.
2.4	January 1, 2023	Revised secondary disinfection CCL to 0.10 mg/L. inserted section that reads "Deviations from Critical Control Limits are to be captured on a Corrective Action Form, reported upon during the Management Review Process, and reviewed and taken into account during the annual capital planning activities."

Drinking Water Quality Management System

PROCEDURE TITLE: BACKFLOW PREVENTION CONTROL				PROCEDURE NO.: DW-CCP-4000			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 8			
REVISION #: 2.4				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

Backflow was identified as a Critical Control Point (CCP) on the Hazard Analysis spreadsheet and therefore needs to be controlled. The risk is mainly due to the potential introduction of bacteria or foreign substances if adequate backflow prevention is not achieved. This procedure describes the control of backflow within the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

General Description

As treated water flows through the water distribution systems, it comes into contact with various customer connections and system appurtenances. Customers can be large users or small, and risks associated can be of a severe nature, such as a carwash, or minimal such as a typical single-family dwelling.

Critical Limits

- 95% of all known active backflow prevention devices have a valid test on file
- Zero (0) customer complaints received or other observations of backflow events in the system.
- Backflow prevention is installed on all customer services for Severe Risk Facilities

Operator Control

- Yearly verification of customers' devices reported to Operating Authority by qualified testers

Emergency Conditions and Response Requirements

Initiation

- Backflow events are generally not detectable by the Operating Authority. Any indications that a backflow event may have occurred will be as a result of a customer complaint.

Response

- Backflow events shall be reported as an Adverse Water Quality Incident. Refer to *Adverse Water Quality Incident Reporting Procedure (DW-ERP-300)*.

Recovery

- Depending on the nature of the backflow event, recovery plan will be developed in consultation with local MECP and MOH.

Reporting and Review

- Record-keeping shall be completed as per the applicable response procedure, or per the Backflow Prevention Program.

Maintenance

- The operating authority conducts a monthly review of the backflow database and letters are sent out to customers notifying them of their annual recertification requirement by qualified testers. Refer to list maintained by the Environmental Coordinator.

Monitoring and Testing

- New installations are identified through building permit issuance

Table of Revisions

<i>Revision No.</i>	<i>Date</i>	<i>Description of Revision</i>
5	January 30, 2018	Change in City logo
2.0	January 1, 2019	Amalgamated 4 identical CCP procedures. Initiated new procedure format. Updated reference to Wastewater Inspector to Environmental Coordinator
2.1	January 1, 2020	Updated references to response procedures.
2.2	January 1, 2021	Annual Review – No Changes
2.3	January 1, 2022	Annual Review – No Changes.
2.4	January 1, 2023	Revised CCL's to, 95% of all known active backflow prevention devices have a valid test on file AND Zero (0) customer complaints received or other observations of backflow events in the system.

Appendix F

~ St. Thomas Secondary Area WSS –

Roles, Responsibilities and Authorities Procedure (DW-ADMIN-400) ~

~ St. Thomas WDS –

Roles, Responsibilities and Authorities Procedure (DW-ADMIN-401) ~

~ Township of Southwold WDS (Lynhurst Area) –

Roles, Responsibilities and Authorities Procedure (DW-ADMIN-402) ~

~ Municipality of Central Elgin WDS (St. Thomas Suburban Area) –

Roles, Responsibilities and Authorities Procedure (DW-ADMIN-403) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: ROLES, RESPONSIBILITIES AND AUTHORITIES – SECONDARY				PROCEDURE NO.: DW-ADMIN-400			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION		SOUTHWOLD DISTRIBUTION		CENTRAL ELGIN DISTRIBUTION	

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure clearly shows how information and responsibility is structured in the DWQMS. It defines the key personnel, who they primarily communicate with and their respective locations. This procedure is critical in defining paths for communicating DWQMS information and assigning responsibilities.

Procedure:

The table depicts the City of St. Thomas quality management system structure for the St. Thomas Area Secondary Water Supply System.

Title: Owner - Board of Management Adminstrating Municipality: City of St. Thomas		Location: St. Thomas City Hall	
Role	Responsibility	Authority	
<ul style="list-style-type: none"> Supply clean drinking water to the public Ensure the distribution system is properly operated Oversee status and progress of the DWQMS Address the need for changes identified by the Director, Environmental Services 	<ul style="list-style-type: none"> Prescribe requirements and monitor the operation of distribution system Represent The St. Thomas Area Secondary Water Supply System (Corporation) to the public Provide resources or infrastructure as necessary Communicate with the Director Respond to recommendations from the Director concerning: <ul style="list-style-type: none"> The DWQMS to ensure its continuing suitability and effectiveness Possible policy, objective and other element changes Objectives, targets and policy Other DWQMS and contractual issues 	<ul style="list-style-type: none"> To perform all of its duties To approve and assign funding for projects To approve operative changes To provide resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources as per all regulations 	
Title: Operating Authority - Environmental Services Department		Location: St. Thomas City Hall / Public Works Service Centre	
Role	Responsibility	Authority	
<ul style="list-style-type: none"> Operate and monitor the distribution system 	<ul style="list-style-type: none"> Perform the operations as required Obtain resources or infrastructure as necessary 	<ul style="list-style-type: none"> To perform its required operative duties 	

		<ul style="list-style-type: none"> • To recommend improvements or changes • To implement improvements or changes • To provide resources
Title: Top Management - Owner Representative: Director of Environmental Services & City Engineer		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Oversees status and progress of the DWQMS, and liaise between the St. Thomas Area Secondary distribution system QMS Rep. and the Board of Management 	<ul style="list-style-type: none"> • Attend Management Review meetings • Communicate regularly between the DWQMS Management Representative and also the Board of Management • Facilitate the acquiring of resources for making changes in the DWQMS by communicating with the Corporation • Appoint a QMS Representative for the DWQMS • Review the DWQMS to ensure it's continuing suitability and effectiveness • Address any possible policy, objective and other element changes • Make reports and recommendations to the Board of Management based on reviews of DWQMS items, reports, and government reports from the OA • Prepares the DWQMS financial plans 	<ul style="list-style-type: none"> • To perform all required duties • To recommend funding for projects • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources
Title: Top Management – Operating Authority: Manager Development and Compliance (Quality Management System Representative):		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Maintain the DWQMS in accordance with the Drinking Water Quality Management Standard • Communicate the status, progress and need for improvement of the DWQMS to Top Management 	<ul style="list-style-type: none"> • Arrange, chair and provide necessary information to Top Management for the Management Review • Report the performance of the DWQMS to Top Management • Maintain an open door policy with Top Management and City staff to ensure there is no restriction of communication • Respond to Owner's requests as required • Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times • Schedule and facilitates external audits • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • May assign a designate to perform any of the above duties • To recommend funding for projects • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> Promote awareness and effectiveness of the DWQMS throughout the operating authority Identify the need for resources or infrastructure 	
Title: Assessment Team (Compliance Coordinator, Manager Development and Compliance, Manager of Water and Sewer, Foreperson, Operations Team member)		Location: Varies
Role	Responsibility	Authority
<ul style="list-style-type: none"> Ascertain and analyze critical control points and hazards associated with the system 	<ul style="list-style-type: none"> Ascertain and analyze critical control points and hazards associated with the system Review documents, procedures, forms 	<ul style="list-style-type: none"> To perform all required duties To prescribe requirements
Title: Manager of Sewer and Water		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Key manager of the DWQMS Implement and maintain the DWQMS in accordance with the Drinking Water Quality Management Standard Communicate the status, progress and need for improvement of the DWQMS to Top Management/OA Personnel Plan, manage and schedule operations and maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> Regular review of process data, upsets, operator reports Ensure proper communication of DWQMS issues to proper personnel Regular review/editing of relevant DWQMS documents, applications, etc. Schedule and facilitate audits Assist in maintaining Corporation legal compliance Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication Report the performance of the DWQMS to Top Management Respond to Owner's requests as required Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system Promote awareness and effectiveness of the DWQMS throughout the operating authority Identify the need for resources or infrastructure Edits, manages and reviews for DWQMS compliance Maintains version controlled documents Report and act upon non-conformances Arranges training 	<ul style="list-style-type: none"> To perform all defined responsibilities under the DWQMS May assign a designate to perform any of the above duties To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> • File records • Receives external complaints and communicate to the Manager of Development and Compliance • Manage maintenance activities within the distribution system • Manage laboratory and sampling programs within the Corporation • Manage administration of permits, applications and other external quality information • File, modify and maintain appropriate quality documents 	
Title: Water and Sewer Foreperson		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Implement the DWQMS in accordance with the Drinking Water Quality Management Standard • Plan, manage and schedule operations and maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> • Regular review of process data, upsets, operator reports • Ensure proper communication of DWQMS issues to proper personnel • Assist in maintaining Corporation legal compliance • Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Utilizes CMMS to track work accomplishments and ensure compliance • Updates and maintains operational databases • Summarizes and analyzes data related to water operations for use in the development of annual reports • Coordinates annual lead testing program • Identify the need for resources or infrastructure • Report and act upon non-conformances • Arranges training • File records • Receives external complaints • Manage maintenance activities within the distribution system • Manage laboratory and sampling programs • File, modify and maintain appropriate quality documents 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources
Title: Operating Authority Personnel – Leadhand and Operator(s)		Location: Public Works Service Centre
Role	Responsibility	Authority

<ul style="list-style-type: none"> Carry out applicable DWQMS tasks 	<ul style="list-style-type: none"> Report and act upon non-conformances Follow procedures, complete forms File records Attend training Receive external complaints and communicate them to their Supervisor Regularly communicate to their Supervisor Carry out required operations and maintenance activities Operators must maintain license Identify the need for resources or infrastructure 	<ul style="list-style-type: none"> To perform the required DWQMS duties
Title: Compliance Coordinator		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Regularly monitor the Corporation DWQMS for conformance Manage the DWQMS for the City of St. Thomas Distribution System 	<ul style="list-style-type: none"> Periodically audit the Corporation DWQMS for conformance Schedule and facilitate internal audits Report findings to the DWQMS Management Representative Follow up to assess closure of non-conformances and corrective actions Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer Develop documents, procedures, forms Review documents, procedures, forms 	<ul style="list-style-type: none"> To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope Can be internal or external personnel Communicate with key DWQMS To change the DWQMS and operational changes
Title: MMS Coordinator		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Administer Computerized Maintenance Management System (CMMS) Carry out applicable DWQMS tasks 	<ul style="list-style-type: none"> File and maintain appropriate quality documents Administer the CMMS Retrieve records 	<ul style="list-style-type: none"> To perform the required DWQMS duties To modify electronic documents, as designated To file and archive electronic documents
Title: DWQMS Internal Auditors		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Monitor the Corporation DWQMS for conformance 	<ul style="list-style-type: none"> Periodically audit the Corporation DWQMS for conformance Report findings to the DWQMS Management System Representative Follow up to assess closure of non-conformances and corrective actions Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer Review documents, procedures, forms 	<ul style="list-style-type: none"> To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope Can be internal or external personnel Communicate with key DWQMS parties

Associated Form(s):

- Not Applicable

Table of Revisions

Revision #	Date	Description of Revision
10	July 7, 2016	Removed Foreman as position eliminated
11	June 29, 2017	Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard
12	January 30, 2018	Change in City logo
2.0	January 1, 2019	Implemented new procedure template. MMS tech now MMS coordinator.
2.1	July 16, 2019	Eliminated steering committee; inserted info. On R,R and A for Hazard Analysis Team, inserted Compliance Coordinator as separate Role. Removed CC responsibilities from Internal Auditor/Compliance Coordinator listing.
2.2	January 1, 2020	Owner Responsibilities – Corrected reference to Representing City of St. Thomas to representing STASWSS
2.3	January 2, 2021	Updated reference from Hazard Analysis Team to Assessment Team.
2.4	January 1, 2022	Reviewed – No changes.
2.5	June 6, 2022	Inserted new Foreperson position. Removed references to QC and WT position.
2.6	January 1, 2023	Reviewed – No Changes

Drinking Water Quality Management System

PROCEDURE TITLE: ROLES, RESPONSIBILITIES AND AUTHORITIES – ST. THOMAS DISTRIBUTION				PROCEDURE NO.: DW-ADMIN-401			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY		ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION		CENTRAL ELGIN DISTRIBUTION	

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure clearly shows how information and responsibility is structured in the DWQMS. It defines the key personnel, who they primarily communicate with and their respective locations. This procedure is critical in defining paths for communicating DWQMS information and assigning responsibilities.

Procedure:

The table depicts the City of St. Thomas quality management system structure for the St. Thomas Water Distribution System.

Role		Responsibility		Authority	
Title: Owner - Mayor and Council of The Corporation of the City of St. Thomas		Location: St. Thomas City Hall			
<ul style="list-style-type: none"> Supply clean drinking water to the public Ensure the distribution system is properly operated Oversee status and progress of the DWQMS Address the need for changes identified by the Director, Environmental Services 		<ul style="list-style-type: none"> Prescribe requirements and monitor the operation of distribution system. Represent The Corporation of the City of St. Thomas (Corporation) to the public Provide resources or infrastructure as necessary Communicate with the Director Respond to recommendations from the Director concerning: <ul style="list-style-type: none"> The DWQMS to ensure its continuing suitability and effectiveness Possible policy, objective and other element changes Objectives, targets and policy Other DWQMS and contractual issues 		<ul style="list-style-type: none"> To perform all of its duties To approve and assign funding for projects To approve operative changes To provide resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources as per all regulations 	
Title: Operating Authority - Environmental Services Department		Location: St. Thomas City Hall / Public Works Service Centre			
Role		Responsibility		Authority	

Role	Responsibility	Authority
<ul style="list-style-type: none"> Operate and monitor the distribution system 	<ul style="list-style-type: none"> Perform the operations as required Obtain resources or infrastructure as necessary 	<ul style="list-style-type: none"> To perform its required operative duties To recommend improvements or changes To implement improvements or changes To provide resources
Title: Top Management - Owner Representative: Director of Environmental Services & City Engineer		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Oversee status and progress of the DWQMS, and liaise between the City of St. Thomas' distribution system DWQMS and the Mayor and Council of the City 	<ul style="list-style-type: none"> Attend Management Review meetings Communicate regularly between the DWQMS Management Representative and also the Corporation Facilitate the acquiring of resources for making changes in the DWQMS by communicating with the Corporation Appoints a QMS Representative for the DWQMS Review the DWQMS to ensure it's continuing suitability and effectiveness Address any possible policy, objective and other element changes Make reports and recommendations to the Corporation, based on reviews of DWQMS items, reports, and government reports from the OA Prepares the DWQMS Financial Plans 	<ul style="list-style-type: none"> To perform all required duties To recommend funding for projects To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources
Title: Top Management – Operating Authority: Manager of Development and Compliance (Quality Management System Representative):		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Maintain the DWQMS in accordance with the Drinking Water Quality Management Standard Communicate the status, progress and need for improvement of the DWQMS to Top Management 	<ul style="list-style-type: none"> Arrange, chair and provide necessary information to Top Management for the Management Review Report the performance of the DWQMS to Top Management Maintain an open door policy with Top Management and City staff to ensure there is no restriction of communication Respond to Owner's requests as required Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents 	<ul style="list-style-type: none"> To perform all defined responsibilities under the DWQMS May assign a designate to perform any of the above duties To recommend funding for projects To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

Role	Responsibility	Authority
	<p>required by the DWQMS are being used at all times</p> <ul style="list-style-type: none"> • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Schedule and facilitates external audits • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Identify the need for resources or infrastructure 	
Title: Assessment Team (Compliance Coordinator, Manager of Development and Compliance, Manager of Water and Sewer, Foreperson, Operations Team member)		Location: Varies
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Ascertain and analyze critical control points and hazards associated with the system 	<ul style="list-style-type: none"> • Ascertain and analyze critical control points and hazards associated with the system • Review documents, procedures, forms 	<ul style="list-style-type: none"> • To perform all required duties • To prescribe requirements
Title: Operating Authority Manager: Manager of Water and Sewer		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Key manager of the DWQMS • Implement and maintain the DWQMS in accordance with the Drinking Water Quality Management Standard • Communicate the status, progress and need for improvement of the DWQMS to Top Management/OA Personnel • Plan, manage and schedule operations & maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> • Regular review of process data, upsets, operator reports • Ensure proper communication of DWQMS issues to proper personnel • Regular review/editing of relevant DWQMS documents, applications, etc. • Assist in maintaining Corporation legal compliance • Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication • Report the performance of the DWQMS to Top Management • Respond to Owner's requests as required • Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • May assign a designate to perform any of the above duties • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

Role	Responsibility	Authority
	<p>required by the DWQMS are being used at all times</p> <ul style="list-style-type: none"> • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Identify the need for resources or infrastructure • Edits, manages and reviews for DWQMS compliance • Maintains version controlled documents • Report and act upon non-conformances • File records • Arranges training • Receive external complaints and communicate them to the Manager of Development and Compliance • Manage maintenance activities within the distribution system • Manage laboratory and sampling programs within the Corporation • Manage administration of permits, applications and other external quality information • File, modify and maintain appropriate quality documents 	

Title: Water and Sewer Foreperson

Location: Public Works Service Centre

Role	Responsibility	Authority
<ul style="list-style-type: none"> • Implement the DWQMS in accordance with the Drinking Water Quality Management Standard • Plan, manage and schedule operations and maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> • Regular review of process data, upsets, operator reports • Ensure proper communication of DWQMS issues to proper personnel • Assist in maintaining Corporation legal compliance • Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Utilizes CMMS to track work accomplishments and ensure compliance • Updates and maintains operational databases 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

Role	Responsibility	Authority
	<ul style="list-style-type: none"> Summarizes and analyzes data related to water operations for use in the development of annual reports Coordinates annual lead testing program Identify the need for resources or infrastructure Report and act upon non-conformances Arranges training File records Receives external complaints Manage maintenance activities within the distribution system Manage laboratory and sampling programs File, modify and maintain appropriate quality documents 	
Title: Operating Authority Personnel – Leadhand and Operator(s)		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Carry out applicable DWQMS tasks 	<ul style="list-style-type: none"> Report and act upon non-conformances Follow procedures, complete forms File records Attend training Receive external complaints and communicate them to their Supervisor Regularly communicate to their Supervisor Carry out required operations and maintenance activities Operators must maintain license Identify the need for resources or infrastructure 	<ul style="list-style-type: none"> To perform the required DWQMS duties
Title: Compliance Coordinator		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Regularly monitor the Corporation DWQMS for conformance Manage the DWQMS for the City of St. Thomas Distribution System 	<ul style="list-style-type: none"> Periodically audit the Corporation DWQMS for conformance Schedule and facilitate internal audits Report findings to the DWQMS Management System Representative Follow up to assess closure of non-conformances and corrective actions Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer Develop documents, procedures, forms Review documents, procedures, forms 	<ul style="list-style-type: none"> To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope Communicate with key DWQMS parties To change the DWQMS and operational changes
Title: MMS Coordinator		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Administer Computerized Maintenance 	<ul style="list-style-type: none"> File and maintain appropriate quality documents Administer the CMMS Retrieve records 	<ul style="list-style-type: none"> To perform the required DWQMS duties To modify electronic documents, as designated

Role	Responsibility	Authority
Management System (CMMS) <ul style="list-style-type: none"> Carry out applicable DWQMS tasks 		<ul style="list-style-type: none"> To file and archive electronic documents
Title: DWQMS Internal Auditors		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Monitor the Corporation DWQMS for conformance 	<ul style="list-style-type: none"> Periodically audit the Corporation DWQMS for conformance Report findings to the DWQMS Management System Representative Follow up to assess closure of non-conformances and corrective actions Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer Review documents, procedures, forms 	<ul style="list-style-type: none"> To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope Can be internal or external personnel Communicate with key DWQMS parties

Associated Form(s):

- Not Applicable

Table of Revisions

Revision #	Date	Description of Revision
10	June 29, 2017	Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard
11	January 30, 2018	Change in City logo
2.0	January 1, 2019	Implemented new procedure format. MMS Tech now MMS Coord.
2.1	July 16, 2019	Eliminated steering committee; inserted info. On R,R and A for Hazard Analysis Team, inserted Compliance Coordinator as separate Role. Removed CC responsibilities from Internal Auditor/Compliance Coordinator listing.
2.2	January 1, 2020	Annual Review – minor grammatical changes made.
2.3	January 1, 2021	Annual Review – updated reference from Hazard Analysis Team to Assessment Team
2.4	January 1, 2022	Annual Review – No changes
2.5	June 6, 2022	Updated to reflect new Foreperson position. Removed references to QC and removed WT position.
2.6	January 1, 2023	Reviewed – No changes

Drinking Water Quality Management System

PROCEDURE TITLE: ROLES, RESPONSIBILITIES AND AUTHORITIES – SOUTHWOLD				PROCEDURE NO.: DW-ADMIN-402			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY		ST. THOMAS DISTRIBUTION		SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure clearly shows how information and responsibility is structured in the DWQMS. It defines the key personnel, who they primarily communicate with and their respective locations. This procedure is critical in defining paths for communicating DWQMS information and assigning responsibilities.

Procedure:

The table depicts the City of St. Thomas quality management system structure for the Township of Southwold Water Distribution System-Lynhurst Area.

Title: Owner - Mayor and Council of The Township of Southwold; Owner Representative, Director of Infrastructure and Development Services		Location: Southwold	
Role	Responsibility	Authority	
<ul style="list-style-type: none">• Supply clean drinking water to the public• Ensure the distribution system is properly operated• Oversee status and progress of the DWQMS• Address the need for changes identified by the Operating Authority, Environmental Services	<ul style="list-style-type: none">• Attends Management Review meetings• Prescribe requirements and monitor the operation of distribution system.• Represent the Township of Southwold to the public• Provide resources or infrastructure as necessary• Communicate with the Operating Authority• Respond to recommendations from the Operating Authority concerning:<ul style="list-style-type: none">○ The DWQMS to ensure its continuing suitability and effectiveness○ Possible policy, objective and other element changes○ Objectives, Targets and Policy○ Other DWQMS and contractual issues	<ul style="list-style-type: none">• To perform all of its duties• To approve and assign funding for projects• To approve operative changes• To provide resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources as per all regulations	
Title: Operating Authority - Environmental Services Department		Location: St. Thomas City Hall / Public Works Service Centre	
Role	Responsibility	Authority	

<ul style="list-style-type: none"> Operate and monitor the distribution system 	<ul style="list-style-type: none"> Perform the operations as required Obtain resources or infrastructure as necessary 	<ul style="list-style-type: none"> To perform its required operative duties To recommend improvements or changes To implement improvements or changes To provide resources
Title: Top Management -:Director of Environmental Services & City Engineer		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Oversee status and progress of the DWQMS, and liaise between the Operating Authority and the Township of Southwold 	<ul style="list-style-type: none"> Communicate regularly between the DWQMS Management Representative and also the Township of Southwold Facilitate the acquiring of resources for making changes in the DWQMS by communicating with the Township Appoint a management representative for the DWQMS Review the DWQMS to ensure it's continuing suitability and effectiveness Address any possible policy, objective and other element changes Make reports and recommendations to the Corporation, based on reviews of DWQMS items, reports, and government reports from the OA 	<ul style="list-style-type: none"> To perform all required duties To recommend funding for projects To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources
Title: Top Management – Operating Authority: Manager Development and Compliance (Quality Management System Representative):		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Maintain the DWQMS in accordance with the Drinking Water Quality Management Standard Communicate the status, progress and need for improvement of the DWQMS to Top Management 	<ul style="list-style-type: none"> Arrange, chair and provide necessary information to Top Management for the Management Review Report the performance of the DWQMS to Top Management Maintain an open door policy with Top Management and City staff to ensure there is no restriction of communication Respond to Owner's requests as required Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times 	<ul style="list-style-type: none"> To perform all defined responsibilities under the DWQMS May assign a designate to perform any of the above duties To recommend funding for projects To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Schedule and facilitates external audits • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Identify the need for resources or infrastructure 	
Title: Assessment Team (Compliance Coordinator, Manager of Development and Compliance, Manager of Water and Sewer, Foreperson, Operations Team member)		Location: Varies
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Ascertain and analyze critical control points and hazards associated with the system 	<ul style="list-style-type: none"> • Ascertain and analyze critical control points and hazards associated with the system • Review documents, procedures, forms 	<ul style="list-style-type: none"> • To perform all required duties • To prescribe requirements
Title: Manager of Sewer and Water		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Key manager of the DWQMS • Implement and maintain the DWQMS in accordance with the Drinking Water Quality Management Standard • Communicate the status, progress and need for improvement of the DWQMS to Top Management/OA Personnel Management • Plan, manage and schedule operations & maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> • Regular review of process data, upsets, operator reports • Ensure proper communication of DWQMS issues to proper personnel • Regular review/editing of relevant DWQMS documents, applications, etc. • Schedule and facilitate audits • Assist in maintaining Corporation legal compliance • Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication • Report the performance of the DWQMS to Top Management • Respond to Owner's requests as required • Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • May assign a designate to perform any of the above duties • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Identify the need for resources or infrastructure • Edits, manages and reviews for DWQMS compliance • Maintains version controlled documents • Report and act upon non-conformances • File records • Arranges training • Receive external complaints and communicate them to the Manager of Development and Compliance • Manage maintenance activities within the distribution system • Manage laboratory and sampling programs within the Corporation • Manage administration of permits, applications and other external quality information • File, modify and maintain appropriate quality documents 	
Title: Water and Sewer Foreperson		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Implement the DWQMS in accordance with the Drinking Water Quality Management Standard • Plan, manage and schedule operations and maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> • Regular review of process data, upsets, operator reports • Ensure proper communication of DWQMS issues to proper personnel • Assist in maintaining Corporation legal compliance • Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Promote awareness and effectiveness of the DWQMS throughout the operating authority 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> • Utilizes CMMS to track work accomplishments and ensure compliance • Updates and maintains operational databases • Summarizes and analyzes data related to water operations for use in the development of annual reports • Coordinates annual lead testing program • Identify the need for resources or infrastructure • Report and act upon non-conformances • Arranges training • File records • Receives external complaints • Manage maintenance activities within the distribution system • Manage laboratory and sampling programs • File, modify and maintain appropriate quality documents 	
Title: Operating Authority Personnel – Leadhand and Operator(s)		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Carry out applicable DWQMS tasks 	<ul style="list-style-type: none"> • Report and act upon non-conformances • Follow procedures, complete forms • File records • Attend training • Receive external complaints and communicate them to their Supervisor • Regularly communicate to their Supervisor • Carry out required operations and maintenance activities • Operators must maintain license • Identify the need for resources or infrastructure 	<ul style="list-style-type: none"> • To perform the required DWQMS duties
Title: Compliance Coordinator		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Regularly monitor the Corporation DWQMS for conformance • Manage the DWQMS for the City of St. Thomas Distribution System 	<ul style="list-style-type: none"> • Periodically audit the Corporation DWQMS for conformance • Schedule and facilitate internal audits • Report findings to the DWQMS Management System Representative • Follow up to assess closure of non-conformances and corrective actions • Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer • Develop documents, procedures, forms • Review documents, procedures, forms 	<ul style="list-style-type: none"> • To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope • Communicate with key DWQMS parties • To change the DWQMS and operational changes

Title: MMS Coordinator		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Administer Computerized Maintenance Management System (CMMS) Carry out applicable DWQMS tasks 	<ul style="list-style-type: none"> File and maintain appropriate quality documents Administer the CMMS Retrieve records 	<ul style="list-style-type: none"> To perform the required DWQMS duties To modify electronic documents, as designated To file and archive electronic documents
Title: DWQMS Internal Auditors		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Monitor the Corporation DWQMS for conformance 	<ul style="list-style-type: none"> Periodically audit the Corporation DWQMS for conformance Report findings to the DWQMS Management System Representative Follow up to assess closure of non-conformances and corrective actions Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer Review documents, procedures, forms 	<ul style="list-style-type: none"> To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope Can be internal or external personnel Communicate with key DWQMS parties

Associated Form(s):

- Not Applicable

Table of Revisions

Revision #	Date	Description of Revision
12	June 29, 2017	Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard
13	January 30, 2018	Change in City logo
2.0	January 1, 2019	Implemented new procedure template. MMS tech now MMS coordinator.
2.1	July 16, 2019	Eliminated steering committee; inserted info. On R,R and A for Hazard Analysis Team, inserted Compliance Coordinator as separate Role. Removed CC responsibilities from Internal Auditor/Compliance Coordinator listing.
2.2	January 1, 2020	Annual Review – updated Owner Representative is now CAO, rather than Public Works Superintendent
2.3	January 1, 2021	Annual Review – updated references to HA team to Assessment team.
2.4	January 1, 2022	Updated reference to CAO to Director of Infrastructure and Development Services (now southwold DWQMS rep.)
2.5	June 6, 2022	Inserted re-introduced Foreperson position, removed WT position and references to QC.
2.6	January 1, 2023	Reviewed – No Changes

Drinking Water Quality Management System

PROCEDURE TITLE: ROLES, RESPONSIBILITIES AND AUTHORITIES – CENTRAL ELGIN				PROCEDURE NO.: DW-ADMIN-403			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY		ST. THOMAS DISTRIBUTION		SOUTHWOLD DISTRIBUTION		CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure shows how information and responsibility is structured in the DWQMS. It defines the key personnel, who they primarily communicate with and their respective locations. This procedure is critical in defining paths for communicating DWQMS information and assigning responsibilities.

Procedure:

The table below depicts the City of St. Thomas quality management system structure for the Municipality of Central Elgin Water Distribution System.

Title: Owner - Mayor and Councillors of The Municipality of Central Elgin; Owner Representative , Director of Infrastructure & Community Services		Location: Central Elgin Municipal Office	
Role	Responsibility	Authority	
<ul style="list-style-type: none"> Supply clean drinking water to the public Ensure the distribution system is properly operated Oversee status and progress of the DWQMS Address the need for changes identified by the Operating Authority, Environmental Services 	<ul style="list-style-type: none"> Attends Management Review meetings Prescribe requirements and monitor the operation of distribution system. Represent the Municipality of Central Elgin to the public Provide resources or infrastructure as necessary Communicate with the Operating Authority Respond to recommendations from the Operating Authority concerning: <ul style="list-style-type: none"> The DWQMS to ensure its continuing suitability and effectiveness Possible policy, objective and other element changes Objectives, Targets and Policy Other DWQMS and contractual issues 	<ul style="list-style-type: none"> To perform all of its duties To approve and assign funding for projects To approve operative changes To provide resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources as per all regulations 	
Title: Operating Authority - Environmental Services Department		Location: St. Thomas City Hall / Public Works Service Centre	

Role	Responsibility	Authority
<ul style="list-style-type: none"> Operate and monitor the distribution system 	<ul style="list-style-type: none"> Perform the operations as required Obtain resources or infrastructure as necessary 	<ul style="list-style-type: none"> To perform its required operative duties To recommend improvements or changes To implement improvements or changes To provide resources
Title: Top Management - Director of Environmental Services & City Engineer		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Oversee status and progress of the DWQMS, and liaise between the Operating Authority and the Municipality of Central Elgin 	<ul style="list-style-type: none"> Communicates regularly between the DWQMS Management Representative and also the Municipality of Central Elgin Facilitates the acquiring of resources for making changes in the DWQMS by communicating with the Municipality Appoints a management representative for the DWQMS Reviews the DWQMS to ensure it's continuing suitability and effectiveness Addresses any possible policy, objective and other element changes Make reports and recommendations to the Corporation, based on reviews of DWQMS items, reports, and government reports from the OA 	<ul style="list-style-type: none"> To perform all required duties To recommend funding for projects To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources
Title: Quality Management System Representative: Manager Development and Compliance		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> Maintain the DWQMS in accordance with the Drinking Water Quality Management Standard Communicate the status, progress and need for improvement of the DWQMS to Top Management 	<ul style="list-style-type: none"> Arrange, chair and provide necessary information to Top Management for the Management Review Report the performance of the DWQMS to Top Management Maintain an open door policy with Top Management and City staff to ensure there is no restriction of communication Respond to Owner's requests as required Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times 	<ul style="list-style-type: none"> To perform all defined responsibilities under the DWQMS May assign a designate to perform any of the above duties To recommend funding for projects To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system • Schedule and facilitate external audits • Promote awareness and effectiveness of the DWQMS throughout the operating authority • Identify the need for resources or infrastructure 	
Title: Assessment Team (Compliance Coordinator, Manager of Development and Compliance, Manager of Water and Sewer, Foreperson, Operations Team member)		Location: Varies
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Ascertain and analyze critical control points and hazards associated with the system 	<ul style="list-style-type: none"> • Ascertain and analyze critical control points and hazards associated with the system • Review documents, procedures, forms 	<ul style="list-style-type: none"> • To perform all required duties • To prescribe requirements
Title: Manager of Water and Sewer		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Key manager of the DWQMS • Implement and maintain the DWQMS in accordance with the Drinking Water Quality Management Standard • Communicate the status, progress and need for improvement of the DWQMS to Top Management/OA Personnel • Plan, manage and schedule operations & maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> • Regular review of process data, upsets, operator reports • Ensure proper communication of DWQMS issues to proper personnel • Regular review/editing of relevant DWQMS documents, applications, etc. • Assist in maintaining Corporation legal compliance • Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication • Report the performance of the DWQMS to Top Management • Respond to Owner's requests as required • Represent the OA to internal or external parties with regards to the DWQMS including any external communications, maintaining the DWQMS files, handling and preserving the legislative files and legislative updates • Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times • Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system 	<ul style="list-style-type: none"> • To perform all defined responsibilities under the DWQMS • May assign a designate to perform any of the above duties • To recommend operational changes • To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> Promote awareness and effectiveness of the DWQMS throughout the operating authority Identify the need for resources or infrastructure Edits, manages and reviews for DWQMS compliance Maintains version controlled documents Report and act upon non-conformances File records Arranges training Receive external complaints and communicate them to the Manager of Development and Compliance Manage maintenance activities within the distribution system Manage laboratory and sampling programs within the Corporation File, modify and maintain appropriate quality documents 	
Title: Water and Sewer Foreperson		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Implement the DWQMS in accordance with the Drinking Water Quality Management Standard Plan, manage and schedule operations and maintenance tasks for the Operating Authority 	<ul style="list-style-type: none"> Regular review of process data, upsets, operator reports Ensure proper communication of DWQMS issues to proper personnel Assist in maintaining Corporation legal compliance Maintains an open door policy with Top Management and Corporation staff to ensure there is no restriction of communication Review/approve relevant DWQMS documents, applications, etc. and ensure that the most current versions of documents required by the DWQMS are being used at all times Ensure that personnel are aware of all current regulatory requirements that pertain to their duties with the operation of the drinking water system Promote awareness and effectiveness of the DWQMS throughout the operating authority Utilizes CMMS to track work accomplishments and ensure compliance Updates and maintains operational databases Summarizes and analyzes data related to water operations for use in the development of annual reports 	<ul style="list-style-type: none"> To perform all defined responsibilities under the DWQMS To recommend operational changes To recommend required resources to ensure the proper implementation and continuance of the DWQMS, including access to personnel, access to equipment, and financial resources

	<ul style="list-style-type: none"> • Coordinates annual lead testing program • Identify the need for resources or infrastructure • Report and act upon non-conformances • Arranges training • File records • Receives external complaints • Manage maintenance activities within the distribution system • Manage laboratory and sampling programs • File, modify and maintain appropriate quality documents 	
Title: Operating Authority Personnel – Leadhand and Operator(s)		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Carry out applicable DWQMS tasks 	<ul style="list-style-type: none"> • Report and act upon non-conformances • Follow procedures, complete forms • File records • Attend training • Receive external complaints and communicate them to their Supervisor • Regularly communicate to their Supervisor • Carry out required operations and maintenance activities • Operators must maintain license • Identify the need for resources or infrastructure 	<ul style="list-style-type: none"> • To perform the required DWQMS duties
Title: Compliance Coordinator		Location: St. Thomas City Hall
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Regularly monitor the Corporation DWQMS for conformance • Manage the DWQMS for the City of St. Thomas Distribution System 	<ul style="list-style-type: none"> • Periodically audit the Corporation DWQMS for conformance • Schedule and facilitate internal audits • Report findings to the DWQMS Management System Representative • Follow up to assess closure of non-conformances and corrective actions • Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer • Develop documents, procedures, forms • Review documents, procedures, forms 	<ul style="list-style-type: none"> • To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope • Communicate with key DWQMS parties • To change the DWQMS and operational changes
Title: MMS Coordinator		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> • Administer Computerized Maintenance Management System (CMMS) 	<ul style="list-style-type: none"> • File and maintain appropriate quality documents • Administer the CMMS • Retrieve records 	<ul style="list-style-type: none"> • To perform the required DWQMS duties • To modify electronic documents, as designated

<ul style="list-style-type: none"> Carry out applicable DWQMS tasks 		<ul style="list-style-type: none"> To file and archive electronic documents
Title: DWQMS Internal Auditors		Location: Public Works Service Centre
Role	Responsibility	Authority
<ul style="list-style-type: none"> Monitor the Corporation DWQMS for conformance 	<ul style="list-style-type: none"> Periodically audit the Corporation DWQMS for conformance Report findings to the DWQMS Management System Representative Follow up to assess closure of non-conformances and corrective actions Regularly communicate with the Director, QMS Representative and/or Manager of Water and Sewer Review documents, procedures, forms 	<ul style="list-style-type: none"> To investigate conformance to the Drinking Water Quality Management Standard, within the DWQMS scope Can be internal or external personnel Communicate with key DWQMS parties

Associated Form(s):

- Not Applicable

Table of Revisions

Revision #	Date	Description of Revision
13	January 30, 2018	Change in City logo
2.0	January 1, 2019	Implemented new procedure template. MMS tech now MMS coordinator.
2.1	July 16, 2019	Eliminated steering committee; inserted info. On R,R and A for Hazard Analysis Team, inserted Compliance Coordinator as separate Role. Removed CC responsibilities from Internal Auditor/Compliance Coordinator listing.
2.2	January 1, 2020	Annual Review – updated Owner Representative is now Director of Infrastructure & Community Services, rather than Director of Physical Services
2.3	January 1, 2021	Annual Review – updated references to HA team to Assessment team.
2.4	January 1, 2022	Annual Review – No changes.
2.5	June 6, 2022	Inserted Foreperson position, removed WT position, removed references to QC.
2.6	January 1, 2023	Reviewed – No Changes

Appendix G

~ Competency and Training Procedure (DW-ADMIN-500) ~

~ On-site Training Form (DWF-ADMIN-500) ~

~ Operator Competence Form (DWF-ADMIN-501) ~

~ Training Needs Matrix (DWF-ADMIN-502) ~

Drinking Water Quality Management System

PROCEDURE TITLE: COMPETENCY AND TRAINING				PROCEDURE NO.: DW-ADMIN-500			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 10			
REVISION #: 2.7				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure clearly shows the required competencies of the Owner and the Operating Staff, whose duties may have the possibility of directly affecting drinking water quality.

Procedure:

Competencies:

The following table illustrates the competencies required by the Owner and/or Operating Authority Staff whose duties may have the ability to directly affect drinking water quality. The identified competencies consist of those required by regulation and by the City of St. Thomas. The listing also includes desired competencies, these are skill sets that may not be currently held by the position, but the position is encouraged to pursue.

DWQMS Role	Position	Required Competencies	Desired Competencies
Owner	<ul style="list-style-type: none"> St. Thomas Secondary Water Supply System - Joint Board of Management Members City of St. Thomas Council Southwold Council Municipality of Central Elgin Council 	<ul style="list-style-type: none"> Understanding of the Safe Drinking Water Act and Financial Management Experience in capital and operating budgets DWQMS understanding Understanding of Standard of Care requirements 	<ul style="list-style-type: none"> Not Applicable
Top Management – Owner Representative	<ul style="list-style-type: none"> STASWSS - Director of Environmental Services & City Engineer St. Thomas - Director of Environmental Services & City Engineer Township of Southwold – Director of Infrastructure and Development Services Municipality of Central Elgin - Director of Infrastructure & Community Services 	<ul style="list-style-type: none"> Minimum 10 years utility management experience 10 years financial management experience Experience and Development of Capital and Operating Plans and the DWQMS financial plans Post Secondary Education Computer Skills DWQMS understanding 	<ul style="list-style-type: none"> Degree in Civil Engineering 10 years Management Experience Accounting
Top Management – OA Representative / QMS Representative	City of St. Thomas - Manager of Development and Compliance	<ul style="list-style-type: none"> Minimum 5 years utility management experience 5 years financial management experience Experience and Development of Capital and Operating Plans Post Secondary Education Computer Skills DWQMS understanding 	<ul style="list-style-type: none"> Water Distribution Certification Accounting Degree in Civil Engineering
ORO	Manager Water & Sewer Foreperson – Water & Sewer	<ul style="list-style-type: none"> Water Distribution Class III Certification Minimum 5 years of operations experience Minimum of 5 years of operations supervision experience Leadership training SCADA Competency 	<ul style="list-style-type: none"> Internal Auditor Training Experience and Development of Operating Plans 5 years Management Experience CMMS Training

		<ul style="list-style-type: none"> • Confined Space Certification • Computer Skills • DWQMS understanding 	
OIC / Operator	Water/Sewer Operator	<ul style="list-style-type: none"> • Water Distribution Class I Certification • SCADA Competency • WHMIS • Confined Space Certification • Mechanical Aptitude • First Aid / CPR • Computer Skills • Water Meter Installer Course • Class DZ Drivers Licence • DWQMS understanding 	<ul style="list-style-type: none"> • Water Distribution Class III Certification
OIC / Operator	Water/Sewer/Backhoe Operator	<ul style="list-style-type: none"> • List for Water/Sewer Operator above, plus, • Backhoe Competency 	<ul style="list-style-type: none"> • Water Distribution Class III Certification
DWQMS Internal Auditor	Various	<ul style="list-style-type: none"> • DWQMS Fundamentals Course • Internal Auditing for the DWQMS Course 	<ul style="list-style-type: none"> • ISO Standard Internal Auditing Course

Developing Competencies

- New Operators train with an experienced Operator until a satisfactory level of competence is reached, as determined by the Manager Water and Sewer. During this time, the new operator receives on-the-job training.
- Following the required training period, the Manager Water and Sewer interviews the new Operator to determine if they have achieved a satisfactory level of competence.
- The Manager Water and Sewer goes through the Operator Competence Form (DWF-ADMIN-501), signs and dates the form when all practical training has been achieved to an acceptable level.
- This will become a record of competency and will be filed in the employee's personnel file.

Maintaining Competencies

- All City of St. Thomas Water Operations Staff must provide evidence of MECP certification and other competency requirements, as outlined in the table above.
- Certification must be maintained as a condition of employment.
- All City of St. Thomas Water Operations Staff undergo "DWQMS Orientation Training", including a review of the Operational Plans and Policies
- All City of St. Thomas Water Operations Staff must review the applicable related procedures and on the job instructions.
- All City of St. Thomas Water Operations Staff are provided DWQMS "Re-Orientation Training" every two years. Bi-annual training ensures that employees are aware of the relevance of their duties and how they affect drinking water quality.
- Training events are documented as per this procedure.

Training Needs

- The QMS Training Needs Matrix (DWF-ADMIN-502) lists the training requirements for each QMS role.
- A record of all training activities are maintained in the Training Tracker spreadsheet.
- The Manager of Water and Sewer compares the Training Tracker spreadsheet records with the Training Needs Matrix (DWF-ADMIN- 502) at the end of each year to determine training requirements for the upcoming year.
- The Manager of Water and Sewer develops an annual training plan to manage the QMS training requirements.

Maintaining Drinking Water Certification

- It is the responsibility of each employee to investigate, request, attend (if approved), and track training required to maintain Drinking Water certifications, initiate personal growth and increase water operations knowledge.
- The City of St. Thomas will endeavor to maintain complete training record files for each Operator in order to:
 - Demonstrate due diligence, with respect to workplace hazards and water quality.
 - Aid Operations staff in the orderly tracking of training required to maintain certifications.
- In accordance with the Collective Bargaining Agreement, The City of St. Thomas will pay for training required to maintain Operator Certifications.

Documenting Training

- Any person that conducts an informal training session for Water operations staff will be issued an On- Site Training Form (DWF-ADMIN-500).
- The form identifies the name, date, location and duration of the training session as well as the name of the instructor, the topics covered and the training materials used for the session.
- Anyone can complete the first portion of the form but; the trainee, the trainee's supervisor and the trainer must all provide a signature on the form to verify that the information is correct.
- The On-site Training Form (DWF-ADMIN-500) should be used to capture on-the-job training. For example, the trainer could be an operator that is training another operator. The Manager of Water and Sewer or Water and Sewer Foreperson would need to sign-off on the form to verify that training took place.
- When staff receive an original training certificate from an external training provider, they shall provide a copy to the Manager Water and Sewer for filing and record-keeping.
- When management receives an original training certificate from an external trainer, management shall make a copy of the original certificate for filing and then forward the original copy to the employee.

Associated Form(s):

- On-site Training Form (DWF-ADMIN-500)
- Operator Competence Form (DWF-ADMIN-501)
- Training Needs Matrix (DWF-ADMIN-502)

Table of Revisions

Revision #	Date	Description of Revision
13	January 30, 2018	Change in City logo
2.0	January 1, 2019	Changed procedure format. Amalgamated procedures from Southwold, MCE, Secondary and City distribution into one. Inserted Entry Level Course for Drinking Water Operators as desired for Water Tech. position. Inserted requirements for internal auditors. Pulled training form and competence form under system of control.

2.1	April 12, 2019	Updated DWF-ADMIN-502 to include D&C and Capital Engineers as having the ability to directly affect water quality and therefore have been identified as requiring DWQMS orientation upon hiring.
2.2	January 1, 2020	Updated reference to Southwold PW Superintendent to Southwold CAO. Updated reference to MCE Director of Physical Services to Municipality of Central Elgin Director of Infrastructure & Community Services.
2.3	January 1, 2021	Reviewed – No changes.
2.4	September 1, 2021	Updated DWF-ADMIN-502 needs matrix, to reflect ERP training and testing needs.
2.5	January 1, 2022	Updated reference Township of Southwold – CAO to Director of Infrastructure and Development Services.
2.6	June 6, 2022	Deleted Water Operations Tech from listing, inserted new Foreperson position, updated some references from QC to Manager of Water and Sewer, where appropriate.
2.7	January 1, 2023	Reviewed – No Changes.

Drinking Water Quality Management System

PROCEDURE TITLE: ON-SITE TRAINING FORM		PROCEDURE NO.: DWF-ADMIN-500	
EFFECTIVE DATE: JANUARY 1, 2023		DWQMS REFERENCE: 10	
REVISION #: 2.7		REVIEW FREQUENCY: ANNUALLY	
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE			

ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X
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Course Name:		Date of Course:	
Start Time:		End Time:	
		Total Training Hours	

Training Provider: ☐ Internal or ☐ External (if external, company name)
Name:

The training **provider** is considered to have expertise in the subject matter by virtue of having one of:

☐ Formal Education ☐ Specific Training ☐ 3 years direct experience

Topic of Training (Check Applicable)

☐ Technical/Professional ☐ Compliance/DWQMS ☐ Health and Safety ☐ Administrative

Training Method (Check Applicable)

☐ On-the Job Practical ☐ Classroom ☐ On-line ☐ Continuing Education

Description of Training:

Attendee(s)

	Print Name		Signature
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
6.		6.	
7.		7.	
8.		8.	
9.		9.	
10.		10.	

I verify that the above information is accurate:

Training Provider Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Recorded in Training Spreadsheet:	YES	NO	Date: _____
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Drinking Water Quality Management System

PROCEDURE TITLE: OPERATOR COMPETENCE FORM				PROCEDURE NO.: DWF-ADMIN-501			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 10			
REVISION #: 2.7				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Employee Name: _____ (print clearly) Employee Start Date: _____

Operator's Certificate(s):

- ☐ Water Distribution and Supply Subsystem Class _____
- ☐ Water Distribution Class _____

The Operator has completed practical training in the following:

- ☐ Monitoring the distribution system using the SCADA system
- ☐ Performing flushing operations
- ☐ Sample Taking – taking of water sample according to procedures
- ☐ Chemical handling – assisting in chemical delivery, handling various chemicals
- ☐ Responding to emergencies
- ☐ Valve operation – Using valve operator and other equipment as to test and/or replace distribution valves
- ☐ Hydrant operation
- ☐ Performing Chlorine residual testing
- ☐ Comparing laboratory results to legislated standards
- ☐ Performing disinfection activities after maintenance – watermain repairs
- ☐ Drinking Water Quality Management Standard Operational Plans
- ☐ Responding to Asbestos Pipe Watermain breaks
- ☐ Infrastructure Locating – (Completing and requesting locates)
- ☐ Other: _____

Comments:

Manager of Water & Sewer/ORO: _____ Date: _____

Employee Signature: _____ Date: _____

Date Reviewed	Manager	Description of Changes



Drinking Water Quality Management System

PROCEDURE TITLE: Training Needs Matrix	PROCEDURE NO.: DWF-ADMIN-502
EFFECTIVE DATE: JANUARY 1, 2023	DWQMS REFERENCE: 10
REVISION #: 2.7	REVIEW FREQUENCY: Annually
APPROVED BY: Manager of Development and Compliance	

St. Thomas Environmental Services ~ DWQMS Training Matrix~																
	DWQMS / Regulatory			Operations			Health and Safety								Emergency Response	
Role	Statutory Standard of Care	Internal Auditing for the DWQMS	DWQMS Orientation	Water Meter Installation	Class DZ	Backhoe Operation	Confined Space Entry	Confined Space Rescue	First Aid/CPR	Working at Heights	WHMIS	Asbestos Awareness	Trenching and Shoring	Traffic Control	ERP Training	ERP Testing
Renewal Period (yrs)	Once/ Term	N/A	2	N/A	3	N/A	3	3	3	3	3	3	3	3	1	1
Water Manager	X	O	X	N/A	N/A	N/A	X	X	X	X	X	X	X	X	X	X
Water Foreperson	X	O	X	N/A	N/A	N/A	X	X	X	X	X	X	X	X	X	X
Operator	N/A	N/A	X	X	X	N/A	X	X	X	X	X	X	X	X	X	X
Backhoe Operator	N/A	N/A	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Water Tech.	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	X	N/A	N/A	N/A	X	X
Compliance Coordinator	N/A	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A
Internal Auditor	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A
Owner	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Owner Rep.	X	N/A	X	N/A	N/A	N/A	N/A	N/A	O	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OA Rep./QMS Rep.	X	O	X	N/A	N/A	N/A	N/A	N/A	O	N/A	N/A	N/A	N/A	N/A	N/A	N/A
D&C Engineers and Techs	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Capital Engineers and Techs	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

D&C - Development and Compliance

X - required

O - optional

N/A - not required for the role

Appendix H

~ Personnel Coverage Procedure (DW-ADMIN-600) ~

~ OIC Designation Table (DWF-ADMIN-600) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: PERSONNEL COVERAGE				PROCEDURE NO.: DW-ADMIN-600			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
St. Thomas Secondary	X	St. Thomas Distribution	X	Southwold Distribution	X	Central Elgin Distribution	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure demonstrates how the City ensures that sufficient personnel are available for duties that directly affect drinking water quality with the required competencies.

Procedure:

24/7 Operator Availability

- The Operating Authority is based out of the City of St. Thomas Public Works Service Centre and is staffed Monday to Friday 7:30 am until 3:30 pm, as per the collective agreement.
- Outside of regular business hours, an on-call operator is scheduled and available to respond 24/7 to events related to the operation of the water systems.

On-Call Coverage

- It is the responsibility of the On-call Operator to respond to after-hours water system related emergencies. This may include alarms paged and/or called to the Operator through SCADA.
- Upon review of the nature of the call for assistance, the operator on-call may contact another water operator, or if not available, a competent contractor, to assist with the assembly of additional crew assistance to remediate the reported problem.
- Competent contractors are listed in the Essential Supplies and Services Procedure (DW-ADMIN-800) for each system.
- Contact with the designated ORO is mandatory in the event that the maintenance problem creates an emergency situation involving severe pressure loss throughout a portion or all of the water distribution system.
- The Water and Sewer Foreperson establishes and maintains the on-call schedule.
- The schedule is posted in the Plan room at the Public Works Service Centre.
- The on-call schedule is based on a rolling schedule and is updated when changes occur.
- On-call duties are generally assigned in one-week intervals and transfer of the duties normally occurs on Friday's.
- The on-call operator is provided with the SCADA laptop and on-call cell phone.
- Only adequately certified operators may be assigned on-call duties. (ie. An Operator in Training may not be assigned on-call duties).
- New staff must have demonstrated an understanding of the systems operation through the successful completion of an Operator Competence Form, as described in the Competency and Training Procedure (DW-ADMIN-500) prior to being assigned on-call duties.

ORO Coverage

- The Manager of Water and Sewer is designated as the ORO for all systems operated by the City of St. Thomas Drinking Water Division.
- If the Manager of Water and Sewer is absent or unavailable to act, the Manager of Water and Sewer or Manager of Development and Compliance designates an alternate ORO to cover the responsibilities.
- When ORO designation is changed, the Manager of Water and Sewer shall advise the following through e-mail and PW board posting:
 - St. Thomas Water and Sewer, and Pollution Control Staff
 - St. Thomas Environmental Services Management (Dir. Env. Services, Mgr. Capital Works, Mgr. Dev. And Compliance, Mgr. Roads and Transportation; Mgr. Pollution Control)
 - Southwold Owner and Operating Authority
 - Central Elgin Owner and Operating Authority
 - Dutton-Dunwich Operating Authority
- If there are no operators available that hold a certificate at the same Class or higher as the system to designate as ORO, an operator holding a certificate one Class lower than the Classification of said system may be designated as ORO.
- If it is necessary to designate an operator holding a lower Class of certificate than that of the highest Class of system operated, the designation is limited to a period of up to 150 days in any 12-month period, as prescribed by O.Reg. 128/04.
- The ORO has overall operational responsibility for the system
- The ORO directs operators on operating decisions beyond the knowledge, skill and experience of other operators
- The ORO is not required to be on site but must be available and able to provide direction in the event of an operational emergency.

Operator- In- Charge (OIC) Coverage

- Under normal circumstances, the Operator(s) in Charge (OIC) for the water distribution systems, shall be any or all operators (provided they are appropriately certified) currently conducting any work on the systems as defined by the OIC Designation Table (DWF-ADMIN-600) and recorded in the Work Order Management System.
- The OIC Designation Table (DWF-ADMIN-600) describes activities and tasks from the Work Order Management System and the percentage that qualifies for OIC time.
- Any undefined sub tasks that do not involve operation of the systems like snow removal, lawn maintenance, etc will not be included.
- **Note:** An operator in training cannot be designated as an OIC.

Labour Disruption Coverage

- In the event of a possible labour disruption, refer to Business Continuity Procedure (DW-ERP-700).

Associated Form(s):

- **OIC Designation Table** (DWF-ADMIN-600)

Table of Revisions

Revision #	Date	Description of Revision
9	January 30, 2018	Change in City logo
2.0	January 1, 2019	Format change. Amalgamated procedure from 4 OP's we were carrying. Inserted info. On OIC designation and introduced table from external document.
2.1	May 1, 2019	Updated to require Change in ORO Coverage Notification to go out to systems we supply water with.
2.2	January 1, 2020	Revised hours of operations from 7:30 am to 7:00 am

2.3	January 1, 2021	Updated reference to Essential Supplies and Services Procedure (DW-ADMIN-800) and Competency and Training Procedure (DW-ADMIN-500). Adjusted 7:00 am start to 7:30 am start. Updated OIC table in DWF-ADMIN-600 to better reflect activities in the CMMS.
2.4	January 1, 2022	Updated reference to Work Manager to more generic Work Order Management System.
2.5	June 6, 2022	Updated to include new Foreperson position. Inserted reference to business continuity procedure in Labour disruption section.
2.6	January 1, 2023	Reviewed – No Changes

Drinking Water Quality Management System

PROCEDURE TITLE: OIC DESIGNATION TABLE				PROCEDURE NO.: DWF-ADMIN-600			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
St. Thomas Secondary	X	St. Thomas Distribution	X	Southwold Distribution	X	Central Elgin Distribution	X

Class	Phase	Activity	Task	Percentage applicable for OIC
Water Distribution	201	Main Break		100
	202	Main Maintenance		100
		Exceptions:	Palm St. Monthly Inspection	0
			Record Maintenance	0
	203	Service Maintenance		100
	204	Valve Maintenance		100
		Exceptions:	Replace lid	0
	206	Hydrant Flushing & Testing	Annual Flushing Program – every operator receives 100%	100
			Frost Check	0
		Exceptions:	Paint	0
	207	Meter Maintenance		0
	209	Inspection Testing		100
		Exceptions:	Record Maintenance	0
	210	Booster Station		100
	212	Leak Detection		100
	222	Seminars & Training		0
	225	Tools		0
	229	Supervision		100
	230	Work for Others		0
2 nd System	812	Secondary System		100
		Exceptions:	Read Secondary Meters	0
Storm	Various	Various		0
Sanitary Sewer	701	Sanitary Sewer Cleaning		50
	704	Sanitary Manhole Maintenance		50
	705	Sanitary Sewer Maintenance		50
		Exceptions:	Thaw	0
	707	CCTV Inspections – Mainline		25
		Exceptions:	Review Video	0
	708	Roddings		25
	709	Training		0
	711	Locates		0
	790	Supervision		100

	805	WPCP	Water/Sewer Operators Assisting	0
	805A	Stations		0
Pollution Control Plant		Lab		100
		Centrifuge		100
		Stations		100
		Alarm Response for Plant and PS		100
		PCP Maintenance Shift		100
		Mechanical Activities		25
NOTES	If 2 staff are assigned		Each staff member gets 50% of available time	
	If 3 or more staff are assigned		Lead hand gets 100% of available time	
	On call operator		Depends on tasks assigned for call in only.	

Appendix I

~ Communications Procedure (DW-ADMIN-700) ~



Drinking Water Quality Management System

PROCEDURE TITLE: COMMUNICATIONS				PROCEDURE NO.: DW-ADMIN-700			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 12			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

DWQMS communication must be performed consistently, to ensure all personnel are adequately informed on all DWQMS issues. External communication may be sensitive, and must also be carefully performed and recorded.

Procedure:

- The Manager of Water and Sewer, and the Manager of Development and Compliance serve as the main contacts for DWQMS communication
- The relevant information that may be communicated between Top management and Owners, OA staff, Essential Suppliers and the Public are listed in the table below.
- The various methods that each type of information may be communicated is also identified within the table.

How Operating Authority Top Management Communicates with various stakeholders

Stakeholder	Relevant Information being Communicated	Method of Communication to:	Methods of Communication From:
Owner (St. Thomas Council; St. Thomas Area Secondary Water Supply System Board of Management; Central Elgin Owner Rep and/or Council; Southwold Owner Rep. and/or Council)	Performance of the DWQMS	Management Review meetings/meeting minutes	Meetings E-mail
	Financial Performance	Rate Studies, Financial Plans, Operational/ Capital Budget requests, Budget Monitoring Report	Meetings E-mail Council/Board Resolutions
	Performance of the Water System(s)	Annual Reports	Meetings E-mail Council/Board Resolutions
	Immediate need for resources	Board/Council Report	Meetings E-mail Council/Board Resolutions
	Need for resources	Annual Capital and/or Operational Budget Process	Meetings E-mail Council/Board Resolutions
	Standard of Care Information	Training Event	Meetings E-mail
	High risk PM activities	E-mail, telephone	E-mail
	Procedural Changes	training event / crew meeting / PW posting	Hazard identification form

Operating Authority Staff	Legislative Changes	training event / crew meeting / PW posting	Corrective/Preventative Action Form
	Change in CCP	training event / crew meeting / PW posting	E-mail
	ORO designation Change	e-mail / PW posting	N/A
	QMS Representative Change	Letter distributed through e-mail and PW posting	N/A
Essential Suppliers	Performance Requirements	Contract Documents	Contract Documents
	Performance inadequate	Vendor Performance Form	Meetings, E-mail
	Disinfection Requirements	Procedure provided; Supplier Sign-off Form	Disinfection records
	Quality Policy	DWQMS Policy	Contractor Sign-off
	Quality Requirements	Supplier Sign-off Form	NSF documentation
	H&S concerns	Designated Substance Reports	Safety Data Sheets
Public	Annual Reports	Web posting, notice on bill?	Customer Service Call
	Significant announcements	Media Release	Customer Service Call
	Rate Changes	Council Notices – Bill Inserts	Customer Service Call
	Water Supply Outage	Planned – Door hanger/letter Unplanned – if feasible, door to door.	Customer Service Call
	Emergency Situations -water quality/quantity	-if feasible, door to door. -media release -social media (City)	Customer Service Call
	DWQMS Policies	Website	Customer Service Call
	Operational Plan	Electronic, on request, as per OP	Customer Service Call
	Water Quality Concerns	- Media release -social media (City)	Customer Service Call
	Complaints – W/M breaks	Media / signage	Customer Service Complaints
	Complaints		Customer Service - Leak report

Sensitivity Screening

- External communication on sensitive issues, such as release of sensitive quality, hazards and critical control points shall be screened through the Manager of Water and Sewer and/or the Manager of Development and Compliance, as well as the Owner
- Both the Manager of Water and Sewer and the Manager of Development and Compliance also maintain files concerning outstanding external quality issues. If information is opted by the Manager of Water and Sewer or the Manager of Development and Compliance not to be released, this is recorded in the relative file
- External DWQMS communication involving the requirements of the Owner of the water systems may be handled by Owner and copied to the Manager of Development and Compliance
- Significant operational and financial changes to any of the water systems operated must be communicated to and approved by the respective Council or Board, recorded and filed by the Manager of Development and Compliance

Associated Form(s):

- N/A

Table of Revisions

Revision #	Date	Description of Revision
8	June 29, 2017	Removed terminology Senior Management and using Top Management to be consistent with terminology in Standard
9	January 30, 2018	Change in City logo
10	May 17, 2018	Inserted additional methods of communication (i.e. specifications, contract documents, design guidelines, etc.) to ways Top Management communicates with contractors and suppliers.
2.0	January 1, 2019	Placed listing of methods of communication into tabular format. Expanded listing in some areas. Amalgamated procedures from the 4 OP's we were carrying and adopted new procedure format.
2.1	January 1, 2020	Annual Review – No Changes
2.2	January 1, 2021	Annual Review – Updated that DWQMS accreditation is communicated to public via website and Rate changes are communicated through Council Notices and a mailed brochure.
2.3	January 1, 2022	Change DWQMS accreditation to DWQMS policies being posted to website. Inserted method of communicating Operational Plan to Public to meet updated directors directions.
2.4	June 6, 2022	Updated references from QC to Manager of Water and Sewer.
2.5	January 1, 2023	Updated how ORO designation changes are communicated to e-mail and posted at PW.

Appendix J

- ~ Essential Supplies and Services Procedure (DW-ADMIN-800) ~
 - ~ New Construction Sign-off Form (DWF-ADMIN-800) ~
 - ~ Supplier and Contractor Sign-off Form (DWF-ADMIN-801) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: ESSENTIAL SUPPLIES AND SERVICES				PROCEDURE NO.: DW-ADMIN-800			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 13			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

It is important that contractors/suppliers realize the impact they can have on water quality and be aware of controls in place and how to trigger those responses while working on the water systems operated by the City of St. Thomas Environmental Services Department.

Procedure:

Contractor Training and DWQMS Review

- All essential and/or new construction contractor personnel providing supplies or services to the water systems operated by the City of St. Thomas Environmental Services Department shall undergo a review of the following documentation:
 - Quality Policy,
 - Health and Safety Policy,
 - Pertinent sign-off form
 - Any prepared procedures that relate to the work or supplies being provided.
- Any contractor completing work on the drinking water systems operated by the City of St. Thomas Environmental Services Department is required to abide by the Quality Management System Policy, and report any quality, environmental or health and safety concerns to their specified site contact of the OA, or the Manager of Water and Sewer.

Communication with Contractors/Suppliers Engaged through Procurement Process

- The Supplier and Contractor Sign-off Form (DWF-ADMIN-801) or New Construction Sign-off Form (DWF-ADMIN-800) and other pertinent information required for the review will be included in the tender.
- Once a contractor has been awarded the contract, the contractor must sign off on the applicable form (New Construction Sign-off or Supplier and Contractor Sign-off (DWF-ADMIN-800 or 801) prior to the pre-construction meeting and ensure that he/she and all employees have been made aware and will comply with the DWQMS requirements, including the QMS Policy and any procedures relevant to their work.
- The contractor is required to bring the signed form to the pre-construction meeting, failure to do so may result in a delay of the project.
- If the contractor does not have a signed form on file, the Operator shall arrange that the contractor complete a review **before** commencing work.
- Signed forms expire in three (3) years. The Water and Sewer Foreperson reviews the forms to verify they are current. If the signed form is expired, the Water and Sewer Foreperson shall arrange for a new

review session and sign-off, as described above.

Communication with Suppliers Engaged through an Informal Process

Essential Suppliers or service providers that have been identified, however, are not engaged through a formal procurement process will be sent a package with the following information:

- Quality Management System Policy
- Health & Safety Policy
- Sign-off form for Contractors and Suppliers (DWF-ADMIN-802)
- For Chemical Suppliers only, applicable chemical delivery procedures
- For Equipment Suppliers/Contractors only, relevant maintenance procedures
- The packages are to be sent out by the end of October and completed forms are to be returned by December 31st of the same year, for the 3-year term.
- Suppliers must read all material, sign-off on the Sign-off Form and return the original form to the Water and Sewer Foreperson.
- The supplier is responsible for ensuring that he/she and all employees from the supplier that may work on the water systems have been made aware and comply with the DWQMS requirements, including the QMS Policy and any applicable operational procedures.

Record-Keeping of Completed Essential/New Construction Contractor and Supplier Forms

- The Water and Sewer Foreperson maintains a file of the Essential Supplier Sign-Off records.
- New Construction Sign-off records are maintained in the project file for each construction project.

Ordering Supplies and Services

- The Manager of Water and Sewer, Water and Sewer Foreperson, Operators, and the PWSC Clerks have the authority to order critical supplies and services.

Critical Suppliers and Service Providers

- The following supplies and services have been identified as critical for the delivery or monitoring of safe clean drinking water.
- The supplies or services identified in the following table may be listed because they are associated with a critical control point, there would be difficulty associated with finding an alternate, or there is an immediate health risk without this supply/service.

Supply / Service	Primary Supplier	Alternate Supplier	Quality Requirements
Chlorination (12 % sodium hypochlorite)	Anchem Sales 120 Stronach Cres. London, ON N5V 3A1 Tel. (519)-451-1614 1-800-387-9799 www.anchemsales.com	Jutzi Water 525 Wright Blvd. Stratford, ON N4Z 1H3 Phone: (519) 814-9283 Toll Free: 1-833-299-9283	<ul style="list-style-type: none"> • Product must be NSF 60 certified • Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if available

Supply / Service	Primary Supplier	Alternate Supplier	Quality Requirements
Lab Services (microbiological)	SGS Environmental Services 657 Consortium Court London, ON N6E 2S8 Tel. (519)-672-4500 angela.stott@sgs.com After hours emergency call: 519-870-7345 cell	SGS Canada Inc. 185 Concession St., P.O. Box 4300 Lakefield, ON K0L 2H0 Tel: (705)-652-2000 carrie.greenlaw@sgs.com After hours emergency call: 705-760-3494 (micro)	<ul style="list-style-type: none"> MECP licenced. CALA and/or SCC accredited Require: evidence of licencing and accreditation and sample collection and shipping instructions. NOTE: lab must be identified on MECP Notice of Lab Services Form
Lab Services (chemical)	SGS Canada Inc. 185 Concession St., P.O. Box 4300 Lakefield, ON K0L 2H0 Tel: 705-652-2000 carrie.greenlaw@sgs.com After hours emergency call: 705-760-3494 (micro)	Bureau Veritas (formally Maxxam) 4023 Meadowbrook Dr., Unit 109 & 110, London, Ontario N6L 1E7 Tel: (519) 652-9444, Fax: 519-652-8189 Toll-Free: 1 800 268-7396	<ul style="list-style-type: none"> MECP licenced. CALA and/or SCC accredited Require: evidence of licencing and accreditation and sample collection and shipping instructions. NOTE: lab must be identified on MECP Notice of Lab Services Form
Dechlorination (sodium thiosulphate)	Anchem Sales 120 Stronach Cres. London, ON N5V 3A1 Tel. (519)-451-1614 1-800-387-9799 www.anchemsales.com	Jutzi Water 525 Wright Blvd. Stratford, ON N4Z 1H3 Phone: (519) 814-9283 Toll Free: 1-833-299-9283	<ul style="list-style-type: none"> Product must be NSF 60 certified Require: SDS sheet and evidence of NSF 60 certification; batch certificate, if available
Electricians	Talbot Electrical Contracting Ltd. St. Thomas, ON Tel.: 519-434-4174 Cell: 519-671-9473	Dielco 1032 Hubrey London ON N6N 1B5 Jason Dieleman 519-685-2224	<ul style="list-style-type: none"> WSIB Clearance Certificate
Mechanical	Dielco 1032 Hubrey London ON N6N 1B5 Jason Dieleman 519-685-2224	Barrett Mechanical Inc. 4058 Eastgate Crescent London Ontario N6L 1B2 519-652-7207	<ul style="list-style-type: none"> WSIB Clearance Certificate
Piping for breaks and repairs	Emco Waterworks 944 Leathorne St London N5Z 3M5 519-686-1141 (7340)	Wolseley Waterworks Group 760 Little Simcoe Street London, ON N5Z 1P4 519-963-1004	<ul style="list-style-type: none"> Product must be NSF 61 certified Require: Evidence of NSF certification.

Supply / Service	Primary Supplier	Alternate Supplier	Quality Requirements
Equipment Calibration	BIDS Technical Services Inc. 21 Kevlin Road Markham Ontario L3R 8P1 Tel: 416-432-1565 bidsinc@outlook.com	SCG - Metcon 15 Connie Cres Unit 3 Concord Ont L4K 1L3 1-905-738-2355, Ext. 239	<ul style="list-style-type: none"> Require: Calibration reports and sticker on equipment. WSIB Clearance Certificate
Contracted Workers for Main Breaks	Elgin Construction 140 Burwell Road St. Thomas, ON N5P 3R8 519-631-5041	Titan Construction 30232 Pioneer Line Dutton, ON N0L 1J0 519-762-2892 519-870-3304 Cell Blue Con 1915 Crumlin Side Road London, ON N5B 3B8 519-659-2400 Fax # 519-659-6289	<ul style="list-style-type: none"> Work must be completed in accordance with applicable industry standards WSIB Clearance Certificate
SCADA Communication Support	Execulink Technical Department 1-877-393-2854, ext:800 Call Centre 519-456-7222 On Call pager first 519-430-3466 Cell 519-670-1281 Joel Freund, Manager 519-456-7262 Cell 519-532-4117 Jonathan Scott, OPS 519-456-3000 Cell 519-873-0183	Sole Supplier	<ul style="list-style-type: none"> <i>Programmer must be proficient with Allen Bradley</i> WSIB Clearance Certificate
SCADA Support and Maintenance	Eramosa Engineering London Office Tel.: 519-266-6994 226-780-2260 (24/7)	Sole Supplier	<ul style="list-style-type: none"> <i>Programmer must be proficient with Allen Bradley</i> WSIB Clearance Certificate

Ontario Water / Wastewater Agency Response Network (OnWARN)

- The City of St. Thomas is a member of OnWarn, an Ontario Water / Wastewater Agency Response Network (OnWARN), which is a network of utilities helping each other to respond to and recover from emergency situations.
- In the case of an emergency whereby the City does not have the essential supplies within its own inventory, or is unable to procure the essential supply of materials or services through its own contractors, the City may utilize the OnWarn system to obtain these services from other local municipalities, such as the City of London.
- In the event that an OnWARN response is deemed necessary to effectively respond to a situation or

supply shortfall, the ORO and/or Director of Environmental Services shall be notified immediately in order to trigger an OnWARN request for aid.

Associated Form(s):

- New Construction Sign-off Form (DWF-ADMIN-800)
- Supplier and Contractor Sign-off Form (DWF-ADMIN-801)

Table of Revisions

Revision #	Date	Description of Revision
14	January 30, 2018	Change in City logo
15	May 17, 2018	Added additional items in Contractor DWQMS review; changed timeline for renewal of Essential Services and Supplies form from 1 year to 3 year frequency; edited some contact info for various suppliers/contractors.
16	June 13, 2018	Added Bids Technical Services to list of Equipment Calibrations.
2.0	January 1, 2019	Format update. Expanded listing to identify specific primary and alternate suppliers/contractors – listed their quality requirements within the table.
2.1	January 1, 2020	Updated alternate chlorine and dechlor contacts. Inserted WSIB clearance requirement for applicable contractors.
2.2	January 1, 2021	Removed QC acknowledgement requirement for contractor and new construction forms. Updated section related to record-keeping of sign-offs.
2.3	January 1, 2022	Updated Maxxam's name to Bureau Veritas. Added MDWL and DWWP to listing of standards needed to comply with on DWF-ADMIN-800 and 801.
2.4	June 6, 2022	Verified and updated contacts, where necessary. Updated to insert/update RR,A of new Foreperson position on forms and procedure. Removed references to QC, opting for ORO or Manager of Water and Sewer as deemed appropriate.
2.5	January 1, 2023	Expanded references to Foreperson to Water and Sewer Foreperson.

Drinking Water Quality Management System

PROCEDURE TITLE: NEW CONSTRUCTION SIGN-OFF FORM				PROCEDURE NO.: DWF-ADMIN-800			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Contractors, their employees, subcontractors, agents and suppliers involved in construction projects on the drinking water systems operated by the City of St. Thomas Environmental Services must work in accordance with the *Safe Drinking Water Act, 2002*, Municipal Drinking Water Licence(s) and Drinking Water Works Permit(s), as well as, Drinking Water Quality Management System (DWQMS) requirements while on site.

1. Water Quality

- All equipment coming into contact with drinking water must be ANSI/NSF 61 certified.
- All chemicals coming into contact with drinking water must be ANSI/NSF 60 certified.
- Any situation that may be an indicator of diminished or diminishing water quality is observed shall be reported immediately to the Water and Sewer Foreperson.

2. Chemical Handling and Storage

- All chemicals stored, consumed or used on the project site during the construction project must be accompanied by up-to-date SDS sheets.
- All chemicals must be properly handled, used, stored, cleaned-up and disposed of according to applicable legislation and/or industry best practices.
- All spills must be reported to the Water and Sewer Foreperson.

2. Fuel Handling and Storage

- Fuel storage and spill containment must meet applicable regulations.
- Mitigation measures for spills (broken hydraulic hoses, dispensing fuel, etc.) must be in place prior to initiation of the project.
- Spills must be reported to the Water and Sewer Foreperson.

3. Waste

- All waste materials generated shall be collected in compatible containers, suitably labeled, properly stored, and disposed of as required by legislation or best practices.
- The Foreperson shall be informed of any hazardous materials and/or wastes on-site.
- General garbage/waste must not litter the site and shall be disposed of in designated containers.
- No waste materials shall be disposed of or buried on-site.
- Septage haulage and disposal by appropriate means.

4. Work around Watercourses

- The contractor is responsible for contacting Conservation Authorities regarding permits for work around watercourses.
- Proper erosion and sedimentation control measures must be in place at all times.
- Construction that may affect navigable waters must be given prior approval according to applicable legislation.
- Releases of water must follow MECP and/or applicable industry standards.

5. Other

- The contractor must abide by noise abatement by-laws and any other applicable municipal by-laws
- This form must be completed prior to, and handed in at the pre-construction meeting. Failure to do so may result in a delay in starting the project at the contractor's sole expense.

Project Name: _____

Project Number: _____

Consultant Project Manager: _____

City Project Manager: _____

Contractor

In signing this form, you acknowledge that you have the authority on behalf of your company and are accepting corporate responsibility for ensuring that you and all employees from your company, including subcontractors, agents, and suppliers that may have reason to work on construction projects on the water systems operated by the City of St. Thomas Environmental Services Department.

I have reviewed the City of St. Thomas DWQMS Policy, Municipal Drinking Water Licence(s), Drinking Water Works Permit, and the *Safe Drinking Water Act, 2002* of Ontario. I have received all relevant procedures to the work being conducted and agree to ensure that all work is conducted in compliance with all applicable legislation and in accordance with best practice. Where there is uncertainty with any requirement, or a situation presents itself that needs to be reported to the City, I understand I am to contact the Water and Sewer Foreperson or Manager of Water and Sewer.

Contractor Signature_____
Print Name_____
Company Name_____
Date

CC: Water and Sewer Foreperson and Project Manager (if applicable)

PROCEDURE TITLE: SUPPLIER AND CONTRACTOR SIGN-OFF FORM				PROCEDURE NO.: DWF-ADMIN-801			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

General Sign-Off

All Contractors and Suppliers that undertake work on, or supply materials for the drinking water systems operated by the City of St. Thomas Environmental Services shall work in accordance with the *Safe Drinking Water Act, 2002*, Municipal Drinking Water Licence(s) and Drinking Water Works Permit(s), as well as DWQMS requirements while on site and shall hold all necessary licenses, permits and/or Certificates of Approval, as required to complete the work.

1. Water Quality

- All equipment coming into contact with drinking water must be ANSI/NSF 61 certified.
- All chemicals coming into contact with drinking water must be ANSI/NSF 60 certified.
- Any situation that may be an indicator of diminished or diminishing water quality is observed **MUST** be reported immediately to the Water and Sewer Foreperson.

2. Disinfection of Equipment

- All equipment coming into contact with drinking water shall be disinfected according the Ontario Watermain Disinfection Procedure, 2020 and through reference, the applicable AWWA Standard for drinking water system disinfection.

3. Operation of Waterworks Equipment

- No contractor shall perform the duties of an “operator” as defined by O. Reg.128/04 which states: *“Operator” means a person who conducts operational checks of or who adjusts, tests or evaluates a process that controls the effectiveness or efficiency of a subsystem and includes a person who adjusts or directs the flow, pressure or quality of the water within the subsystem, if the person works in a distribution subsystem or a distribution and supply subsystem;*
- Unless that person holds a valid operator’s certificate and has sought and received permission from the Manager of Water and Sewer.

4. Equipment Suppliers

- All equipment must be delivered with an operations and maintenance manual that includes a list of maintenance tasks to be completed, the recommended maintenance frequency and operational instructions.

5. Wastes

- All waste materials generated shall be collected in compatible containers, suitably labeled, properly stored, and disposed of as required by legislation or best practices.
- The Manager of Water and Sewer and Water and Sewer Foreperson shall be informed of any hazardous materials and/or wastes on-site.
- General garbage/waste must not litter the site and shall be disposed of in designated containers.
- No waste materials shall be disposed of or buried on-site.
- Septage haulage and disposal by appropriate means.

- All contractors involved directly in the handling of hazardous waste shall be trained in the Transportation of Dangerous Goods (TDG).

6. Chemical Handling and Storage

- All chemicals stored, consumed or used on-site must be accompanied by up-to-date SDS sheets.
- All chemicals must be properly handled, used, stored, cleaned-up and disposed of according to applicable legislation and/or industry best practices.
- All spills must be reported to the Foreperson or Manager of Water and Sewer.

7. Fuel Handling and Storage

- Fuel storage and spill containment must meet applicable regulations.
- Mitigation measures for spills (broken hydraulic hoses, dispensing fuel, etc.) must be in place prior to initiation of the work.
- All spills must be reported to the Foreperson or Manager of Water and Sewer.

8. Compressed Air Equipment Maintenance

- Waste oil generated from compressor or airline maintenance shall be collected in a compatible container, stored on-site, with disposal handled by the Operating Authority (OA).
- Any filters or airline equipment to be disposed of in the regular landfill garbage shall be drained of all free oil before disposal.

9. HVAC Maintenance

- Air conditioning/chiller systems containing ozone-depleting refrigerants (such as R-22) shall only be maintained by personnel licensed to handle refrigerants.
- Air conditioning/chiller systems containing ozone-depleting refrigerants shall be tagged and documented, as required.

10. Lawn Maintenance/Snow Removal

- Pesticides are not to be applied.
- All spills shall be reported to the Foreperson or Manager of Water and Sewer immediately.
- Salt or other de-icing agents shall be applied sparingly, to reduce unnecessary environmental impact.

11. SCADA System Maintenance

- SCADA is critical to the operation and regulatory requirement to monitor, document, and record the system operation. Any interruption of the system must include alternate monitoring methods and must include details of the work, explanation of work to be performed along with details of process before and during work.

12. Janitorial Services

- All chemicals stored, consumed or used on the site must be accompanied by up-to-date SDS sheets.
- All chemicals must be properly handled, used, stored, cleaned-up and disposed of according to applicable legislation and/or industry best practices.
- All spills must be reported to the Foreperson or Manager of Water and Sewer.

Type of Supply or Service: _____

In signing this form, you acknowledge that you have the authority on behalf of your company and are accepting corporate responsibility for ensuring that you and all employees from your company, including any sub-contractors, agents, or suppliers that may have reason to work on the water systems operated by the City of St. Thomas Environmental Services.

I have reviewed the City of St. Thomas DWQMS Policy, Municipal Drinking Water Licence(s), Drinking Water Works Permit, and the *Safe Drinking Water Act, 2002* of Ontario. I have received all relevant procedures to the work being conducted and agree to ensure that all work is conducted in compliance with all applicable legislation and in accordance with best practice. Where there is uncertainty with any requirement, or a situation presents itself that needs to be reported to the City, I understand I am to contact the Manager of Water and Sewer or Water and Sewer Foreperson.

Contractor

Signature

Print Name

Company Name

Date

Daytime Contact

After Hours Contact

NOTE: THIS SIGN_OFF FORM EXPIRES THREE (3) YEARS FROM DATE OF ISSUE

CC: Water and Sewer Foreperson and Project Manager (if applicable)

Appendix K

- ~ Review and Provision of Infrastructure Procedure (DW-ADMIN-850) ~
- ~ Maintenance, Rehabilitation and Renewal Procedure (DW-ADMIN-900) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: REVIEW AND PROVISION OF INFRASTRUCTURE				PROCEDURE NO.: DW-ADMIN-850			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 14			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure describes the actions and responsibilities that are in place to ensure infrastructure needs are reviewed on an annual basis and describes the manner in which the identified infrastructure needs are provided.

Procedure:

Each water systems' owner, is responsible for the provision of all municipal infrastructure required to deliver clean safe drinking water to their residents and businesses.

Minor Equipment Repair/Replacement

- With respect to existing infrastructure, operations staff are a large part of assessing field equipment for need of replacement or repair.
- The review of existing infrastructure is constantly being conducted through Operator inspections and maintenance activities.
- In the event an operator deems it necessary to have a minor piece of equipment replaced or repaired, he/she shall advise the Water and Sewer Foreperson, who will initiate a work order through the Work Order Management System.
- If the Manager of Water and Sewer is unable to approve the replacement due to operational budget constraints, he/she will bring the replacement need to the attention of the Manager of Development and Compliance.
- If replacement of the piece of equipment is an immediate need, the Manager of Water and Sewer will initiate discussions with the Owner or Owner Rep. immediately, in order to get the funding necessary to make the replacement.
- If replacement of the piece of equipment is of lower priority, the Manager of Water and Sewer will add the need to the listing of projects used to inform the 10-year capital plan during the next review period.

Capital Planning

- A 10-year capital plan has been prepared for each of the systems operated and maintained by the City of St. Thomas Environmental Services Department.
- The 10-year capital plan is established, maintained and updated on an annual basis, by each systems respective owner.

- City of St. Thomas Environmental Services Department staff will identify and confirm indicators of renewal needs through a review of main breaks, pressure changes, risk assessment outcomes, and water quality complaints.
- Any identified deficiencies/needs are brought to the attention of the Foreperson and Manager of Water and Sewer.
- The Manager Water and Sewer initiates discussion with the Owner representative to request renewal/capital funds
- In addition to the OA's identified deficiencies/needs, the Owner will also identify areas of concern within their respective system and add them to the listing.
- These projects are then prioritized and included in the 10-year Capital Plan, which informs annual Capital Budget requests, to be approved by the respective systems owner.
- The engineering, design, obtaining regulatory approvals and construction of approved projects are managed by the respective systems Owner.
- It is the Owner's responsibility to approve, through budget approval, and initiate capital projects
- The Owner provides a briefing to the OA on the status of capital projects during Management Review.

Associated Form(s):

- **Not applicable**

Table of Revisions

Revision #	Date	Description of Revision
10	January 30, 2018	Change in City logo
2.0	January 1, 2019	Separated review and provision and maintenance, renewal and rehab from a combined procedure. Updated format, significant changes to both procedures during transition to 2.0 to strengthen and more effectively meet the standards intent.
2.1	January 1, 2020	Annual Review – No Changes
2.2	January 1, 2021	Annual Review - No Changes
2.3	January 1, 2022	Annual Review – No Changes
2.4	June 6, 2022	Updated to reflect new flow of work with newly introduced Foreperson position.
2.5	January 1, 2023	Reviewed – No Changes

Drinking Water Quality Management System

PROCEDURE TITLE: MAINTENANCE, REHABILITATION AND RENEWAL				PROCEDURE NO.: DW-ADMIN-900			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 15			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure describes the actions and responsibilities that ensure control of all operations through maintenance activities. This includes planned preventive maintenance, unscheduled or upset maintenance, rehabilitation and renewal.

Procedure:

Maintenance Programs:

Scheduled Maintenance – All Systems

- The ORO has the overall responsibility for managing maintenance activities
- Specific recurring maintenance activities are programmed into the Work Order Management System.
- On a regular basis the Water and Sewer Foreperson plan the maintenance activities and distributes the work accordingly
- The Manager of Water and Sewer, Water and Sewer Foreperson, Leadhands, Operators or MMS Coordinator may update the Work Order Management System.

Below is a brief description of scheduled Maintenance Programs in place:

Life Cycle Maintenance Program – All Systems- The Supervisory Control and Data Acquisition (SCADA) system equipment and station pumps undergo maintenance based on manufacturers' specifications or as required by regulation.

Watermain Flushing Program – All Systems - The Watermain Flushing Program, undertaken city-wide on an annual basis, helps to maintain drinking water quality. Flushing is completed by forcing water through watermain at a high speed and discharging it through hydrants. This fast-moving water flow scours and cleans out mineral deposits and sediment that have built up over time and settled at the bottom of the pipes. Residents are notified during watermain flushing and may experience a temporary discolouration of water while the watermain is being flushed.

Hydrant Exercising Program – All Systems - Fire Fighters depend on properly working hydrants with adequate pressure and water flow. The Hydrant Exercising Program, run in connection with the Watermain Flushing Program, provides an opportunity to check the volume of water as well as pressure that is available at each hydrant. This data is utilized to calibrate the computerized water system model. The hydrant's mechanical operation is also checked to ensure it will be in working order when needed.

Valve Exercising Program – All Systems- The purpose of the Valve Exercising Program is to exercise main line valves throughout the distribution system to assure reliable operation in emergency situations and maintain water quality. Each valve is operated through a full cycle and returned to its normal position. Valves are exercised on a regular cycle that is designed to prevent a buildup of rust in the pipes as a result of corrosion or other mineral deposits that could render the valve inoperable or prevent a tight shutoff.

Leak Detection Program – All Systems- Water lost after treatment and pressurization, but before delivery for the intended use, is water, money and energy wasted. The Leak Detection Program is an on-going program aimed at identifying and repairing any sources of leaks within the distribution system.

Backflow Prevention Program – All Systems- Industrial and commercial customers considered severe or moderate risk facilities (as described in CAN/CSA-B64.10-01) connected to the municipal drinking water system introduce a risk of back-flowing or back-siphoning contaminants into the drinking water system. The Building Code requires that these types of facilities install testable backflow prevention devices. The City of St. Thomas Water Use By-law requires customers with testable backflow prevention devices have them tested on an annual basis by a qualified contractor and submit a satisfactory test report to the Environmental Coordinator, who oversees the Program.

Unscheduled Maintenance -

- The ORO or designate has the overall responsibility for managing unscheduled maintenance as per operational requirements.
- Unscheduled maintenance is recorded in the Work Order Management System.
- Should unscheduled maintenance be required, the Water and Sewer Foreperson re-organizes the Operator's planned activities to include the unscheduled activities.
- Priority of unscheduled activities is determined by the Water and Sewer Foreperson or designate.
- For maintenance duties of a critical or urgent nature that are found in the field, the Operator contacts the Water and Sewer Foreperson directly for immediate assistance.
- The Manager of Water and Sewer, Water and Sewer Foreperson, Leadhands, Operator or MMS Coordinator may update the Work Order Management System.
- The Work Order may be generated after the work is completed

Rehabilitation & Renewal:

Watermain Lining Program – An annual program for the cleaning and relining of existing watermains on streets throughout the City to maintain flow capacity and provide safe, cost effective water. Relining water main allows us to rehabilitate aging pipes while minimizing service interruption and nuisance to residents. Instead of digging up the road along the entire length of the water main, watermain lining can be completed with the use of excavated 'pits' to access the main at strategic locations.

Service Replacement Program – Homeowners who wish to have their substandard service line (lead or galvanized piping) replaced may participate in the on-going Service Replacement Program. This program requires the homeowner to replace the portion of the substandard service that is on their property (from the water meter in the basement, out to the property line). Once this has been completed, the City will replace the portion on public property at no cost to the homeowner.

Monitoring the Effectiveness of Infrastructure, Maintenance, Rehabilitation and Renewal Programs

- The Manager of Development and Compliance completes a minimum yearly periodical review of a summary of scheduled and unscheduled maintenance activities, open, closed and overdue work orders, which are provided by the Water and Sewer Foreperson.
- The Manager of Development and Compliance interviews the Water and Sewer Foreperson to determine if the frequency of maintenance or the maintenance program on infrastructure can be improved or adjusted.

- The Manager of Development and Compliance reports this information to the owner during Management Review and provides recommendations

Associated Form(s):

- Not applicable

Table of Revisions

Revision #	Date	Description of Revision
10	January 30, 2018	Change in City logo
2.0	January 1, 2019	Separated review and provision and maintenance, renewal and rehab from a combined procedure. Updated format, significant changes to both procedures during transition to 2.0 to strengthen and more effectively meet the standards intent.
2.1	January 1, 2020	Annual Review – No Changes
2.2	January 1, 2021	Annual Review – No Changes
2.3	January 1, 2022	Updated references to CMMS to a Work Order Management System. Changed some references to QC to ORO, while currently the same individual, the role being undertaken is reflected in the reference. Removed frequency of the leak detection program.
2.4	June 6, 2022	Updated to reflect duties of re-introduced Foreperson position.
2.5	January 1, 2023	Expanded references to Foreperson to Water and Sewer Foreperson.

Appendix L

~ Sampling, Testing and Monitoring Procedure (DW-ADMIN-1000) ~



PROCEDURE TITLE: SAMPLING, TESTING AND MONITORING				PROCEDURE NO.: DW-ADMIN-1000			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 16			
REVISION # 2.7				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure describes the sampling, testing and monitoring programs for the water systems operated by the City of St. Thomas Environmental Services.

Procedure:

Upstream Testing and Monitoring

- Drinking Water delivered through infrastructure operated and maintained by the City of St. Thomas Environmental Services is sourced from Lake Erie, treated at the Elgin Area Primary Water Supply System (EAPWSS) Water Treatment Plant, and transmitted to St. Thomas through EAPWSS transmission mains to the Elgin Middlesex Pumping Station (EMPS).
- The infrastructure noted above is currently operated by the Ontario Clean Water Agency (OCWA). As such, the City of St. Thomas relies on OCWA's monitoring and control of primary and secondary disinfection.
- Primary Disinfection occurs at the EAPWSS WTP. Summary results of primary disinfection monitoring is shared with the City of St. Thomas through the annual reporting process.
- Free Chlorine is monitored at the East Chamber through a chlorine analyzer operated by the OCWA. City of St. Thomas staff can view this data in real time on SCADA.

Continuous Monitoring

- The water systems operated and maintained by the City of St. Thomas Environmental Services are monitored 24 hours a day, 7 days a week by a computerized Supervisory Control And Data Acquisition (SCADA) system displayed at the PW building
- SCADA is equipped to monitor flow, chlorine residual, pressure and pH at various locations and has been programmed to respond automatically to certain instances (ie. System pressure decrease → increase pump output) and annunciate an alarm for Operator response to other instances (ie. Low chlorine residual).

Alarm Response

- When the SCADA system detects a reading outside of pre-set alarm setpoints, an alarm will sound at the SCADA system and annunciate the alarm through a call to the on-call cell.
- If alarm is not acknowledged, SCADA moves through the pre-programmed sequence below
 - On-call operator call
 - On-call operator text
 - If the above go unresolved for 1 hour – Water and Sewer Foreperson cell call
 - Water and Sewer Foreperson cell text
- If the system proceeds through the entire sequence and the alarm remains unacknowledged, the sequence begins again.

- The Operator can verify the alarm by performing a manual lab test
- The manual lab tests have priority over the SCADA analyzers

Trend Reviews

- The Water and Sewer Foreperson or designate retrieves the trend reports, reviews, makes notes on out of specification readings and digitally signs the following trend reports within 72 hours of their recording.
- A trend report is generated each day for the following monitoring locations and data:

Monitoring Station	Trends Reported	Purpose
East Chamber	Free Chlorine Residual, Flow, Pressure	Monitor WQ and volume into Secondary from Secondary
West Chamber	Free Chlorine Residual, Flow, Pressure	Monitor WQ and volume into STDWS from Secondary
Albert Roberts Booster Stn.	Free Chlorine Residual, Flow, Pressure	Monitor WQ and volume into STDWS from Primary
Southdale Panel	Free Chlorine Residual, Pressure	Monitor WQ within STDWS
Southwold Panel	Free Chlorine Residual, Flow, Pressure	Monitor WQ and volume into Southwold from STDWS
Wellington Road Panel	Free Chlorine Residual, Pressure (Flow is manually read)	Monitor WQ and volume within CE
Ford Meter Pit	Free Chlorine Residual, Flow, Pressure	Monitor WQ and volume into Southwold from Secondary

- In the event that the report indicates a value that is not within regulatory or operational limits, the Water and Sewer Foreperson will investigate the event by reviewing the logbook to ensure the event was adequately addressed
- The Water and Sewer Foreperson makes comments on the reports, providing a reasoning for any irregular readings, signs and dates the report digitally.
- **Note:** It is important that recording equipment that is out of service, as with all out of service equipment, is recorded in the logbook.
- The trend reports are filed electronically within the Cities Servers.

Station Checks

- An Operator shall complete a visit to each of the various monitoring stations at a minimum, once per week.
- All visits to a station shall be documented within the station logbook.
- The conditions displayed on the analyzers within the station shall be recorded at the time of the first visit to the station on any given day.

Operational Checks:

- Operational Checks are conducted in accordance with Ontario Regulation 170/03.
- Distribution Free Chlorine checks are combined with microbiological testing requirements and are recorded on the chain of custody for the samples taken.
- In order to comply with 170/03 checks, the samples must be collected on two days of the week, at least 48 hours apart.
- Samples are normally collected on Mondays and Wednesdays.
- When holidays occur on the Monday, microbiological samples are collected on Tuesdays and Wednesdays. Distribution Free Chlorine checks are completed as a separate exercise in this instance, at least 48 hours from Tuesday's records. These instances are programed into the Work Order Management System for tracking and the records of these FCR readings are maintained in the Work Order Management System.

Water Quality Testing

- Samples are collected and shipped in accordance with sampling instructions supplied by the receiving

laboratory.

- All regulatory required analysis shall be conducted by an independent, MECP licenced, CALA/SCC accredited laboratory.
- Prior to submitting samples to a lab other than those currently identified in the Essential Supplies and Contractor Procedure (DW-ADMIN-800), the MECP must be advised, through use of their Laboratory Services Notification Form (available on the internet).
- All sampling requirements are tracked through the use of the Work Order Management System.
- Operators are prompted to collect the samples through a work order generated by the Work Order Management System.
- The Water and Sewer Foreperson is responsible for ensuring all chemical sampling requirements are accurately programmed into the Work Order Management System.
- If samples are required to be tested outside of the lab's regular hours, then arrangements must be made in advance by calling the 24 hour after hour number provided by the lab, listed in the Essential Supplies and Services Procedure (DW-ADMIN-800).
- During the holiday season, staff may deliver emergency samples to the accredited laboratory, providing that the lab is notified using the 24 hour after hour number.
- **Sample Submission - Chain of Custodies (C of C):**
 - Operators collect microbiological or chemical samples in the appropriate bottles and send the samples to the accredited laboratory, as listed in the Essential Supplies and Services Procedure (DW-ADMIN-800).
 - The Operator collecting the sample is responsible for accurately completing the C of C form required by the laboratory for sample submission.
 - All information required as per the legislation must be included on the C of C forms, any samples not submitted must be crossed off the C of C with a single line.
 - A copy of each C of C shall be made prior to delivery to the lab, the copy of the C of C is provided to the Foreperson.
- **Microbiological Testing:**
 - On a weekly basis, the following number of bacteriological samples, at a minimum, are to be taken from the respective water systems.
 - Free chlorine residual checks shall be taken at the same time and from the same location as each microbiological sample collected and recorded on the C of C.

Water System	Serviced Population	Minimum # of Distribution Samples
St. Thomas Secondary	<8,000	2 (8 monthly)
St. Thomas Distribution	42,840*	13 (51 monthly)
Southwold – Lynhurst	N/A	1 sample monthly
Central Elgin – S.T. Suburban Area	N/A	1 sample weekly

* based on Statistics Canada 2021 census data for St. Thomas (Census Subdivision)

- All submitted samples are tested for E. coli, total coliform and heterotrophic plate count (HPC) bacteria.
- **Chemical Testing**
 - Chemical Testing is conducted as required in Schedule 13 of Ontario Regulation 170/03.
 - **Trihalomethane (THM) and HAA (Haloacetic Acid) Sampling and Reporting:**
 - THM samples are to be taken from the furthest point(s) in the respective distribution system, as this is the condition most challenging to the systems.
 - Samples are to be collected from the following locations for each respective system:

Water System	THM Sample Location	HAA Sample Location
St. Thomas Secondary	Ford Meter Pit	East Chamber
St. Thomas Distribution	Parkside Collegiate	Albert Roberts

Southwold – Lynhurst	No sampling requirement	No sampling requirement
Central Elgin – S.T. Suburban Area	No sampling requirement	No sampling requirement

- The standard for THM's and HAA's are expressed as a Running Annual Average (RAA), where RAA is defined as the quarterly average of THM results for a drinking water system.
- The City of St. Thomas Environmental Services is responsible for calculating the RAA and reporting an adverse test result within 7 days of the completion of the calendar quarter that produced the adverse test result.
- Upon receipt of the THM and HAA laboratory reports, the Water and Sewer Foreperson calculates the RAA, per the calculations outlined in O. Reg. 170/03 and makes adverse notification, as necessary, based on the RAA.
- **Community Lead Testing:**
 - Community Lead Testing requirements for the systems operated by the City of St. Thomas Environmental Services are listed below:

Water System	Schedule 15.1 requirement	Minimum # of Samples per period
St. Thomas Secondary	Exempt from Schedule 15.1	N/A
St. Thomas Distribution	Exempt from Plumbing Sampling	4 (from Distribution) *up to pop'n 49,999
Southwold – Lynhurst	No sampling requirement	N/A
Central Elgin – S.T. Suburban Area	No sampling requirement	N/A

- Despite the exemptions to the plumbing sampling requirements for St. Thomas Distribution, the Schedule still requires that pH and alkalinity sampling takes place in each of the sampling periods, annually; and,
- Every third year, lead sampling from distribution must take place in each of the sampling periods, this is tracked through the Work Order Management System. Lead sampling last took place during the Dec 2020 – April 2021 and June – Oct 2021 sampling periods.
- **NOTE: pH testing must be conducted on-site at the time of alkalinity sampling and recorded on the chain of custody.**
- **Laboratory Results**
 - The Manager of Water and Sewer, Water and Sewer Foreperson, CC, and owner receive a copy of all lab reports issued, directly from the lab.
 - The Water and Sewer Foreperson is responsible for reviewing the results, filing the records as per the Records Control Procedure (DW-ADMIN-200), calculating the RAA's, where necessary, comparing the results to the MAC's listed in O. Reg. 169/03 and making any adverse water quality reports as per the Adverse Water Quality Incident Reporting Procedure (DW-ERP-300).
 - With the exception of THM's and HAA's, if the laboratory analyzes a sample and determines that the result for a certain parameter exceeds the MAC, as outlined in O.Reg. 169/03, the lab will provide immediate oral notification to the City of St. Thomas Environmental Services.
 - Upon receiving notification of an adverse result, City of St. Thomas Environmental Services staff shall refer to and follow Adverse Water Quality Incident Reporting Procedure (DW-ERP-300) to complete the adverse report and apply any necessary corrective actions.

Associated Form(s):

- **Not Applicable**

Table of Revisions

Revision #	Date	Description of Revision
11	January 30, 2018	Removed reference to Watertrax as program no longer used and changed City logo

2.0	January 1, 2019	Updated format, amalgamated 4 procedures we were carrying. Significant changes throughout to improve clarity and function of the procedure.
2.1	April 12, 2019	Inserted information on upstream testing and monitoring.
2.2	January 1, 2020	Annual Review – inserted statement on source of serviced population. Removed statement that background is analyzed for all microbiological samples.
2.3	January 1, 2021	Annual Review – inserted date of census data used for sampling requirement determination. Updated reference to ERP procedures. Revised trend reviews to within 72 hours, rather than daily (M-F). Inserted note to record out of service equipment in logbook.
2.4	January 1, 2022	Replaced reference to CMMS with Work Order Management System. Corrected statement that East Chamber MS tracks water from Primary, is actually Secondary Water. Further described FCR Operational Checks and how holiday weeks are accommodated. Entered info on last round of lead testing completed.
2.5	February 11, 2022	Inserted statement on use of LSN form. Updated population based on 2021 census data released Feb. 9.
2.6	June 6, 2022	Updated to reflect responsibilities of re-introduced Foreperson position and elimination of WT position. Removed flow as trended parameter monitored at Wellington St. Panel, as the meter is read manually.
2.7	January 1, 2023	Inserted Minimum # of Samples per period column in Community Lead Testing table.

Appendix M

~ Equipment Calibration Procedure (DW-ADMIN-1100) ~

~ Equipment Listing (DWF-ADMIN-1100) ~

PROCEDURE TITLE: EQUIPMENT CALIBRATION				PROCEDURE NO.: DW-ADMIN-1100			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 17			
REVISION: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure describes when, how and by what method monitoring equipment is verified/calibrated for the drinking water systems operated by The City of St. Thomas Environmental Services Dept.

Procedure:

Equipment Requiring Calibration

- All equipment requiring calibration on all systems operated by the City of St. Thomas Environmental Services are listed in the Equipment Listing (DWF-ADMIN-1100).
- The Equipment Listing (DWF-ADMIN-1100) lists the equipment make, model, serial number, frequency of calibration and an indication of which operating authority is responsible for the equipment's calibration.
- The Work Order Management System is utilized to track calibration requirements.

Verifications

- Online Chlorine residual analyzers are verified by Operating Authority staff on a regular basis, by comparing a grab sample analyzed with a pocket colorimeter with the on-line analyzers reading.
- If the analyzer is found to have drifted out of calibration, the operator adjusts the analyzer to meet the results displayed on the pocket colorimeter and records the "as found" and "as left" conditions in the station log book.

Calibration

- Calibration Service providers (listed in the Essential Supplies and Services Procedure (DW-ADMIN-800)) are utilized to complete all formal equipment calibrations.
- The Foreperson is responsible for ensuring the contractor calibrates all equipment at the required frequency, and within the calibration period.
- Equipment User Manuals, maintained by the Manager or Water and Sewer, or legislated requirements are used to determine the required calibration frequency.
- Calibrations are performed as described in the equipment's User Manual. If calibration instructions are not present, the contractor shall research and document the most appropriate calibration method for the piece of equipment.
- Calibrations must be documented on a calibration report. The Water and Sewer Foreperson is responsible for ensuring the calibration reports provided by the contractor contain all necessary information.

UNCONTROLLED – WHEN PRINTED (Refer to electronic documentation to ensure most recent version is in use)

- Contractors provide the calibration reports to the Water and Sewer Foreperson for review and filing.
- The Water and Sewer Foreperson is responsible for ensuring any deficiencies identified are suitably addressed.

Associated Form(s):

- Equipment Listing (DWF-ADMIN-1100)

Table of Revisions

Revision #	Date	Description of Revision
9	January 30, 2018	Change in City logo
2.0	January 1, 2019	Format change. Amalgamated procedure from 4 OP's we were carrying. Introduced Equipment Listing (DWF-ADMIN-1100)
2.1	April 12, 2019	Updated DWF-ADMIN-1100 pocket colorimeter listing. Revised chlorine analyzer (in-line) calibration schedule to minimum of annual.
2.2	November 20, 2019	Updated DWF-ADMIN-1100 with new Hanna Hi-Range Calorimeters.
2.3	January 6, 2021	Updated DWF-ADMIN-1100 pocket colorimeter listing and updated EC cl and pressure; WC pressure; ARBS pressures and flow; FC flow and cl.
2.4	January 1, 2022	Updated reference to CMMS with Work Order Management System.
2.5	June 6, 2022	Updated to reflect responsibilities of re-introduced Foreperson position.
2.6	January 1, 2023	Updated Equipment Listing, removing 4 pocket analyzers and adding 2.

Drinking Water Quality Management System

PROCEDURE TITLE: EQUIPMENT LISTING	PROCEDURE NO.: DWF-ADMIN-1100
EFFECTIVE DATE: JANUARY 1, 2023	DWQMS REFERENCE: 17
REVISION #: 2.6	REVIEW FREQUENCY: ANNUALLY
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE	

Analyzer Type	Location	Model #	Serial #	Range	Responsibility	Frequency
Chlorine	Albert Roberts	PROMINENT DICA W1C11001G00E	2009074425	0 - 2.0 mg/L	St. ES	Min. Annual
Chlorine	East Chamber	PROMINENT DICA00614020010010EN	2016209058	N/A	OCWA	N/A
Chlorine	Ford Chamber	PROMINENT DICA00614020010010EN	2014327603	0 - 2.0 mg/L	St. ES	Min. Annual
Chlorine	Southdale Chamber	PROMINENT DICA W1C11001G00E	2008001271	0 - 2.0 mg/L	St. ES	Min. Annual
Chlorine	Southwold Chamber	PROMINENT DICA W1C11001G00E	2008011256	0 - 2.0 mg/L	St. ES	Min. Annual
Chlorine	Wellington Rd PRV	PROMINENT DICA W1C11001G00E	2008001254	0 - 2.0 mg/L	St. ES	Min. Annual
Chlorine	West Chamber	PROMINENT DICA W1C11001G00E	2007124339	0 - 2.0 mg/L	St. ES	Min. Annual
Flow	Albert Roberts	PROMAG 10 (Endress Hauser)	K9071C16000	N/A	St. ES	Annual
Flow	East Chamber	PROMAG 50 W DN300	D601C616000	N/A	St. ES	Annual
Flow	Fingal Line	PROMAG 50 W DN150	EB069E16000	N/A	St. ES	Annual
Flow	Ford Chamber	aBB MagMaster	3K62000002430	N/A	St. ES	Annual
Flow	Southwold Chamber	PROMAG 50 W DN150	DB09AF16000	N/A	St. ES	Annual
Flow	Wellington Rd	Sensus 4" W-1000	14149392	N/A	St. ES	Annual
Flow	West Chamber	PROMAG 53 W DN300	8702E516000	N/A	St. ES	Annual
Pocket Cl2	Pocket Colorimeter II	HACH DR300	11050E174229	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter II	HACH 593300	15060E273625	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter II	HACH 593300	17080E337692	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter II	HACH 593300	19070A001525	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter	HACH DR300	20110B003607	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter	HACH DR300	20110B003723	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter	HACH DR300	20110B003740	0 - 2.0 mg/L	St. ES	Annual
Pocket Cl2	Pocket Colorimeter	HACH DR300	20110B003692	0 - 2.0 mg/L	St. ES	Annual
Hi Range Cl2	Portable Kit	HI96771	4420005101	0-500 mg/L	St. ES	Annual
Hi Range Cl2	Portable Kit	HI96771	4420001101	0-500 mg/L	St. ES	Annual
Pressure	Albert Roberts - Inlet	Rosemount 208862522A1C6	545187	0 - 100 psi	St. ES	Annual
Pressure	Albert Roberts - Outlet	Rosemount 208862522A1C6	545186	0 - 100 psi	St. ES	Annual
Pressure	East Chamber - Outlet	Rosemount	1921399	0-100	St. ES	Annual
Pressure	Ford Chamber - Outlet	Honeywell ST900	N/A	0-516 kPa	St. ES	Annual
Pressure	Ford Tower	Honeywell ST94L	9442	N/A	St. ES	Annual
Pressure	Southdale Chamber	Rosemount 2088G2S22A1M5B4C6Q4	03971740	0-1000 kPa	St. ES	Annual
Pressure	Southwold Chamber	Rosemount 2088G2S22A1M5B4C6Q4D	0375741	0-1000 kPa	St. ES	Annual
Pressure	Wellington Rd PRV	Rosemount 2088G2S22A1M5B4C6Q4D	0375742	0-1000 kPa	St. ES	Annual
Pressure	West Chamber - Outlet	Rosemount 2051CD4A22A1AB4E6M5Q4	95181	0-150 psi	St. ES	Annual

Appendix N

~ Emergency Management – See Emergency Plan Binder ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: INTERNAL AUDITS				PROCEDURE NO.: DW-ADMIN-1200			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 19			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure defines the mechanism for the planning and implementation of internal Drinking Water Quality Management System (DWQMS) audits.

Procedure:

Auditor Qualifications:

- Internal audits shall be conducted by persons approved by the QMS Representative and having the qualifications outlined in the *Training Needs Matrix (DWF-ADMIN-502)*.

Frequency and Scope:

- Internal audits, covering all elements of the DWQMS, shall be conducted at least once per calendar year.
- At the discretion of the QMS Representative, Internal audits may be broken down into a series of audits, covering a number of elements on each date.
- Elements or processes that required a corrective action to correct a non-conformance in one year's internal and/or external audits shall be scheduled to be audited twice in the following year.
- The internal auditing schedule is prepared early each year and is maintained by the CC.
- Revisions to the audit schedule may be made based on the results of prior audits.

Audit Preparation:

- Internal auditors shall review the DWQMS and previous internal and third-party audit reports in preparation for the audit.
- At least 2 weeks prior to the scheduled audit date, the Internal Auditor shall distribute an audit plan to the QMS Representative, CC, Manager of Water and Sewer and Water and Sewer Foreperson, as applicable.
- An *Audit Plan Template (DWF-ADMIN-1200)* is maintained as part of the QMS.

Conducting the Audit:

- The internal auditors shall conduct an opening meeting of the internal audit.
- The opening meeting allows for the introduction of the audit team and establishment the importance of the audit process.
- The opening meeting is open to all staff and management, however, only the QMS Representative, Manager of Sewer and Water and the auditor(s) are required to be present.
- Attendees of the opening and closing meetings shall sign the *Internal Audit Opening/Closing Meeting*

Form (DWF-ADMIN-1201)

- The *Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201)* is retained by the Lead Auditor
- The criteria for the audit shall be the Drinking Water Quality Management Standard, as amended from time to time.
- The *Internal Audit Checklist (DWF-ADMIN-1202)* shall be used by the internal auditor as a guideline and for record keeping purposes for conducting the interviews and document review during the audit.
- Auditors shall record audit information, including
 - Areas visited
 - Items checked
 - Individuals interviewed
 - Documents or records reviewed
 - Concerns identified
- Auditors shall promptly notify the Manager of Water and Sewer, Water and Sewer Foreperson, CC or QMS Representative of any possible regulatory non-compliance identified.
- Upon completion of an internal audit, the auditors shall review their findings together, and the Lead Auditor shall decide on non-conformances and opportunities for improvement
- A closing meeting may be held, where the Lead Auditor presents their findings.

Audit Reporting/Follow-up:

- Completed *Internal Audit Checklists (DWF-ADMIN-1202)* are retained by the auditor(s).
- The Lead Auditor shall prepare a report of the findings or forward a completed copy of the *Internal Audit Checklist (DWF-ADMIN-1202)* with all areas completed.
- The Lead Auditor shall submit the final report to the QMS Representative, Manager of Water and Sewer, and Water and Sewer Foreperson within 30 days of the audit.
- The Manager of Water and Sewer and/or QMS Representative shall handle the identified non-conformances or opportunities for improvement by following the *Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400)*.

Reporting Audit Findings:

- The QMS Representative shall present the audit findings and any remedial actions taken to the owner of the respective drinking water system during the annual management review meeting.

Associated Form(s):

- *Audit Plan Template (DWF-ADMIN-1200)*
- *Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201)*
- *Internal Audit Checklist (DWF-ADMIN-1202)*

Table of Revisions

Revision #	Date	Description of Revision
10	January 30, 2018	Change in City Logo
11	April 18, 2018	Change in Auditors training requirements
2.0	January 1, 2019	Several changes in procedure and its format during transition to DWQMS 2.0. Audit checklist updated to reflect DWQMS 2.0 and brought under control of the system. Introduced Audit Plan and Opening/Closing Meeting forms. Introduced concept of doubling up audits on NC's in previous audits.
2.1	January 1, 2020	Updated reference to Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400).
2.2	January 1, 2021	Reviewed - No Changes
2.3	January 1, 2022	Reviewed – No changes
2.4	June 6, 2022	Updated to insert responsibilities of re-introduced Foreperson position. Changed references to QC to Manager of Water and Sewer.
2.5	January 1, 2023	Reviewed – No Changes

Appendix O

~ Internal Auditing Procedure (DW-ADMIN-1200) ~

~ Internal Audit Plan Template (DWF-ADMIN-1200) ~

~ Internal Audit Opening/Closing Meeting Form (DWF-ADMIN-1201) ~

~ Internal Audit Checklist (DWF-ADMIN-1202) ~

Drinking Water Quality Management System

PROCEDURE TITLE: INTERNAL AUDIT PLAN				PROCEDURE NO.: DWF-ADMIN-1200			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 19			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Objective: To verify the City of St. Thomas Environmental Services conformance with the Drinking Water Quality Management Standard.

Criteria: Drinking Water Quality Management Standard 2.0 – Final version as posted on Ontario's Environmental Registry

Scope: All municipal drinking water systems operated and maintained by the City of St. Thomas Environmental Services Department.

Audit Type: Internal

Auditor(s): First Last Name (Lead); First Last Name

Audit Date(s): Any days, Month, DD, 201X

	Day 1 AM	Day 1 PM	Day 2 AM	Day 2 PM
Opening Meeting				
Document Review: Policy & Manual; procedures and Records				
Interviews				
Review				
Closing Meeting				

- Documentation:**
- Quality Policy
 - Quality Management System Manual and Procedures
 - Emergency Response Plan
 - Hazard Analysis
 - Supporting Records (Training, External Communications, Calibrations, Maintenance, others as required)
 - Reports from previous QMS audits
 - Management Review Minutes
 - Corrective Action Forms

Note: The audit will be conducted through a review of a sampling of documents, limited interviews and observations by the auditor to demonstrate conformance with the Drinking Water Quality Management Standard (DWQMS). The review and audit should not be construed as a complete and comprehensive review of all elements and all documentation.

Drinking Water Quality Management System

PROCEDURE TITLE: INTERNAL AUDIT OPENING/CLOSING MEETING FORM				PROCEDURE NO.: DWF-ADMIN-1200			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 19			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

OPENING MEETING:

Date: _____

Time: _____

ATTENDEE(s)

Name	Title/Department

CLOSING MEETING:

Date: _____

Time: _____

ATTENDEE(s)

Name	Title/Department

Drinking Water Quality Management System

PROCEDURE TITLE: INTERNAL AUDIT CHECKLIST		PROCEDURE NO.: DWF-ADMIN-1202	
EFFECTIVE DATE: JANUARY 1, 2023		DWQMS REFERENCE: 19	
REVISION #: 2.5		REVIEW FREQUENCY: ANNUALLY	
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE			
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X
		SOUTHWOLD DISTRIBUTION	X
		CENTRAL ELGIN DISTRIBUTION	X

DATE OF INTERNAL AUDIT:	
AUDITOR NAMES:	
DRINKING WATER SYSTEM(S):	
AREA(S)/FACILITY VISITED:	
PEOPLE INTERVIEWED:	
DOCUMENTS VIEWED:	

DWQMS Requirement	Notes	Findings (see footer for definitions)
1. Quality Management System PLAN - The Operational Plan shall document a Quality Management System that meets the requirements of this Standard.		
DO - The Operating Authority shall establish and maintain the Quality Management System in accordance with the requirements of this Standard and the policies and procedures documented in the Operational Plan.		
2. Quality Management System Policy PLAN - The Operational Plan shall document a Quality Management System Policy that provides the foundation for the Quality Management System, and: a) includes a commitment to the maintenance and continual improvement of the Quality Management System, b) includes a commitment to the consumer to provide safe drinking water, c) includes a commitment to comply with applicable legislation and regulations, and d) is in a form that provides for ready communication to all Operating Authority personnel, the Owner and the public.		
		a)
		b)
		c)
DO - The Operating Authority shall establish and maintain a Quality Management System that is consistent with the Policy.		d)
3. Commitment and Endorsement PLAN - The Operational Plan shall contain a written endorsement of its contents by Top Management and the Owner.		
DO - Top Management shall provide evidence of its commitment to an effective Quality Management System by: a) ensuring that a Quality Management System is in place that meets the requirements of this Standard, b) ensuring that the Operating		
		a)
		b)

C = Conformance NC = Non-conformance OFI = Opportunity for Improvement

<p>Authority is aware of all applicable legislative and regulatory requirements,</p> <p>c) communicating the Quality Management System according to the procedure for communications, and</p> <p>d) determining, obtaining or providing the resources needed to maintain and continually improve the Quality Management System.</p>		c)
		d)
<p>4. Quality Management System Representative</p> <p>PLAN - The Operational Plan shall identify a Quality Management System representative.</p>		
<p>DO - Top Management shall appoint, and authorize a Quality Management System representative who, irrespective of other responsibilities, shall:</p> <p>a) administer the Quality Management System by ensuring that processes and procedures needed for the Quality Management System are established and maintained,</p> <p>b) report to Top Management on the performance of the Quality Management System and any need for improvement,</p> <p>c) ensure that current versions of documents required by the Quality Management System are being used at all times,</p> <p>d) ensure that personnel are aware of all applicable legislative and regulatory requirements that pertain to their duties for the operation of the subject system, and</p> <p>e) promote awareness of the Quality Management System throughout the Operating Authority.</p>		a)
		b)
		c)
		d)
		e)
<p>5. Document and Records Control</p> <p>PLAN - The Operational Plan shall document a procedure for document and records control that describes how:</p> <p>a) documents required by the Quality Management System are:</p> <p>i. kept current, legible and readily identifiable</p> <p>ii. retrievable</p> <p>iii. stored, protected, retained and</p>		
		a)i.
		a)ii.
		a)iii.

C = Conformance NC = Non-conformance OFI = Opportunity for Improvement

disposed of, and b) records required by the Quality Management System are: i. kept legible, and readily identifiable ii. retrievable iii. stored, protected, retained and disposed of.		b)i. b)ii. b)iii.
DO - The Operating Authority shall implement and conform to the procedure for document and records control and shall ensure that the Quality Management System documentation for the subject system includes: a) the Operational Plan and its associated policies and procedures, b) documents and records determined by the Operating Authority as being needed to ensure the effective planning, operation and control of its operations, and c) the results of internal and external audits and management reviews.		 a) b) c)
6. Drinking-Water System PLAN – The Operational Plan shall document, as applicable: a) for the Subject System: i. the name of the Owner and Operating Authority, ii. if the system includes equipment that provides Primary Disinfection and/or Secondary Disinfection: A. a description of the system including all applicable Treatment System processes and Distribution System components, B. a Treatment System process flow chart, C. a description of the water source, including: I. general characteristics of the raw water supply, II. common event-driven fluctuations, and III. any resulting operational challenges and threats. iii. if the system does not include equipment that provides Primary Disinfection or Secondary Disinfection: A. a description of the system including all Distribution System components, and		a) i. a) ii. A. B. C. I. C. II. C. III.

C = Conformance NC = Non-conformance OFI = Opportunity for Improvement

<p>B. a description of any procedures that are in place to maintain disinfection residuals.</p> <p>b) if the Subject System is an Operational Subsystem, a summary description of the Municipal Residential Drinking Water System it is a part of including the name of the Operating Authority(ies) for the other Operational Subsystems.</p> <p>c) if the Subject System is connected to one or more other Drinking Water Systems owned by different Owners, a summary description of those systems which:</p> <p>i. indicates whether the Subject System obtains water from or supplies water to those systems,</p> <p>ii. names the Owner and Operating Authority(ies) of those systems, and</p> <p>iii. identifies which, if any, of those systems that the Subject System obtains water from are relied upon to ensure the provision of safe drinking water.</p>		a) iii. A.
		a) iii. B.
		b)
		c) i.
		c) ii.
		c) iii.
DO - The Operating Authority shall ensure that the description of the drinking-water system is kept current.		
<p>7. Risk Assessment</p> <p>PLAN – The Operational Plan shall document a risk assessment process that:</p> <p>a) Considers potential hazardous events and associated hazards, as identified in the Ministry of the Environment and Climate Change document titled Potential Hazardous Events for Municipal Residential Drinking Water Systems, dated February 2017 as it may be amended. A copy of this document is available at www.ontario.ca/drinkingwater.</p> <p>b) identifies additional potential hazardous events and associated hazards,</p> <p>c) assesses the risks associated with the occurrence of hazardous events,</p> <p>d) ranks the hazardous events according to the associated risk,</p> <p>e) identifies control measures to address the potential hazards and</p>		
		a)
		b)
		c)
		d)
		e)
		f)

hazardous events, f) identifies Critical Control Points, g) identifies a method to verify, at least once every calendar year, the currency of the information and the validity of the assumptions used in the risk assessment, h) ensures that the risks are assessed at least once every thirty-six months, and i) considers the reliability and redundancy of equipment.		g)
		h)
		i)
DO - The Operating Authority shall perform a risk assessment consistent with the documented process.		
8. Risk Assessment Outcomes PLAN - The Operational Plan shall document: a) the identified potential hazardous events and associated hazards, b) the assessed risks associated with the occurrence of hazardous events, c) the ranked hazardous events, d) the identified control measures to address the potential hazards and hazardous events, e) the identified critical control points and their respective critical control limits, f) procedures and/or processes to monitor the critical control limits, g) procedures to respond to deviations from the critical control limits, and h) procedures for reporting and recording deviations from the critical control limits.		
		a)
		b)
		c)
		d)
		e)
		f)
		g)
DO - The Operating Authority shall implement and conform to the procedures.		h)
9. Organizational Structure, Roles, Responsibilities and Authorities PLAN - The Operational Plan shall: a) describe the organizational structure of the Operating Authority including respective roles,		
		a)

responsibilities and authorities, b) delineate corporate oversight roles, responsibilities and authorities in the case where the Operating Authority operates multiple subject systems, c) identify the person, persons or group of people within the management structure of the organization responsible for undertaking the Management Review, d) identify the person, persons or group of people, having Top Management responsibilities required by this Standard, along with their responsibilities, and e) Identify the Owner of the subject system.		b)
		c)
		d)
		e)
DO - The Operating Authority shall keep current the description of the organizational structure including respective roles, responsibilities and authorities, and shall communicate this information to Operating Authority personnel and the Owner.		
10. Competencies PLAN - The Operational Plan shall document: a) competencies required for personnel performing duties directly affecting drinking water quality, b) activities to develop and/or maintain competencies for personnel performing duties directly affecting drinking water quality, and c) activities to ensure that personnel are aware of the relevance of their duties and how they affect safe drinking water.		
		a)
		b)
		c)
DO - The Operating Authority shall undertake activities to: a) meet and maintain competencies for personnel directly affecting drinking water quality and shall maintain records of these activities, and b) ensure that personnel are aware of the relevance of their duties and how they affect safe drinking water, and shall maintain records of these activities.		
		a)
		b)

11. Personnel Coverage PLAN - The Operational Plan shall document a procedure to ensure that sufficient personnel meeting identified competencies are available for duties that directly affect drinking water quality.		
DO - The Operating Authority shall implement and conform to the procedure.		
12. Communications PLAN - The Operational Plan shall document a procedure for communications that describes how the relevant aspects of the Quality Management System are communicated between Top Management and: a) the Owner, b) Operating Authority personnel, c) Suppliers that have been identified as essential under Plan (a) of Element 13 of this Standard, and, d) the public.		
		a)
		b)
		c)
DO - The Operating Authority shall implement and conform to the procedure.		
13. Essential Supplies and Services PLAN - The Operational Plan shall: a) identify all supplies and services essential for the delivery of safe drinking water and shall state, for each supply or service, the means to ensure its procurement, and b) include a procedure by which the Operating Authority ensures the quality of essential supplies and services, in as much as they may affect drinking water quality.		
		a)
DO - The Operating Authority shall implement the procedure.		
14. Review and Provision of Infrastructure PLAN – The Operational Plan shall document a procedure for reviewing the adequacy of the infrastructure necessary to operate and maintain the Subject System that: a) Considers the outcomes of the risk assessment documented under		a)

Element 8, and b) Ensures that the adequacy of the infrastructure necessary to operate and maintain the Subject System is reviewed at least once every Calendar Year.		b)
DO - The Operating Authority shall implement and conform to the procedure and communicate the findings of the review to the Owner.		
15. Infrastructure Maintenance, Rehabilitation and Renewal PLAN – The Operational Plan shall document: a) a summary of the Operating Authority's infrastructure maintenance, rehabilitation and renewal programs for the Subject System, and b) a long term forecast of major infrastructure maintenance, rehabilitation and renewal activities.		a)
		b)
DO – The Operating Authority shall: a) keep the summary of the infrastructure maintenance, rehabilitation and renewal programs current, b) ensure that the long term forecast is reviewed at least once every Calendar Year, c) communicate the programs to the Owner, and d) monitor the effectiveness of the maintenance program.		
		a)
		b)
		c)
16. Sampling, Testing and Monitoring PLAN - The Operational Plan shall document: a) a sampling, testing and monitoring procedure for process control and finished drinking water quality including requirements for sampling, testing and monitoring at the conditions most challenging to the subject system, b) a description of relevant sampling, testing or monitoring activities that take place upstream of the subject system, and c) a procedure that describes how sampling, testing and monitoring results are recorded and shared between the Operating Authority and the Owner, where applicable.		d)
		a)
		b)
		c)

DO - The Operating Authority shall implement and conform to the procedures.		
17. Measurement and Recording Equipment Calibration and Maintenance PLAN - The Operational Plan shall document a procedure for the calibration and maintenance of measurement and recording equipment.		
DO - The Operating Authority shall implement and conform to the procedure.		
18. Emergency Management PLAN - The Operational Plan shall document a procedure to maintain a state of emergency preparedness that includes: a) a list of potential emergency situations or service interruptions, b) processes for emergency response and recovery, c) emergency response training and testing requirements, d) Owner and Operating Authority responsibilities during emergency situations, e) references to municipal emergency planning measures as appropriate, and f) an emergency communication protocol and an up-to-date list of emergency contacts.		a)
		b)
		c)
		d)
		e)
		f)
DO - The Operating Authority shall implement and conform to the procedure.		
19. Internal Audits PLAN - The Operational Plan shall document a procedure for internal audits that: a) evaluates conformity of the QMS with the requirements of this Standard, b) identifies internal audit criteria, frequency, scope, methodology and record- keeping requirements, c) considers previous internal and external audit results, and d) describes how Quality Management System corrective actions are identified and initiated.		
		a)
		b)
		c)
		d)

<p>DO - The Operating Authority shall implement and conform to the procedure and shall ensure that internal audits are conducted at least once every calendar year.</p>		
<p>20. Management Review PLAN - The Operational Plan shall document a procedure for management review that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System and that includes consideration of:</p> <ul style="list-style-type: none"> a) incidents of regulatory non-compliance, b) incidents of adverse drinking-water tests, c) deviations from critical control point limits and response actions, d) the effectiveness of the risk assessment process, 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 currency, content and updates, and p) staff suggestions. 		
		a)
		b)
		c)
		d)
		e)
		f)
		g)
		h)
		i)
		j)
		k)
		l)
		m)
		n)
<p>DO - Top Management shall implement and conform to the procedure and shall:</p> <ul style="list-style-type: none"> a) ensure that a management review is conducted at least once every calendar, b) consider the results of the 		
		a)

<p>management review and identify deficiencies and actions items to address the deficiencies,</p> <p>c) provide a record of any decisions and action items related to the management review including the personnel responsible for delivering the action items and the proposed timelines for their implementation,</p> <p>d) report the results of the management review, the identified deficiencies, decisions and action items to the Owner.</p>		<p>b)</p> <p>c)</p> <p>d)</p>
<p>21. Continual Improvement PLAN – The Operating Authority shall develop a procedure for tracking and measuring continual improvement of its Quality Management System by:</p> <p>a) reviewing and considering applicable best management practices, including any published by the Ministry of the Environment and Climate Change and available on www.ontario.ca/drinkingwater, at least once every thirty-six months;</p> <p>b) documenting a process for identification and management of Quality Management System Corrective Actions that includes:</p> <p>i. investigating the cause(s) of an identified non-conformity,</p> <p>ii. documenting the action(s) that will be taken to correct the non-conformity and prevent the non-conformity from re-occurring, and</p> <p>iii. reviewing the action(s) taken to correct the non-conformity, verifying that they are implemented and are effective in correcting and preventing the re-occurrence of the non-conformity.</p> <p>c) documenting a process for identifying and implementing Preventive Actions to eliminate the occurrence of potential non-conformities in the Quality Management System that includes:</p> <p>i. reviewing potential non-conformities that are identified to determine if preventive actions may</p>		<p>a)</p> <p>b) i.</p> <p>b) ii.</p> <p>b) iii.</p> <p>c) i.</p>

be necessary, ii. documenting the outcome of the review, including the action(s), if any, that will be taken to prevent a non-conformity from occurring, and iii. reviewing the action(s) taken to prevent a non-conformity, verifying that they are implemented and are effective in preventing the occurrence of the non-conformity.		c) ii.
DO- The Operating Authority shall strive to continually improve the effectiveness of its Quality Management System through the use of corrective actions.		c) iii.

Appendix P

~ Management Review Procedure (DW-ADMIN-1300) ~



Drinking Water Quality Management System

PROCEDURE TITLE: MANAGEMENT REVIEW				PROCEDURE NO.: DW-ADMIN-1300			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 11			
REVISION #: 2.5				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure describes the process of conducting a Drinking Water Quality Management System (DWQMS) management review.

Procedure:

The DWQMS is reviewed by Top Management, to stay informed and to ensure that:

- The system is suitable to the operations,
- Adequately managing quality issues,
- Performing this management effectively, and that
- Adequate resources are provided

If Top Management determines the DWQMS is not meeting any of these four criteria, corrective or preventive actions are identified to make the changes that are recommended and resources necessary for their implementation are allocated.

Participants

The attendees of management review meeting for each of the systems operated by the City of St. Thomas Environmental Services are as follows:

St. Thomas Secondary	St. Thomas Distribution	Southwold Distribution	Central Elgin Distribution
St. Thomas Director of Environmental Services – Owner Rep.	St. Thomas Director of Environmental Services – Owner Rep.	Southwold Director of Infrastructure and Development Services – Owner Rep.	Central Elgin Director of Infrastructure and Community Services – Owner Rep.
St. Thomas Manager of Development and Compliance – QMS Rep.	St. Thomas Manager of Development and Compliance – QMS Rep.	St. Thomas Manager of Development and Compliance – QMS Rep.	St. Thomas Manager of Development and Compliance – QMS Rep.

Other participants may be added at the discretion of the QMS Representative.

The meeting is chaired by the QMS Representative.

Frequency Of Management Reviews

- Management Review shall be conducted at least once per calendar year.
- Management Review can be conducted on a more frequent basis, at the discretion of the QMS Rep., however, all topics of discussion must be covered at least once per calendar year.

Discussion Topics

- The QMS representative is the chair of the management review meeting and is responsible for scheduling and arranging for a meeting location, as well as collecting, summarizing and providing the date for discussion and preparing meeting minutes.
- Prior to the management review meeting, the QMS Rep shall provide a meeting agenda and summary of the pertinent information to the respective participants.
- Discussion items that are permanently on the agenda shall include:
 - a) Incidents of regulatory non-compliance
 - b) Incidents of adverse drinking-water tests
 - c) Deviations from critical control point limits and response actions
 - d) The effectiveness of the risk assessment process
 - 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 currency, content and updates
 - p) Staff suggestions
- Other relevant and valuable discussion items may be added to the listing, at the discretion of the QMS Representative.
- If further information is required on specific discussion topics, a follow-up meeting shall be held as soon as practicable to provide the information.

Deficiencies, Decisions and Action Items

- Deficiencies, decisions and action items stemming from management review shall be documented in the meeting minutes. The personnel responsible for action items and the proposed timelines for their completion shall be recorded within the management review minutes.
- The QMS Rep is responsible for taking and distributing meeting minutes.
- Deficiencies, identified through management review shall be addressed through the assignment of corrective or preventative action items.
- Action items, identified during management review shall be regarded as corrective or preventative actions, as appropriate, and shall be tracked as per the *Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400)*.

Record Keeping and Communication of Results to Owner

- Management Review meeting minutes are filed and maintained as per the *Records Control Procedure (DW-ADMIN-200)*.
- Distribution of Minutes of Management Review meetings for each of the systems are as follows:
 - **St. Thomas Secondary:** QMS Rep. forwards to CC, Owner Rep. and Board of Management.
 - **St. Thomas Distribution:** QMS Rep. forwards to CC, Owner Rep. and St. Thomas Mayor and Council.
 - **Southwold Distribution:** QMS Rep. forwards to CC and Owner Rep. who forwards to Southwold Mayor and Council.
 - **Central Elgin:** QMS Rep. forwards to CC and Owner Rep. who forwards to Central Elgin Mayor and Council.

Associated Form(s):

- Not Applicable

Table of Revisions

Revision #	Date	Description of Revision
11	January 30, 2018	Change in City logo
2.0	January 1, 2019	Procedure format change. Significant changes to entire procedure for clarity, following review for DWQMS 2.0 implementation.
2.1	January 1, 2020	Annual Review – updated Southwold Owner Representative is now CAO, rather than Public Works Superintendent and CE owner rep now Director of Infrastructure and Community Services – Owner Rep, rather than Director of Physical Services. Updated reference to Continual Improvement and Corrective Action Procedure.
2.2	January 1, 2021	Annual Review – updated communication of MR results process.
2.3	January 1, 2022	Annual Review – updated reference to Southwold CAO as Owner Rep, replaced with Director of Infrastructure and Development.
2.4	June 6, 2022	Reviewed for re-introduced Foreperson position. No changes.
2.5	January 1, 2023	Reviewed – No Changes

Appendix Q

~ Continual Improvement and Corrective Action Procedure (DW-ADMIN-1400) ~

~ Corrective and Preventative Action Form (DWF-ADMIN-1400) ~

~ Root Cause Codes (DWF-ADMIN-1401) ~



TOWNSHIP OF
Southwold



Drinking Water Quality Management System

PROCEDURE TITLE: CONTINUAL IMPROVEMENT AND CORRECTIVE ACTION				PROCEDURE NO.: DW-ADMIN-1400			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 21			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Scope:

This procedure applies to the City of St. Thomas Environmental Services Department. More specifically, the procedure is to be followed by management and staff having the ability to directly affect drinking water quality through the course of their work related to the drinking water system(s) demarked in the header section above.

Purpose:

This procedure defines the responsibilities and process for identifying and investigating non-conformances, for taking action to mitigate any negative impacts caused, and for applying corrective and preventative actions. This procedure also deals with preventative actions initiated independently – not originating from a non-conformance or corrective action.

Procedure:

Continual Improvement

- As stated in the DWQMS policy, The City of St. Thomas Environmental Services, in its role as an Operating Authority is committed to the continual improvement of the DWQMS.
- Opportunities for continual improvement of the DWQMS can be identified through numerous avenues.
- This procedure can be followed in order to implement continual improvement initiatives stemming from any source, however, the procedure must be applied to findings/action items stemming from following:
 - Staff Observations/Recommendations – reported using a *Corrective Action Form (DWF-ADMIN-1400)* or *Hazard Identification Form (DWF-ADMIN-300)*
 - Internal and/or External Audits
 - Ministry of Environment, Conservation and Parks (MECP) Inspections
 - Management Review Meetings
 - Review of Emergency Responses and other incidents of concern
 - Review of applicable industry Best Management Practices
- Action items may not be assigned as a result of the identification of improvement opportunities, however, their consideration and reasons for not moving forward with implementation should be documented in the Corrective Action Tracking Spreadsheet.

Best Management Practices

Awareness of industry best practices may occur through various avenues, including but not limited to:

- attending the annual DWQMS workshop facilitated by the Walkerton Clean Water Centre, when feasible;
- communicating with peers through reviewing and contributing to discussions on the Municipal Water Wastewater Regulatory Committee (MWWRC) online forum, <http://municipaldrinkingwater.ning.com/>, as appropriate;
- attending the quarterly MWWRC meeting, when feasible;
- discussing best management practices with neighboring municipalities and water Boards;
- any other means (e.g. staff suggestions).

- BMPs cited in MECP Inspection Reports, or published by the MECP and available at www.ontario.ca/drinkingwater ;

Review and consideration of industry Best Management Practices (BMPs) should occur as the BMP's are identified through the above avenues. At a minimum, at least once every thirty-six months, the Manager of Water and Sewer/CC and QMS Rep. shall review the BMP's published by the MECP, available at www.ontario.ca/drinkingwater, record the consideration of each BMP in the Corrective Action Tracking Spreadsheet, implementing items where value is deemed.

Reporting Observations

- DWQMS non-conformances, non-compliances, and preventative actions shall be reported to the Manager of Water and Sewer, Water and Sewer Foreperson, CC or QMS Representative.
- If the initial observer is employed by the City of St. Thomas, the observer shall initiate a Corrective/Preventative Action Report through the completion of a *Corrective/Preventative Action Form (DWF-ADMIN-1400)*.
- Alternatively, the Manager of Water and Sewer, Water and Sewer Foreperson, CC or QMS Representative may initiate the report upon notification from the observer. Such is the case with all findings cited in Internal and External Audit Reports, MECP inspection Reports and other operational related reports that require action associated with Water Quality, system operation and/or regulatory compliance.
- Paper copies of the *Corrective/Preventative Action Form (DWF-ADMIN-1400)* are available to staff, and are strictly for the capturing of water quality concerns while operations staff are in the field.
- *Corrective/Preventative Action Forms (DWF-ADMIN-1400)* initiated on paper shall be transferred into the Corrective Action Tracking Spreadsheet by the CC.

Initiating a Corrective/Preventative Action Report

- A Corrective/Preventative Action is initiated in the field by completing the first half of the *Corrective/Preventative Action Forms (DWF-ADMIN-1400)*,
- Indicate a "Proposed Root Cause". (Try to ask yourself "Why did this happen?" and repeat until a root cause is identified).
- A listing of common Root Causes is available in the *Root Cause Codes Form (DWF-ADMIN-1401)*.
- Upon completion of the initiation of the *Corrective/Preventative Action Forms (DWF-ADMIN-1400)*, the report initiator shall submit the form to the Manager of Water and Sewer, Water and Sewer Foreperson, CC or QMS Representative.
- The Manager of Water and Sewer, Water and Sewer Foreperson or QMS Representative shall forward the form to the CC.

Verification of Proposed Corrective Action

- Upon receipt of a Corrective Action Form, the CC, in consultation with the Manager of Water and Sewer and the QMS Representative will review the proposed action and root cause.
- If the Manager of Water and Sewer and QMS Representative agree with the proposed action and root cause, they approve the proposed action and assign a person responsible and an action due date.
- If the Manager of Water and Sewer and QMS Representative do not agree with the proposed action and/or root cause, they provide an approved root cause and action, and assign a person responsible and an action due date.
- The QMS Representative and Manager of Water and Sewer determine and record if the action required is a Correction, Corrective or Preventative Action.
- The CC shall update the Corrective Action Tracking Spreadsheet with the approved action, if it differs from proposed, and identify the person responsible and action due date.

Responding to Opportunities For Improvement (OFI's)

- Identified OFI's do not necessarily have to be acted upon. The Manager of Water and Sewer and QMS Representative have the authority to deny further action on these items.

- If the Manager of Water and Sewer and QMS Representative do not agree that action should be taken to address an OFI, the CC shall review and close the declined Action Request, making note of the decision.
- If the QMS Representative is not able to approve the correction and/or corrective action due to financial limitations, the Director of Environmental Services and City Engineer shall arrange for budgetary approval.

Responding to Non-conformances

- Identified "Non-conformances" may require Correction, Corrective or Preventative Actions to be applied in order to eliminate the non-conformity and its root causes.
- A correction is assigned to immediately correct a non-conforming situation, if this is all that is required to eliminate the cause, the root cause is not required to be recorded, nor is a 90-day effectiveness check required.
- A Corrective or Preventative action is applied in order to eliminate the root cause of a non-conforming situation. If corrective or preventative action is required, root cause analysis shall be completed in order to apply an effective corrective action, and a 90-day effectiveness check shall be conducted.
- It should be noted that the accrediting body requires that root cause analysis be performed for all non-conformances identified by their auditors.

Responding to Corrections

- Some findings do not identify a systemic concern and simply require a Correction to be made in order to eliminate the detected non-conformity.
- In such cases, the CC marks the Report "complete" upon verification that the identified action has been completed.
- While Root Cause may have been investigated in order to identify that a Correction is required, no root cause needs to be recorded for findings, nor is a 90-day effectiveness check required to be recorded.
- If the QMS Representative is not able to approve the correction and/or corrective action due to financial limitations, the Director of Environmental Services and City Engineer shall arrange for budgetary approval.

Completing Corrections/Corrective/Preventative Actions

- The person identified as responsible for the required action will be notified by e-mail, work order, or verbal communication, depending on the nature of the action required and the associated deadline.
- Upon completion of the assigned action item, the action owner shall notify the CC of the date the required action was completed, as well as, a detailed description of what actions were taken, including document references for any DWQMS procedures that may have been revised as a result.

90-day Effectiveness Check

- 90-day effectiveness checks of corrective/ preventative actions completed are conducted to verify that the action taken has addressed the cause of the non-conforming situation and that the action taken has resulted in an improvement to the DWQMS.
- On, or about, the 90 day anniversary of the action complete date, the CC shall review the corrective action taken, investigate as required, and provide evidence that the corrective action is working after 90 days.
- If the corrective action is found to be effective it is considered complete and the report can be closed.
- If the corrective action is found to be ineffective, the CC advises the Manager of Water and Sewer and QMS Rep and together, they will propose another approach to control the concern and issue a new CAR.

Associated Form(s):

- *Corrective and Preventative Action Form (DWF-ADMIN-1400)*
- *Root Cause Codes (DWF-ADMIN-1401)*

- *Corrective Action Tracking Spreadsheet*

Table of Revisions

Revision #	Date	Description of Revision
6	January 4, 2016	Change in QMS Representative and removed Service Request reference as program is changing
7	July 7, 2016	Removed Foreman as position eliminated
8	January 30, 2018	Change in City logo
2.0	January 1, 2019	Format change. Amalgamated procedure from 4 OP's we were carrying. Significant changes to procedure. Tracking of CAPA;s now done on spreadsheet. Introduced root cause code form to help categorize systemic issues.
2.1	April 12, 2019	Title change.
2.2	January 1, 2020	Inserted Hazard Identification Form (DWF-ADMIN-300) as possible source of continual improvement initiatives.
2.3	January 1, 2021	Annual Review – No changes
2.4	January 1, 2022	Annual Review – No Changes.
2.5	June 6, 2022	Updated to insert re-introduced Foreperson position. Removed references to QC, opting for Manager of Water and Sewer.
2.6	January 1, 2023	Reviewed – No Changes

Drinking Water Quality Management System

PROCEDURE TITLE: CORRECTIVE AND PREVENTATIVE ACTION FORM		PROCEDURE NO.: DWF-ADMIN-1400	
EFFECTIVE DATE: JANUARY 1, 2023		DWQMS REFERENCE: 21	
REVISION #: 2.6		REVIEW FREQUENCY: ANNUALLY	
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE			
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X
		SOUTHWOLD DISTRIBUTION	X
		CENTRAL ELGIN DISTRIBUTION	X

☐ Corrective Action

☐ Preventative Action (Opportunity for Improvement)

Date Submitted:		Prepared By:	
System Location /Process Stream:			
Date of Occurrence:			
Origin of Finding: (audit, new equipment, etc.)			
Nature of Concern:	<input type="checkbox"/> Environmental <input type="checkbox"/> Operational <input type="checkbox"/> Quality <input type="checkbox"/> Other: _____		
Regulatory Notifications Required?: Yes / No (If yes, specify agencies contacted):			
Description: (what happened, how was it observed, area of occurrence, activities, equipment involved, containment, etc.)			
Proposed Root Cause: (what was the core reason behind the non-conformance?)			
Corrective Action Proposed: (include change benefit/ implications of not making the change, where applicable)			
Proposed Action Reviewed by:			
Approved Root Cause: (what was the core reason behind the non-conformance?)			
Approved Corrective Action:			
Responsible Party:		Action Due Date:	
Date Transferred to Spreadsheet:			
CC Action Taken:			

Drinking Water Quality Management System

PROCEDURE TITLE: ROOT CAUSE CODES				PROCEDURE NO.: DWF-ADMIN-1401			
EFFECTIVE DATE: JANUARY 1, 2023				DWQMS REFERENCE: 21			
REVISION #: 2.6				REVIEW FREQUENCY: ANNUALLY			
APPROVED BY: MANAGER OF DEVELOPMENT AND COMPLIANCE							
ST. THOMAS SECONDARY	X	ST. THOMAS DISTRIBUTION	X	SOUTHWOLD DISTRIBUTION	X	CENTRAL ELGIN DISTRIBUTION	X

Root Cause	Sub-Cause	Code
Material / Equipment Problem	Defective or failed part	MEP1
	Defective or failed material	MEP2
	Electrical or instrument failure	MEP3
	Combination	MEP4
Design Problem	Inadequate man-machine interface	DP1
	Inadequate or defective design	DP2
	Error in equipment or material selection	DP3
	Drawing, specification or data errors	DP4
Training Deficiency	No training provided	TD1
	Insufficient practice or hands-on experience	TD2
	Inadequate content	TD3
	insufficient refresher training	TD4
	Inadequate presentation or materials	TD5
Management Problem	Inadequate administrative control	MP1
	Work organization/planning deficiency	MP2
	Inadequate supervision	MP3
	Improper resource allocation	MP4
	Policy not adequately defined, disseminated, or enforced	MP5
	Other management problem	MP6
Personnel Error	Inadequate work environment	PE1
	Inattention to detail	PE2
	Violation of requirement or procedure	PE3
	Verbal communication problem	PE4
	Other human error	PE5
Procedure Problem	Defective or inadequate procedure	PP1
	Lack of procedure	PP2
	Procedure not user friendly	PP3
External Phenomenon	Weather or ambient condition	EP1
	Power failure or transient	EP2
	External fire or explosion	EP3
	Theft, tampering, sabotage or vandalism	EP4
Other	Not a current requirement	OTH1
	Legislative Restraints	OTH2
	Lack of follow-up	OTH3
	Recent change in the system	OTH4

Appendix R

~ Procedure Listing and Disclosure Status ~





TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Aaron Van Oorspronk, Director of Infrastructure and Development Services

REPORT NO: ENG 2023-20

SUBJECT MATTER: Township Design Guidelines Manual– Part 2

Recommendation(s):

THAT Council approve and adopt the Township Design Guidelines Manual – Part 2.

Purpose:

The purpose of the report is for Council to approve the Township Design Guidelines Manual Part 2 of 2.

Background:

On February 13, 2023, Staff brought forward the draft Township Design Guidelines Manual – Part 2, for approval and distribution for a 20-working day consultation with stakeholders. Following the review period Staff received comments from SBM Engineering, which have been attached at Appendix A. Comments were reviewed and incorporated where appropriate, these alterations are denoted by comments within the revised Design Guidelines attached as Appendix B.

In addition to the stakeholder review, Staff made additional alterations to the guidelines where appropriate, these are also marked and explained by comment.

Upon adoption staff will combine Part 1 & 2 of the Design Guidelines into one consolidated document.

Financial Implications:

N/A

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☒ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☒ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety
- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.
- ☒ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Aaron Van Oorspronk, CET.
Director of Infrastructure and
Development Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"

From: Ben Hyland <bhyland@sbmltd.ca>
Sent: February 21, 2023 10:02 AM
To: Peter Kavcic
Cc: Jeff Carswell
Subject: RE: Township of Southwold Design Guidelines - Part 2

Hi Peter,

Thanks for providing these drafts. Here are my comments, happy to discuss if applicable.

Design Guidelines Part 2:

- 10.1 less than 2% swale slope may be permitted with Township permission, commonly required for rear yard swales in subdivisions to minimize rear yard catch basins. Could also specify subdrains required under 1% slope or similar.
- 10.1 retaining walls should be minimized but should be permitted as required to obtain grading objectives, Township permission will be obtained through approval of design grading plans.
- 10.1 consider noting that grading design should consider cut/fill balancing as an objective
- 11.0 "continually monitored *during the month*" should be revised to "continually monitored *throughout construction*"
- 11.1 "sumps pumps" should be revised to "catch basin sumps"
- 12.5 landscape/tree planting plans required for SPA and subdivisions - specify qualifications of designer (OALA?). Specify stage at which plans should be prepared (at design stage for SPA projects, prior to assumption for subdivisions). Bill 23 minimizes/removes landscape requirements for SPA (<https://www.osler.com/en/resources/regulations/2022/bill-23-more-homes-built-faster-act-2022-passed%E2%80%A6-fast>)
- 12.5 specify tree preservation plan requirements?
- 12.7 "all slopes *shallower* than 4:1"
- 12.7 "*seed* all exposed soils surfaces"
- 13.3 appears to require photometrics plans to verify lighting levels for subdivisions (an electrical engineer would need to do a photometric design in order to provide a letter). Appears not to be required for private sites. Please clarify wording/requirements.

Design Drawings:

- Typical: all drawings have the note "all dimensions in meters/millimeters unless otherwise noted", but all dimensions appear to note m/mm so this note could be removed.
- Typical: add Revision Date at bottom right corner of all drawings.
- Typical: recommend changing CAD setting "SHXTXT=0", which will make PDF's more useable (right now all CAD text is showing as comments/objects)
- D-01 specifies servicing locations based on driveway orientation, not feasible for subdivisions where driveway orientation hasn't been determined yet
- D-01 and D-02, curb stops and cleanouts are specified on property line. Recommend 0.3m onto street side of property line.
- D-03 specify typical location monument to be installed. Specify depth of monument to be installed (1.82m total height, is 1.22m below grade and 0.6m above grade?). Will quantity etc be specified through development agreements?
- R-03 specify dimension from tree to property line/back of curb. Clarify when 7m vs 7.5m pavement width should be specified.
- R-03, R-05 Difficult to read coloured text for watermain/sanitary/storm
- R-03 clarify what DPG at crown of road is referring to
- R-03 "sidewalk (note 1)" should be updated to Note 2. Confirm if detail should be provided/referenced for the sidewalk (thickness of concrete and granular A). Note that sidewalk is specified to be 1.8m wide, whereas 1.5m is standard in southwest Ontario. This is atypical and will result in higher developer costs, wouldn't see this as being reasonable without good justification. Please clarify.
- S-03 typo in drain contractor note 5.
- R-12. Type B parking stalls just need to be 2.4m wide as per AODA standards (<https://www.ontario.ca/laws/regulation/110191>, 80.34)
- W-19 suggest renaming "cul-de-sac servicing schematic" or similar. Small text in front of Lot 20 is difficult to read. Note 1 is redundant.

Thanks,
Ben

Please note my typical working hours are 8am-3pm, Monday-Friday.

Ben Hyland, P.Eng., PMP

Eng. II, Associate I
Civil Engineering Team Lead & Project Lead
P: 519-471-6667 x127
E: bhyland@sbmltd.ca

From: Peter Kavcic <development@southwold.ca>
Sent: Tuesday, February 14, 2023 1:23 PM
Cc: Jeff Carswell <cao@southwold.ca>
Subject: Township of Southwold Design Guidelines - Part 2

Good afternoon,

The Township is issuing the draft design guidelines for the final portion of our design guidelines which includes grading, sediment and erosion, street lighting and parks. We have also included our standard cross sections.

If you have any comments, please provide prior to March 14 to this email as well as CAO@southwold.ca.

Thanks.



Peter Kavcic, P.Eng.

Director of Infrastructure & Development Services

email development@southwold.ca

tel 519-769-2010

cell 519-280-3502

Township of Southwold

35663 Fingal Line, Fingal, Ontario, N0L 1K0

southwold.ca



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10. DEVELOPMENT GRADING

10.0. General

All development shall be graded in accordance with the following specifications. General and individual lot grading plans shall be prepared by a Professional Engineer and approved by the Township.

10.1. Lot Grading Details

The following minimum design details are to be considered during the lot grading design:

- Yard surfaces shall have a minimum 2% grade
- Drainage flows shall be directed away from houses
- Desirable drainage swale depth is to be 225mm and the maximum depth will be variable but dependent on location and design. Permitted minimum depth is 150mm
- Maximum distance from rear lot line to centre of a swale is 1.5m
- Swales shall have a minimum grade of 1%
- The maximum flow allowable in a side yard swale shall be that of four backyards
- The maximum length of a rear yard swale is 100m, out letting to a rear yard catch basin
- The maximum area contributing to the rear yard swale is 0.5 hectares
- No front yard catch basins are allowed
- Show flow arrows for direction of flow in swales and show at least one arrow at the rear of each lot
- Driveways:
 - Desirable grades: 2-4%
 - Maximum grade: 8%
- Maximum slope between houses in new development shall be 3:1
- Retaining walls are not to be used in new development. Unless explicitly permitted after review by the Township.
- Grading design shall be completed balancing cut/fill to minimize excess/imported material.

Commented [AV1]: Changed to minimize rear yard catchbasins

Commented [AV2]: Changed wording to strengthen limitations

Commented [AV3]: Added grading consideration to minimize soil generation/movement

10.2. Boulevard Grading

All boulevard grading between the curb and property line shall be between 2-4%.

10.3. Area Grading

The development area grading shall have a self-contained grading design and a major/minor overland flow direction to a maximum depth of 300mm on the road and 450mm off the roadway, and acceptable public outlet.

11. SEDIMENT AND EROSION CONTROL

11.0 General

All sediment and erosion measures shall be installed prior to any construction taking place. The sediment and erosion control measures need to be continually monitored throughout construction and following rain events.

Commented [AV4]: Changed "during the month" to through out construction

Sediment and erosion drawings shall be located on a separate drawing. All sediment and erosion control measures and notes shall follow the guidelines as per the Ministry of Natural Resources Guidelines on Erosion and Sediment Control for Urban Construction Sites.

11.1 Sediment Control Measures Notes

The following sediment control measure notes are to be shown on development and construction drawings that details the sediment and erosion control measures.

Please note that the following sediment control measures are examples only and may vary to suit the individual development and project:

- Minimize disturbed area during construction
- Protect exposed surfaces using geotextile, riprap, hydro seed, etc.
- Control runoff during construction
- All erosion control measures are to be in place before starting construction and remain in place until restoration is complete
- All catchbasins are to use silt sacks to prevent debris from entering the storm sewer system
- Straw bale flow check dams (OPSD 219.180) installed along drainage routes and Fibre roll flow check dams (OPSD 219.191) are to be installed at all low areas
- Light duty silt fence barrier (OPSD 219.110) to be used in areas upstream of project area or development and heavy duty silt fence barrier (OPSD 219.130) and fibre roll grade breaks (OPSD 219.160) are to be used in areas downstream of project area or development, near watercourse and near woodlots

- All collected sediment required to be disposed of off-site, must be at an approved location.
- All catchbasin sumps are to be clean during construction and identified for regular maintenance

Commented [AV5]: Changed sump pumps to catchbasin sumps

12. PARKS, OPEN SPACE AND LANDSCAPING

12.0 General

When parkland dedication is required pursuant to the Planning Act or the Development Agreement, the areas so designated shall be identified on the development plans with sufficient details, notes and typical sections as may be required to identify lot grading, drainage, landscaping, access and other details as required.

With subdivision and site plans, the Township desired to facilitate connections between pedestrian pathways along storm water management easements and near storm water management facilities. Accessible multi-use pathways, sidewalks and other pedestrian connections should be created to promote and accent adjacent natural areas within the new development.

12.1 Site Clearing

No topsoil shall be removed from the site. The parkland and open space areas shall be fenced or otherwise made secure during land development and house construction activities to prohibit the removal of topsoil and dumping of debris and unauthorized fill.

12.2 Site Drainage

Park drainage plans shall be submitted to the Township at the same time as the servicing drawings and shall meet the following minimum standards.

- Drainage of parkland dedications shall be self-contained such that areas drain to channels or swales which outlet to catch basins and storm sewers or other suitable outlet, so that park drainage does not affect other properties.
- Swales should be gently sloping rather than steep ditching. The minimum grade for swales in Parks is 1.5% and the maximum side slope permitted is 4:1
- Maximum depth to bottom of swale shall be 1.0m and the minimum depth of swale is 150mm
- Swales or open ditching shall not cross the entrance of the park

12.3 Site Grading

Park grading plans shall be submitted at same time as the servicing drawings and shall meet the following minimum standards:

- The minimum grade in grassed areas shall be 2%. However, areas to be developed for soccer fields or baseball facilities may have grades less than 2%. Subsurface drainage will be required
- All lands must be satisfactorily graded before the lands will be accepted by the Township for park purposes.
- Grading or natural contours which result in undrained areas are not acceptable. If overland drainage account be modified, catch basins and storm pipes will be required.
- The developer shall do all rough grading and filling where required under all landscaped areas, to establish the sub-grade parallel to the finished grades indicated on the grading plans, to allow sufficient topsoil depth. All soft and unstable areas below sub-grade, shall be excavated and filled with compacted select fill material
- All areas shall have uniform slopes between points for which finished grades are indicated on the plans or between such points and existing grades. Grades shall be smoothly rounded at top and toe of slope
- Sub-grade shall be scarified to minimum depth of 75mm to produce an even, loose textured surface free of all stones, roots, branches, etc. larger than 50mm in diameter
- Topsoil shall be loose textured and free of all stones, roots, branches, etc. larger than 50mm in diameter

12.4 Topsoil Requirements

Topsoil shall be a fertile, natural loam, capable of sustaining healthy growth, containing organic matter for clay loams and organic matter for sandy loam.

Topsoil shall be loose and friable, free of subsoil, clay lumps, stones, roots or any other deleterious material greater than 25mm diameter. Topsoil shall be free of all litter and toxic materials that may be harmful to plant growth. Topsoil containing sod clumps, crabgrass, couch grass or other noxious weeds is not acceptable. Topsoil shall not be delivered or placed in a frozen or excessively wet condition.

Where necessary and at the discretion of the Township of Southwold, the Owner shall be required to provide topsoil test recommendations to the Township confirming topsoil type (i.e. percentage of sand, clay and organic content), macro and micronutrient content and pH levels. The Owner shall ensure fertilizers and soil amendments are incorporated into the topsoil in accordance with topsoil test recommendations.

12.5 Landscaping and Tree Planting Plans

Landscaping plans are required for site plan control applications, exemption to this requirement must be requested of and provided by the Township.

Commented [AV6]: Changed to include exemptions for alignment with bill 23, and for smaller developments.

Tree planting plans for the boulevard trees are required for subdivision development applications. At a minimum one tree per street facing lot and two trees per corner lot are to be planted on Township property. Trees shall be of native species, meaning indigenous to Ontario, and have a minimum caliper of 35mm. Consideration of native tree species that benefit pollinators in the tree planting plan is encouraged. Use of coniferous trees within the road allowance is prohibited unless written permission is obtained from the Township.

Commented [AV7]: Added minimum plantings per lot, minimum caliper sizing, native species only and pollinator friendly consideration (Township Strategic Policy). Coniferous tree prohibited, due to commonly causing sightline issues when in boulevard/beside driveways

All landscape and tree planting and preservation plans are to be completed by an Ontario Registered Professional Forester or a member of the Ontario Association of Landscape Architects in good standing.

Commented [AV8]: Added qualifications for planting and landscape plans

12.6 Roundabout/Cul-de-Sac Landscaping

Central islands are to be hard surfaced with stamped concrete for minimal maintenance.

12.7 Stormwater Management Facility Landscaping

All landscaping of the stormwater management facility shall be supplied and installed by the developer in accordance with the approved landscaping plan. Trees, shrubs, ground cover and aquatic plants are to be native species and are to be required as part of a minimal maintenance landscape design.

Commented [AV9]: Changed wording for simplicity/clarity

Any lands conveyed to the Township are to be complete with topsoil with organic material and seed. Seeding all exposed soil surfaces as soon as grading is complete. Seed used in stormwater management facilities shall be Stormwater Pond Native Seed Mixture (OSC

8190) or approved equivalent. Seed shall be hydraulically applied with a bonded fibre matrix and nurse crop of annual rye or oats as per supplier recommendations.

In addition to the above, slopes and a 1.5 metre buffer shall be planted with select native trees and plantings to aid in the establishment of a stable vegetated slope. At a minimum rate of 1 tree/planting per 50 square metres.

12.8 Open Spaces/Parks Landscaping

In passive areas of open spaces and parks, consideration shall be given to planting native wildflowers along proposed fence lines and walking paths. The planting area(s) shall be of sufficient depth and length to support pollinator activity. Planted areas along proposed paths shall feature a 1.2m grass buffer strip from the edge of the path to the wildflowers. The Township reserves the right to review and designate areas for wildflower plantings. Seeding of these areas shall be completed an approved native wildflower mix, installed as per supplier directions.

Where a park or open space is proposed, and has no specified use (ie.

13. STREET LIGHTING

13.0 General

This section describes the standards to be followed for the design of street lighting in the Township of Southwold and is to be used in conjunction with IESNA RP-8-14 Standard Practice for Roadway Lighting and the TAC Guide for Design of Roadway Lighting.

The classification of roadways and their recommended luminance light levels are as per IESNA RP-8-14 and TAC 2006 Guide for the Design of Roadway Lighting.

Recommendations given herein are to be used for the specific cross section of road layout shown. Variations in cross section, road layout or pedestrian conflict levels must be dealt with on an individual design basis and a specific lighting design and associated calculations submitted to the Township for review.

All street lighting design and construction is subject to ESA inspection and approval. All materials used for street lighting in the Township of Southwold must meet CSA specifications.

Energy efficient luminaires (i.e. LED lighting) shall be used in all new developments and roadway installations.

Commented [AV10]: Clarified requirements, support biodiversity/beautification as per Strategic Plan

Commented [AV11]: Strengthened phrasing to accomplish intent

Commented [AV12]: Added to align with Strategic Plan for beautification.

13.1 Township Lighting Policy

It is the policy of the Township that all street and sidewalk lighting design shall be based on ANSI / IESNA RP-8-14 as referred to above.

All lighting designs must be submitted to the Township for review with the necessary back-up material as required. Shop drawings, lighting design data, cross sections, etc. must be provided. Where the City's standard are not applicable, the designer shall submit the appropriate road cross section(s), the proposed road and pedestrian conflict classifications and lighting levels to the City for review. No design shall proceed without the Township's approval of the road and pedestrian conflict classifications.

In an effort to reduce light pollution, the Township requires that street lighting be designed and constructed to limit the amount of light directed towards the sky. This includes limiting both the amount of light used in an area and limiting uplight from luminaires. Since the impact of lighting differs in relative terms depending on the surrounding area, "Lighting Zones" have been developed describing different ambient lighting conditions. The appropriate lighting level restrictions for each "Lighting Zone" are being finalized by IES. Refer to IES RP-33 Outdoor Environmental Lighting.

13.2 Pavement Classification

In general the pavement classification to be used in luminance calculations shall be R3 which represents the average asphalt roadway surface in Ontario. Refer to Section 2.3 of RP-8-14.

13.3 Lighting Design

A photometric plan for exterior lighting shall be prepared by an electrical designer with engineering stamp submitted to the Township for review. Only external works require photometric plans. For site plans and subdivisions, the Township will require a letter from the electrical engineer stating that the proposed lighting design meets the Township's requirements.

Commented [AV13]: clarified requirements, staff can waive the lighting design requirements for small site plans (ie. shop or garage addition)

13.4 Light Trespass

In general, the Township policy is that exterior lighting systems shall be designed such that the vertical illuminance level at property lines within the municipal right-of-way does not exceed a maximum of 3.0 lux for residential and 15 lux for dense urban developments (downtown/commercial) at a height of 1.5m above finished grade along the property line. If this level cannot be achieved approval must be obtained from the Township for a variation.

13.5 Material Specifications

13.5.1 New Development

All new developments shall use either Energy Efficient type cobrahead or decorative style luminaires that are dark sky compliant subject to approval by the Township. All submissions to the Township must have photometric calculations submitted along with approval drawings for external works, and a letter from electrical engineer stating internal design meets Township design requirements.

Developers may submit an alternative decorative style luminaire to the Township for approval to be used throughout a new development. Alternative decorative luminaires need to meet all lighting criteria as described in this section prior to acceptance by the Township. Developer must present a few luminaire alternatives if they are considering an alternative decorative luminaire.

13.5.2 LED Luminaire Specifications

The luminaire shall be of type designed for arm or pedant mount. The luminaire shall be cUL or CSA listed, have a IP 66 classified enclosure, and pass 3G vibration test. The enclosure shall be cast aluminum with integral weather tight LED driver compartments and high performance heat sinks specifically designed for LED lighting applications.

The luminaire shall be of sufficient wattage to meet the minimum applicable requirements needed to meet RP-8-14, equipped with a built-in power driver, and shall be designed for operation on a 120 volt, 60 Hz, and shall operate normally in temperatures from -20 degrees Celsius to 50 degrees Celsius. The correlated color temperature (CCT) shall be 3000K. The Minimum Color Rendering Index (CRI) shall be 65. System efficacy has to be no less than 70 lm/W.

All equipment shall be as specified herein or approved equal.

The luminaire shall contain a surge protection device (SPD) to protect all electrical components from harmful line transient voltage surges as a result of utility line switching, lightning strikes, or other electrical supply system disturbances. The SPD shall meet a 6kV, 3kA surge level and meet application and testing requirements as per ANSI/IEEE C.62.41.2 for Category C-Low operation and ANSI/IEEE C62.45. The SPD shall be mounted such that it is easily accessible and replaceable.

13.5.3 Photo – Electric Controllers

Photo-electric controllers shall be electronic twist lock photo controllers with:

- A filtered (human eye spectral response) silicon light sensor with infrared blocking filter
- MOV surge protection
- Rated for 120 volts
- Load rating: 1000 watts, 1800vA ballast
- Turn on level at 16 lux and turn off at 1.5 times turn on
- Operating temperature range from -40°C to 70°C

Photo-electric controllers must be manufactured using non-hazardous materials. All photo-electrical controllers must meet CSA specifications and are subject to ESA inspection and approval.

13.5.4 Guarantee

The Supplier shall guarantee the entire luminaire against defects of materials and parts, workmanship, and failure to operate properly in service for a period of ten (10) years after date of final delivery or ten (10) years after being placed in service, whichever occurs first. Guarantee shall cover operation of luminaire, luminaire shall be considered defective if any part of the luminaire fail, power driver is not performing correctly, lighting output has decreased by 30% of the initial delivered lumens, or lighting color has changed to outside the specified range.

Upon luminaire failure within the guarantee term, the warranty shall include for complete luminaire replacement (exclusive of labour to remove and re-install) from the manufacturer. Individual component replacements in the field by the supplier (or their agents) will not be permitted.

13.5.5 Identification of Wattage and Labeling

On the housing of the luminaire there shall be an identification means permanently attached to allow for identification of the wattage. The means shall be visible to an observer standing at street level under the installed luminaire and shall be subject to approval at the time the sample is submitted. Identification means shall consist of a black number on a gold colored square.

A label shall be included inside the luminaire. It shall have light output lumens, watts, lumens/watt (Efficacy), color rendering index (CRI), correlated color temperature (CCT) and IESNA LM-79-2008.

13.5.6 Shop Drawing Submission

The following information is to be submitted as part of the shop drawing approval package:

- Nominal line voltage
- Luminaire wattage
- Lamp type and ANSI designation
- Ballast type
- Optical system
- ANSI/IES luminaire classification and distribution type
- Photometric curve or test report number
- Shielding options
- Luminaire shop drawings with options supplied clearly shown
- Photometric calculations for roadway luminaires are to be installed

13.7 Poles

New luminaires are to be placed on existing poles wherever possible. Where no suitable existing pole is available, a new pole compatible with existing poles is to be installed.

For (urban) roadways with barrier curbs having 60 km/hr or less design speed, light poles shall be located a minimum of 1.0 metre behind the back of the curb.

For (rural) roadways (that is, with no curbs) with a design speed of 60km/hr or less the minimum pole setback shall be 3.0 m minimum subject to the guiding principles outlined below.

For rural roadways, poles shall be located behind the ditch on the same side of the street, preferably at common lot lines. Due to the variability that may occur in rural subdivision design, the location of the poles may vary between developments, and will need to follow clear zone requirements in the MTO

roadside safety manual. However, the guiding principles for the pole location shall be;

- No closer than 1.0 m to the property line (frontage)
- In a consistent offset from the property line for each street
- A minimum of 1.0 m behind the top of the ditch
- At a location where the luminaire height is within the manufacturers and/or utility guidelines

For all roadways with design speeds greater than 60 km/hr, pole offsets shall be in accordance with TAC guidelines for clear zone requirements based on roadway design speed.

Light poles shall be located minimum 5 metres offset from large shade trees and minimum 3 metres offset from small ornamental trees.

The recommended light pole heights above ground are provided in the following table.

Roadway Classification	Lanes	Median	Pole Height
Local	2	N/A	7.5 m
Collector	2	N/A	9.1 m
Arterial	2	N/A	9.1 m



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Aaron VanOorspronk, Director of Infrastructure and Development Services

REPORT NO: ENG 2023-21

SUBJECT MATTER: Talbotville WWTP Warranty Work and Upgrades

Recommendation(s):

THAT Report ENG 2023-21 relating to Talbotville WWTP Warranty Work and Upgrades, be received for information; and

THAT Council direct staff to award the quotations received from NewTerra for completing warranty work and upgrades to the Talbotville Wastewater Treatment Plant.

Purpose:

The purpose of this report is for Council to award the proposed works at the Talbotville WWTP, included warranty work and operator requested upgrades to improve the operations of the plant.

Background:

With the increasing flows to the Talbotville Wastewater Treatment Plant, the Townships Operator has had trouble achieving the design treatment capacity. Staff and the Operator made NewTerra aware of the issues, and with collaborative effort have identified areas of required improvements which are summarized below:

Warranty Work (quote attached as Appendix A):

Except for two items all work contained within this quote would be completed under warranty. This work would be completed at NewTerra's cost and would;

- increase the aeration within the system to improve air scour and reduce fouling of the membranes
- make the sludge press operational reducing the need for sludge removal with vac-trucks
- reduce vacuum conditions improving through put in the plant

- Improve the backwash system for routine cleaning of the membranes

Installation of Zeeweed Membranes (quote attached as Appendix B):

This work would involve replacing one of the existing MicroClear membranes with an improved Zeeweed membrane system. During a recent site visit with the plant operators, several concerns were raised regarding the cleaning of the existing membranes. Currently, the operators must manually disassemble the membranes and clean the fouling from them. These labor-intensive cleaning cycles vary based on the rate of fouling and are currently happening more often than what is normally expected of this type of facility. This manual cleaning exposes the staff to sludge/sewage trapped in the membranes, and there are no available showers or cleaning facilities. Additionally, it requires the staff to lift and remove the "cassettes" from their carrier, which can weigh anywhere from 50-80 pounds depending on the extent of retained materials. It should be noted that there is currently a claim being investigated by the operator regarding a potentially sustained injury during the disassembly of the membrane. The Zeeweed membrane has self-cleaning capabilities, where a single staff member can clean the membrane using remote controls in a separated space. The operator has also mentioned, based on their experience, that these membranes have increased performance capabilities in terms of throughput. In light of the operator's concerns and remaining life on the existing asset, the supplier has provided a discount on the Zeeweed membrane of approximately 54%.



Enabling Remote Telemetry (quote attached as Appendix C):

This subscription would enable our operators to access the plant and control its systems remotely. Currently, the operators receive email/text alarms; however, without access to the plant, they cannot diagnose or address the issues without attending the site. By enabling remote access to the plant, operator call-out times will be reduced, saving call-out charges and reducing the workload on the operations staff, who have suggested that frequent site visits have begun to contribute to staff burnout. This capability is a standard feature on the majority of plants, with the capital and maintenance of the system borne by the owner. However, Newterra offers a subscription-based service to provide and maintain the system. Staff investigated the cost to install an independent system, and initial estimates put the installation cost at approximately \$30,000, with a yearly fee of \$1,000.

Financial Implications:

The financial impact of completing the warranty and install the upgrades would be \$108,126.96 plus Net HST. Funding would be sourced from the Talbotville Wastewater Servicing Project. Summary breakdown of costs is listed below.

Proposed Works	Cost (excl. HST)	Recommended/ Optional	Benefits	Risks if Not Completed
Warranty Work	\$4,226.96	Recommended/ Required	Address Plant Deficiencies	Plant Operating at Sub-Design
Membrane Replacement	\$98,900	Optional	Increased through put, reduced maintenance and exposure	Increased maintenance, and staff exposure.
Remote Telemetry	\$5,000 (yearly)	Recommended	Remote access, reduced staff load and after-hours visit attendance	Continued high effort plant operation and after-hours site attendance

Conclusion:

Based on discussions with the supplier and the plants operators, staff would recommend moving forward with the work quoted in order to meet the design capacity of the plant and address some of the operational and safety concerns.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☒ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☒ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety
- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.
- ☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Aaron VanOorspronk, CET.
Director of Infrastructure and
Development Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"

newterra ltd

1291 California Avenue
Brockville ON Canada K6V 5Y6
Phone: 1-800-420-4056



Quotation

Contact:

Mark Harris
(226) 545-0414
MHarris@ocwa.com
Cell:

Quote #: **922011**

Rev: R1

Date: 23-Mar-23

Sales Company: newterra Ltd.
Brad Gaffney

Quote To:

Ontario Clean Water Agency
17 Myrtle St

Prepared By:

Brent McNeil
Ext: 1129
bmcneil@newterra.com

Site

DHP Custom Homes
10051 Talbotville Gore Rd

Aylmer Ontario

Talbotville Ontario Canada

Details

The following proposal is based on our understanding of your requirements.
The scope of work included in this quote is limited to the items described below.
Any additional items that require replacement or additional labour, will be brought to the customer's attention in the form of a change order, to be approved prior to execution.
The following proposal is based on our understanding of your requirements.

newterra to perform the following tasks:

- Replace the 2 filter press filtrate RC 200 series pumps.
- Make repairs to the Sludge Press System, CIP, Aeration upgrades, permeate piping updates and on-site work as required (Covered by Newterra)

Any additional items that require replacement or additional labor, will be brought to the customer's attention in the form of a change order, to be approved prior to execution.

Please note that an additional document with Terms and Conditions have been attached and sent with this corresponding quote. These are the Newterra standard Terms and Conditions. Please sign and return these Terms and Conditions with a relevant PO (emailed soft copy is preferred as well) to be able to proceed in a timely manner.

		Qty	Unit	Price	Tax1	Tax2	Total
1 36973	Pump, Centrifugal RC200AI-300-26566-100-36-3TV6 RC200, 3500 RPM, 3.0 inch Impeller Motor P/N 1269BA: 1 HP 3600 RPM 3Ph 60 HZ TEFC 56C 575v 1.4FLA 1.25SF B FTLS All Iron Pump End Seal Type 26: T.26 EPR/silicon carbide washer/silicon carbide seat mechanical seal Performance: 40 GPM @30'TDH	2	ea	\$1,915.31	13	0	\$3,830.62
2 47202	Polymer, liquid. Pail, 19kg each net. Cationic for MBR dewatering	1	ea	\$396.34	13	0	\$396.34
3 22483	Module 1 Filter Press Repair - Replacement diffusers and end caps - Replacement CV joint boots - Misc. piping for fresh water supply - Shell Gadus S2 V220 high pressure CV joint grease.	1	ea	\$1,769.00	13	0	\$1,769.00

Quote # 922011

		Qty	Unit	Price	Tax1	Tax2	Total
4 22483	Module 2 CIP Upgrade. - Upsized CIP tank - Chlorine and Citric acid eductor injection assemblies - Goulds 1ST series pump. - Variable frequency drive(Goulds pump) - IFM level transmitter - backwash solenoid valve - Misc. electrical components	1	ea	\$13,148.00	13	0	\$13,148.00
5 22483	Module 3 Newterra engineering - In house engineering (approx. 60 hours)	1	ea	\$4,500.00	13	0	\$4,500.00
6 22483	Module 4 Blower re-sheave. - Aeration upgrade - re-sheave the aeration blowers.	1	ea	\$1,050.00	13	0	\$1,050.00
7 22483	Module 5 On-site labor - Provide technicians, lodging and amenities as required for the repair/replacement on the items mentioned above. - Assuming 80 hours onsite. (2 technicians @ 40 hours each)	1	ea	\$7,563.00	13	0	\$7,563.00
8 22483	Module 6 Permaete extraction piping - Re-pipe the permeate discharge piping on the membrane tank to prevent uneven flows between the seperate membrane modules.	1	ea	\$3,020.00	13	0	\$3,020.00
9 22483	Module 6 Electrical Contractor - Electrical contractor requirements for on-site electrical upgrades as required.	1	ea	\$6,750.00	13	0	\$6,750.00
10 22483	Preferred customer pricing. Provide a deduct for modules 1 through 6. Newterra to warranty the items mentioned in these modules.	1	ea	(\$37,800.00)	13	0	(\$37,800.00)

Sub Total : \$4,226.96

Tax 1 : \$549.50

Tax 2 : \$0.00

Total : \$4,776.46**NOTES:****Currency:** CAD**Terms:** Due Net 30 from date of invoice**Delivery:** TBD**Valid For:** Quote is valid for 30 days

Please note: There is a 3% administrative charge applied to all payments processed via credit card.

newterra ltd

1291 California Avenue
Brockville ON Canada K6V 5Y6
Phone: 1-800-420-4056



Quotation

Contact:

Mark Harris
(226) 545-0414
MHarris@ocwa.com
Cell:

Quote #: **922031**

Rev: R1

Date: 24-Mar-23

Sales Company: newterra ltd.
Brad Gaffney

Quote To:

Ontario Clean Water Agency
17 Myrtle St

Aylmer Ontario

Prepared By:

Brent McNeil
Ext: 1129
bmcneil@newterra.com

Site

DHP Custom Homes
10051 Talbotville Gore Rd (site
1603699 - Talbotville
Talbotville Ontario Canada

Details

By accepting the terms of this estimate, Newterra will perform the services as described in this document. Any additional travel, on-site labor or additional parts not covered in this estimate, will incur additional charges.

The Newterra Terms and Conditions have been attached and sent with this correspondence as well. These are the Newterra standard Terms and Conditions. Please sign and return these Terms and Conditions with a relevant PO (emailed soft copy is preferred as well) to be able to proceed in a timely manner.

The following proposal is based on our understanding of your requirements. newterra to perform the following tasks:

Provide costing for membrane upgrade.
Remove MicroClear membranes and replace with ZeeWeed 500S series membranes.

****Due to the physical differences between MicroClear and ZeeWeed membranes, a retro-fit of the internals of the membrane tank for membrane installation, fitment, aeration scouring and permeate extraction will be required.****

Please note that an additional document with Terms and Conditions have been attached and sent with this corresponding quote. These are the Newterra standard Terms and Conditions. Please sign and return these Terms and Conditions with a relevant PO (emailed soft copy is preferred as well) to be able to proceed in a timely manner.

PLEASE NOTE:

****This retro-fit has been quoted a "per each membrane tank". If the entire system is completely updated, some items quoted below will not be required (re-piping of aeration lines, spare 4L bower would not be required)**
Membrane disposal will require a dumpster - This is to be provided by others.

		Qty	Unit	Price	Tax1	Tax2	Total
1 22483	Module 1: Membranes and membrane hardware. (1 membrane tank modification only) Includes: (Quantity 28 of the following items) - ZeeWeed 500S Membranes - Leap (TM) aeration skirt - Aeration downtube - Stainless steel mounting plate	1	ea	\$93,456.00	13	0	\$93,456.00
2 22483	Module 2: Membrane frame upgrades - (1 membrane tank modification only) Includes: (Misc. quantity of items) - Membrane frame adaptor - Membrane mounting clip (Mounting plate to frame adaptor) - Misc. U-bolts, nuts, bolts, washers for hardware connection.	1	ea	\$21,733.00	13	0	\$21,733.00

Quote # 922031

		Qty	Unit	Price	Tax1	Tax2	Total
3 22483	Module 3: Aeration upgrades (1 membrane tank modification only) Includes: - re-piping of B-601 and 602 air supply feed line (different aeration requirements for MicroClear VS. ZeeWeed membranes). B-601 and B-602 will need to be piped seperately to achieve the proper aeration requirements as specified by the membrane manufacturer. - Addition of PSL 602 pressure switch and programming adjustment will be required as well. (Pressure switch monitoring will be required for each blower discharge line will be required) **PLEASE NOTE** As blower discharge re-piping will be required for the 2 different style of membranes, the duty/standby blower option will not be available. It is recommended that a spare Sutobilt 4L blower be purchased in the event a failure occurs so that a blower change out can be performed immediately. **This spare blower can be quoted seperately as requested**	1	ea	\$1,923.00	13	0	\$1,923.00
4 22483	Module 4 and 6: Bubble trap and solenoid. (1 membrane tank modification only) Includes: - Addition of capacitence level switch - Misc. PVC piping and components - Misc. stainless steel piping and components	1	ea	\$1,965.00	13	0	\$1,965.00
5 22483	Module 5: Membrane CIP (Clean in Place) (1 membrane tank modification only) Includes: - Upsized CIP tank - Goulds transfer pump - Endress and Hauser mag flow meter - Chemical duty de-bubbler pump	1	ea	\$1,115.00	13	0	\$1,115.00
6 22483	Module 7: Programming and drawing updates (1 membrane tank modification only) Includes: - PLC/HMI programming - Revised electrical drawings - Revised mechanical drawings	1	ea	\$6,462.00	13	0	\$6,462.00
7 22483	Module 8: Field service/electrical contractor (1 membrane tank modification only) Includes: - Mobilization to and from site - 2 technicians for upto 40 hours each - Accomodations Electrical contractor - 5 days on-site - Mobilization - Misc. items and incedentials - Electrical permitting	1	ea	\$23,916.00	13	0	\$23,916.00
8 22483	Preferred customer discount. Discount from line item 1 for ZeeWeed membranes.	1	ea	(\$50,555.00)	13	0	(\$50,555.00)
9 22483	Preferred customer discount. Line item 5: Membrane CIP (Clean in Place) upgrade covered by Newterra.	1	ea	(\$1,115.00)	13	0	(\$1,115.00)

Quote # 922031

Qty	Unit	Price	Tax1	Tax2	Total
-----	------	-------	------	------	-------

Sub Total :					\$98,900.00
-------------	--	--	--	--	-------------

Tax 1 :					\$12,857.00
---------	--	--	--	--	-------------

Tax 2 :					\$0.00
---------	--	--	--	--	--------

Total :					\$111,757.00
---------	--	--	--	--	--------------

NOTES:

Currency: CAD
Terms: Due Net 30 from date of invoice
Delivery: TBD
Valid For: Quote is valid for 30 days

Please note: There is a 3% administrative charge applied to all payments processed via credit card.

newterra ltd

1291 California Avenue
Brockville ON Canada K6V 5Y6
Phone: 1-800-420-4056



Quotation

Contact:

Mark Harris
(226) 545-0414
MHarris@ocwa.com
Cell:

Quote #: **922824**

Rev: R0

Date: 10-Mar-23

Sales Company: newterra Ltd.
Gerard Cadue

Quote To:

Ontario Clean Water Agency
17 Myrtle St

Aylmer Ontario

Prepared By:

Gerard Cadue
Ext:
gcadue@newterra.com

Site

DHP Custom Homes
10051 Talbotville Gore Rd (site

Talbotville Ontario Canada
N5P 3T2

Details

The following proposal is based on our understanding of your requirements. newterra will provide the parts listed below and perform the following tasks.

Please note that the scope of work included in this quote is limited to the items described below.

- One year Telemetry Service for Project# 1603699

Any additional items that require additional labor, will be brought to the customer's attention in the form of a change order, to be approved prior to execution.

Newterra is unable to initiate action without a purchase order number or signed documentation with authorization to proceed. Please note that an additional document with Terms and Conditions have been attached and sent with the corresponding quote. These are the Newterra standard Terms and Conditions. Please sign and return these T's and C's with a relevant PO (emailed soft copy is preferred as well) to be able to proceed in a timely manner.

		Qty	Unit	Price	Tax1	Tax2	Total
1 36231	eWon Telemetry - Cell Access to System via Internet E-Alarm and datalog functionality Full remote access to the system via eCatcher remote access software and Vijeo Designer Web Gate server software. Client receives an Email and/ or text message on system alarm and remote access to datalogs on system HMI. Service includes one user account (login).	1	ea	\$5,000.00	13	0	\$5,000.00

Sub Total : \$5,000.00

Tax 1 : \$650.00

Tax 2 : \$0.00

Total : \$5,650.00

NOTES:

Currency: CAD

Terms: Due Net 30 from date of invoice

Delivery:

Valid For:

Please note: There is a 3% administrative charge applied to all payments processed via credit card.



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Paul Van Vaerenbergh, Public Works Superintendent

REPORT NO: PW 2023-04

SUBJECT MATTER: Installation of additional luminaires on Talbotville Gore Road

Recommendation(s):

THAT Council direct staff to proceed with installation of five additional luminaires on Talbotville Gore, as set out in this report.

Purpose:

The purpose of this report is to seek Council authorization to proceed to quotation for supply and installation of streetlights.

Background:

As part of the Township's development expansion and sidewalk installations it has been brought to staff's attention that some of sidewalks along yet, undeveloped areas are not illuminated. Sidewalk currently goes along Talbotville Gore to the Enclave entrance at Rea Court.



Financial Implications:

Installation will be paid from the street light reserve budget. Based on past costs, adding streetlights to existing poles is around \$3,000; however, each location will need to be reviewed individually. The streetlight reserve balance at the end 2022 is \$142,402.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☒ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety.
- ☒ Exercising good financial stewardship in the management of Township expenditures and revenues.
- ☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Paul Van Vaerenbergh CRSI.
Public Works Superintendent
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Michele Lant, Director of Corporate Services/Treasurer

REPORT NO: FIN 2023-08

SUBJECT MATTER: 2022 Accrual Budget

Recommendation:

That Council approve the 2022 Accrual Budget as presented for Financial Statement purposes.

Purpose:

To inform Council of the requirements for full accrual accounting under the PSAB rules and to present Council with a full accrual budget for 2022.

Background:

One of the requirements under PSAB accounting rules is to provide a budget with full accrual accounting which is presented on the same basis as the financial statements. The full accrual budget includes items such as amortization of tangible capital assets and excludes items such as reserve allocations. The budget previously passed by Council is necessary as the Township must determine the amount required to be raised from taxation to fund the expenditures, capital purchases, debt payments and reserve allocations for the current fiscal year, net of any other revenues the Township may receive.

Comments/Analysis:

Staff have prepared the 2022 accrual budget which results in a surplus. This surplus is not a cash surplus and is not available for future use. It is important to note that under full accrual accounting, capital grants are recognized as revenues while the cost of capital acquisitions are not recognized as expenses but rather recorded as assets and amortized. The inclusion of capital grants contributes to the surplus under the full accrual budget methodology.

Attached is the 2022 PSAB/Full Accrual Budget. To go from a tax rate budget (or cash budget) to a PSAB full accrual budget there are several steps that must be completed.

1. Remove the capital asset expenditures. Under PSAB, the capital assets are capitalized and amortized rather than expensed.
2. Remove costs in the operating budget that are for tangible capital assets. (Note: We do not have any items to be removed.)
3. Add back any capital projects that are not Township assets. (Note: in previous years we were required to add back the commitment to Port Stanley Arena project.)
4. Add in the amortization expense.
5. Add back the transfer from reserve, reserve funds (use of reserves). Under PSAB, reserves and reserve funds form part of the overall surplus.
6. Remove the transfer to reserve and reserve funds from operating (reserve allocations). Under PSAB, reserves and reserve funds form part of the overall surplus.
7. Add back the change in accrued interest on long term debt. (Note: We do not add back any accrued interest as all long-term liabilities assumed by the municipality are recoverable from user charges, i.e. water debenture charges on tax bills)
8. Remove debt principal, under full accrual accounting repayment of debt principal is paying down a liability but not an expense. (Note: We do not add back any accrued interest as all long-term liabilities assumed by the municipality are recoverable from user charges, i.e. water debenture charges on tax bills)

Financial Implications:

None at this time.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

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- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.

☐ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety

☒ Exercising good financial stewardship in the management of Township expenditures and revenues.

☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Michele Lant, Director of Corporate
Services/Treasurer
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"

2022 Accrual Budget - Consolidated

Account	2021 Approved Budget	2021 Accrual Budget	2022 Approved Budget	2022 Accrual Budget
General Revenue				
Taxation	(\$3,596,265)	(\$3,596,265)	(\$3,879,098)	(\$3,879,098)
Assessment Growth	(\$50,000)	(\$50,000)	(\$100,000)	(\$100,000)
Payments in Lieu of Taxes	(\$1,120,500)	(\$1,120,500)	(\$1,135,100)	(\$1,135,100)
Grants, Donations, Contributions	(\$3,452,070)	(\$3,452,070)	(\$8,618,727)	(\$8,618,727)
Operating Revenue	(\$1,410,581)	(\$1,410,581)	(\$1,963,723)	(\$1,963,723)
Use of Reserves	(\$3,282,375)		(\$3,688,219)	
Total Revenue	(\$12,911,791)	(\$9,629,416)	(\$19,384,867)	(\$15,696,648)
Operating Expenses				
Council	\$111,600	\$111,600	\$112,700	\$112,700
Administration	\$712,400	\$712,400	\$817,860	\$817,860
Municipal Property	\$82,550	\$82,550	\$99,350	\$99,350
Fire Department	\$583,840	\$583,840	\$618,350	\$618,350
Police	\$644,153	\$644,153	\$661,948	\$661,948
Building	\$153,500	\$153,500	\$313,500	\$313,500
Conservation Authority	\$58,571	\$58,571	\$60,462	\$60,462
By-law, Canine, Livestock	\$29,100	\$29,100	\$25,870	\$25,870
Roads	\$1,902,150	\$1,902,150	\$2,135,275	\$2,135,275
Streetlights	\$37,000	\$37,000	\$0	\$0
Waste Management	\$409,000	\$409,000	\$425,125	\$425,125
Cemeteries	\$11,400	\$11,400	\$12,300	\$12,300
Keystone	\$71,250	\$71,250	\$104,500	\$104,500
Parks	\$140,450	\$140,450	\$187,600	\$187,600
Planning	\$68,800	\$68,800	\$304,000	\$304,000
Drainage	\$104,582	\$104,582	\$115,181	\$115,181
Other	\$239,528	\$239,528	\$4,516,000	\$4,516,000
Amortization	\$0	\$1,300,000	\$0	\$1,400,000
Reserve Allocation	\$1,589,500		\$1,603,000	
Capital	\$5,962,417		\$7,271,846	
Total Expenses	\$12,911,791	\$6,659,874	\$19,384,867	\$11,910,021
Net Operating (Revenue)/Expense	\$0	(\$2,969,542)	\$0	(\$3,786,627)



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Michele Lant, Director of Corporate Services/Treasurer

REPORT NO: FIN 2023-09

SUBJECT MATTER: Investment Summary

Recommendation:

THAT Council receive Report FIN 2023-09 Investment Report as of December 31, 2022 for information.

Purpose:

To advise Council on the status of municipal investments as at the 2022 Year End.

Background:

To maximize the return on Township funds, some available funds are invested through CIBC and ONE Investment. These tend to be funds associated with reserves that are not immediately needed.

Comments/Analysis:

Investments are held with CIBC and the ONE Investment, a local government investment pool in which Ontario Municipalities may invest. ONE Investment is an incorporated not-for-profit which was started by Local Authorities Service Limited (a wholly owned subsidiary of the Association of Municipalities of Ontario), together with CHUMS Financing Corporation (a wholly owned subsidiary of the Municipal Finance Officers' Association of Ontario).

Total cost of investments at December 31, 2022 is \$6,656,729 and are held in cash, market funds and bonds.

Purpose	2022	2021	2020
General	\$1,009,160.33	\$990,449.32	\$976,650.23
Water	\$5,482,985.52	\$5,383,870.19	\$5,346,259.12
Sewer	\$87,797.93	\$85,972.99	\$84,293.28
Parkland	\$76,785.95	\$75,600.60	\$74,378.82
Total Cost	\$6,656,729.73	\$6,535,893.10	\$6,481,581.45
Total Market Value	\$6,250,018.30	\$6,558,842.78	\$6,668,229.86

Purpose	2022	2021	2020
Gain (Loss) if Disposed	(\$406,711.43)	\$22,949.68	\$186,648.41

Unlike private entities which are required to record investments at the lower of cost and market, under Public Sector Accounting Standards, municipalities currently record investments at cost. This accounting treatment results in the Township recognizing net investment earnings in our financial statements but not recognizing the change in market value of our portfolio.

Financial Implications:

2022 unaudited net investment earnings total \$121,143.77. Following is a detailed breakdown.

	2022		2021		2020	
CIBC	\$2,630,187.56		\$2,592,558.81		\$2,614,964.69	
Interest	\$50,877.71	1.93%	\$25,899.57	1.00%	\$40,939.73	1.57%
Realized Capital Gain/Loss	\$2,064.55	0.08%	(\$32,947.07)	-1.27%	(\$15,948.46)	-0.61%
Management Fees	(\$15,313.51)	-0.58%	(\$15,358.38)	-0.59%	(\$15,289.76)	-0.58%
Net Earnings	\$37,628.75	1.43%	(\$22,405.88)	-0.86%	\$9,701.51	0.37%
ONE Fund	\$4,026,542.17		3,943,334.29		3,866,616.76	
Interest	\$101,288.93	2.52%	\$94,462.53	2.40%	\$150,891.82	3.90%
Management Fees	(\$17,773.90)	-0.44%	(\$17,745.00)	-0.45%	(\$17,399.78)	-0.45%
Net Earnings	\$83,515.02	2.07%	\$76,717.53	1.95%	\$133,492.04	3.45%
Total CIBC and ONE Fund Earnings	\$121,143.77	1.82%	\$54,311.65	0.83%	\$143,193.55	2.21%

Interest revenue is higher compared to past years, with bank interest rates in January 2022 at 0.45% and December 2022 at 4.34%.

CIBC investments are held in various instruments with majority of the portfolio in short-term investments.

ONE Fund investments are held in several bond instruments, 98% of which are held in the Canadian Corporate Bond Portfolio which are recommended to be held for a minimum of four years.

Staff continually monitor cash flow needs and the ability to invest additional funds. Staff will investigate the movement of CIBC investments to ONE Fund with ONE Fund showing higher returns over past years.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
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- ☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Michele Lant, Director of Corporate
Services/Treasurer
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11th, 2023

PREPARED BY: Corey Pemberton, Director of Building and Community Services

REPORT NO: CBO 2023-05

SUBJECT MATTER: Change to Building Department Policy on Taking Deposits for Building Permits

Recommendation:

THAT Council receives this report as information.

Purpose:

To provide Council with an update of changes to the current Building Department Policy of retaining deposits for building permits.

A change is being made to the current policy for taking and holding of refundable deposits for building permits. The reason for the change is to encourage permit holders, property owners and contractors alike to call for all legally obligated inspections, and to close out permit files thus eliminating liability for the municipality in the future for open permit files.

Background:

It is the legal responsibility of a permit holder or property owner to adhere to the Building Code Act and the Ontario Building Code. The Building Code Act, 1992, as amended, in sentence 10.2(1) reads: "At each stage of construction specified in the building code, the prescribes person shall notify the Chief Building Official or the registered code agency, if any, that the construction is ready to be inspected." All permits issued contain a list of inspections that are required.

The Building Code Act sentence 1.1(6)(a) provides that the Chief Building Official may "establish operational policies for the enforcement of this Act and the building code."

Currently the building department has a policy in place where deposits are charged for the construction permits of new homes. The current User Fees By-Law already has in place a stipulation which states deposits are a minimum of \$2,000 up to a maximum of \$3,500 for lot grading, and damage and security deposits. These deposits are at the discretion of the Chief Building Official.

A review of all permits issued during 2020 and 2021 was completed, to determine the number of permits that were open and where the inspections had not been requested as required.

- 73% of swimming pool fence permits had no inspections requested and permits were still open.
- 50% of residential accessory structure permits did not have all required inspection requested and permits were still open.
- 42% of residential building (dwellings, renovations, additions) permits did not have all required inspection requested and permits were still open.
- 36% of agricultural structure permits did not have all required inspection requested and permits were still open.
- 25% of plumbing permits did not have all required inspection requested and permits were still open.
- 27% of demolition permits did not have all required inspection requested and permits were still open.

Open building permits are a source of liability for a municipality. It is industry best practice to have inspections completed and permits closed in a timely fashion.

Comments/Analysis:

This information will be updated on the Township website so that the public is aware. "Permit holders please be advised, effective May 1, 2023. The Township of Southwold Building Department will be requiring refundable deposits on all building permits issued within the township. The deposits will range in amount dependent on the type of permit, and sometimes the value of that permit. The table below is an example of what these amounts will be. When a permit holder/property owner takes all required action to call for inspections as per the Building Code Act, and when all required documentation has been received by the building department, the permit file will be closed and deposits can be refunded."

Effective May 1, 2023 the building department will be taking deposits as follows:

- \$500 for building permits for decks, sheds and all other permits with construction value under \$10,000 except swimming pools/swimming pool fences

- \$1,000 for demolition permits that do not form part of any other agreement with the Township
- \$2,000 for any permits with construction value over \$10,000 and under \$50,000. (This includes swimming pools/pool fence)
- \$2,000 for any swimming pools/pool fences
- \$3,500 for any permits (other than swimming pools/pool fence) with construction value over \$50,000.

Financial Implications:

None

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

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Respectfully Submitted by:
Corey Pemberton,
Director of Building and
Community Services
"Submitted electronically"

**Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"**



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Corey Pemberton, Director of Building and Community Services

REPORT NO: CBO 2023-06

SUBJECT MATTER: Shedden Open Space Park Fencing and Netting

Recommendation:

THAT Council approve installation of chain link fence and one section of netting at Shedden Open Space Park along Union Road;

Purpose:

To receive direction from Council on how to proceed with the netting and fencing at Shedden Open Space Park.

Background:

During budget deliberations Council directed staff to have a meeting with Shedden Soccer to discuss the fencing and netting request. Staff along with the Mayor met with Shedden Soccer and staff was directed to get updated pricing for the netting and fencing.

Comments/Analysis:

Staff feel we should install the chain link fence as it helps to provide safety to all park users and also helps to discourage parking along Union Road. Shedden Soccer has stated they can provide \$5,000.00 towards fencing and netting. That money would be close to covering the cost of the netting but not the installation.

Financial Implications:

We have received 2 quotes for the chain link fence one from Royal Fence which does not include anything for the netting and one from Ruckus Fence which includes installation of the bases for the netting system from Sportsystems. Staff would install the remainder of the netting system.

Royal Fence	\$31,394.75 plus HST
Ruckus Fence	\$33,879.89 plus HST
Netting cost approx.	\$4,893.00 plus HST

The 2023 budget included \$25,000, with a \$5,000 contribution from Shedden Soccer. While quotes are substantially higher than the budget estimate, staff believe the fence along Union Road should be installed for the safety of park users and to lower potential liability. Additional costs could be funded from the Park Reserve or CIL of Parkland.

Based on discussion with Shedden Soccer, their contribution would be tied to the inclusion of the higher netting behind a soccer field.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

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Respectfully Submitted by:
Corey Pemberton,
Director of Building and
Community Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11th 2023

PREPARED BY: Corey Pemberton, Director of Building and Community Services

REPORT NO: CBO-2023-007

SUBJECT MATTER: Activity Report March 2023

Recommendation(s):

None – For Council Information.

Purpose:

The update Council on monthly activities since last report

Background:

1. **2018/2022 Capital Project Process:**

2018		
Keystone Complex	Budget	Status/Comment
Cabinet door replacement, bar top replacement		Pending installation

2020		
Township Office	Budget	Status/Comment
Municipal Property		
Keystone Complex		
Barrier/Bollards to protect playground and septic system	15000.00	Delivered to be installed spring 2023

Comments/Analysis Building:

See attached permit comparison report Schedule A CBO 2023-04 for comparison report.

Financial Implications: none


Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

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Respectfully Submitted by:
Corey Pemberton,
Director of Building and
Community Services
"Submitted electronically"

Approved by:
Jeff Carswell, CAO/Clerk
"Approved electronically"

 TOWNSHIP OF Southwold				Township of Southwold			
				Permit Comparison Summary			
				Issued For Period January - February			
Current Year to Date				Previous Year to Date			
PERMIT CATEGORY	PERMIT COUNT	FEE	COST OF CONSTRUCTION	PERMIT CATEGORY	PERMIT COUNT	FEE	COST OF CONSTRUCTION
Accessory structures	5	3,571	679,900	Accessory structures	2	691	9,400
Agricultural	1	624	540,000	Agricultural	6	6,006	2,111,969
Change of Use	1	150	-	Change of Use			
Commercial	1	1,500	125,000	Commercial			-
Demolition	4	750	19,900	Demolition	3	450	32,000
Heating		-	-	Heating			-
Industrial Building				Industrial Building			
Institutional Building				Institutional Building	1	5,281	2,757,900
Miscellaneous				Miscellaneous	1	150	1,000
Plumbing	1		10,000	Plumbing	2	300	3,500
Pools	2	300	105,000	Pools	4	300	225,000
Residential Building	9	14,436	4,021,328	Residential Building	38	72,886	21,071,180
Sewage System	6	3,000	147,000	Sewage system	5	1,900	74,000
Signs	2	300	12,000	Signs	-		-
Combined Use		-	-	Combined Use	-		-
TOTAL	32	24,631	5,660,128	TOTAL	62	87,963	26,285,949

Current Year				Previous Year			
TOTAL PERMIT ISSUED		32			62		
TOTAL DWELLING UNITS CREATED		4			33		
TOTAL PERMIT VALUE		5,660,128			26,285,949		
TOTAL PERMIT FEE		24,631			87,963		
TOTAL INSPECTION COMPLETED(YTD)		164			680		

Feb 2022 Compared to Feb 2023							
Current Year				Previous Year			
	PERMIT COUNT	FEE	COST OF CONSTRUCTION		PERMIT COUNT	FEE	COST OF CONSTRUCTION
Accessory structures	2	1,326	145,000	Accessory structures	1	691	1,400
Agricultural				Agricultural	4	2,974	486,969
Change of Use		150		Change of Use			
Commercial				Commercial			
Demolition	1	300		Demolition	1	150	10,000
Heating				Heating			
Industrial Building				Industrial Building		5,281	
Institutional Building				Institutional Building			
Miscellaneous				Miscellaneous	1	150	1,000
Plumbing				Plumbing			
Pools	1	150	90,000	Pools	4	300	225,000
Residential Building	2	760	80,000	Residential Building	13	27,984	7,100,724
Sewage System	1	500	30,000	Sewage System	3	900	49,000
Signs	1	150		Signs			
Combine Use				Combined Use			
TOTAL	8	3,335	345,000	TOTAL	27	38,430	7,874,093



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Jeff Carswell, CAO/Clerk

REPORT NO: CAO 2023-18

SUBJECT MATTER: Activity Report for CAO/Clerk March 2023

Recommendation(s):

None – For Council Information.

Purpose:

To update Council on the CAO/Clerk Activities for March 2023.

Background:

Meetings/Events:

- All Staff meetings (March 15 & 29) & Management Group Meetings (March 8 & 23)
- Family Day Committee
- OCWA re: Talbotville Wastewater Treatment Plant
- Dutton-Dunwich re: Water Supply Agreement
- Amazon/County Economic Development – Update Meeting
- TVDSB Development Charges Briefing
- Community Services and Communications Clerk Position Interviews (March 9)
- Emergency Management – Winter Storm Debrief
- Various Development Proposal meetings
- Strategic Plan Meeting

Strategic Planning Exercise – Staff have met with Aileen Murray to commence the Strategic Planning Exercise. Background information has been supplied and staff are beginning to organize the workshops that are part of the process. We are currently hoping to schedule the workshops the week of May 8th & 15th to maintain the project timeline.

Recruitment/Staffing

The Township is currently at full staff complement, with some summer students starting May 1st and others starting later in the summer when finished school.

The Director of Infrastructure and Development recruitment took place over February/March. Aaron VanOorspronk started March 20th.

For the Community Services and Communications Clerk position, interviews took place March 9th and the successful candidate Brittany Jessome started April 4th.

Staff have been busy completing onboarding and orientation tasks, along with getting the new employees involved in day-to-day operations and projects as quickly as possible.

2023 Budget and Projects – The 2023 budget has been approved. Staff are continuing to plan out and implement the various projects and programs approved in the budget. Staff will be incorporating project status into upcoming reports on a regular basis.

2022 Capital Project Progress:

Project	Budget	Status/Comments
Firewalls - Fire Stations	\$2,200	Ongoing
Offsite Backup	\$3,000	Completed
Online Meeting Equipment	\$15,000	Extensive Changes on hold – current setup appears to be working well
Phone System Upgrade/Replacement VOIP	\$15,000	Quotes and options have been obtained – reviewing with IT Support, planning for a February/March implementation Ordered – in progress with IT Contractor
Server Replacement	\$15,000	Ordered, Delivered – IT Contractor proceeding with configuration
Branding and Marketing	\$15,000	Full brand roll-out continues.
IT Penetration/Security Testing	\$10,000	Being reviewed by IT contractor
Scanning Oversized Documents (carry forward from 2020)	\$5,000	Ongoing

Financial Implications:

None.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
- ☐ Providing improved transportation and a strong commitment to asset management with a goal of maintaining the Township's infrastructure in the promotion of public safety
- ☐ Exercising good financial stewardship in the management of Township expenditures and revenues.
- ☒ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Jeff Carswell, CAO/Clerk
"Submitted electronically"



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Jeff Carswell, CAO/Clerk

REPORT NO: CAO 2023-19

SUBJECT MATTER: Updated Health and Safety Policies

Recommendation:

That Council adopt the following updated policies:

HS-01-01 Health and Safety Policy Statement

HS-01-02 Workplace Violence Policy

HS-01-03 Workplace Harassment Policy

Purpose:

To seek Council approval for three core Health & Safety Policies required under the Occupational Health and Safety Act (OHSA).

Background:

The Township's current Health & Safety Program policies are dated and require updating. The Township has not been as vigilant as required to continually monitor, review and update the policies and programs as is required by the OHSA. As reported previously, staff is embarking on a comprehensive update to the Health & Safety Program to ensure the Township is compliant with legislation and ensuring all reasonable steps are being taken to ensure employee safety.

Comments/Analysis:

While reviewing the Township's current Health & Safety Program it was determined that it needed a comprehensive update in all areas. To commence with this process, it made sense to begin with reviewing, updating and obtaining Council approval on three key policies required under the OHSA. These policies are mandatory and form the basis for the programs that need to be in place. These policies are high level, corporate statements that are endorsed by the most senior leadership in the organization. Municipalities are structured differently than regular companies, so Council approval of these policies is preferred. While there is some similarity between the CAO position and CEO and/or president, in the municipal sector, Council approval of these policies is typically put in place. An annual review and reporting are also an important process for

Council to execute it's role to ensure that administrative policies, practices and procedures and controllership policies, practices and procedures are in place to implement the decisions of council.

The updated policies are attached for Council review. The policies are structured so that the CAO and Directors are delegated responsibility to ensure the necessary programs are in place. The programs will consist of various policies, procedures, guidelines, forms, training, education, reporting and other activities to implement the policies. After policy approval, which is the top or starting point for the program, staff will work through all required program elements. Depending on resources available, this will take some time, but having the policies and a plan to complete this work is the first step to making progress to improve the Township's Health & Safety Program.

Financial Implications:

None.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
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- ☐ Promoting public engagement, transparent government, and strong communications with all members of the community across various mediums for the strengthening of civic participation.

Respectfully Submitted by:
Jeff Carswell, CAO/Clerk
"Submitted electronically"



Township of Southwold Health and Safety Policy and Procedure Manual

Title: Health and Safety Policy Statement	
Number: HS-01-01	Type: Policy
Effective Date: 2008-06-10	Last Review Date: 2023-04-11
Approval: Council, Resolution	Review Frequency: Annually
Applies to: All Employees	
Required by: OHSA Section 25(2)(j)	

Purpose:

To provide a Health and Safety Policy Statement as required by the Occupational Health and Safety Act, Section 25(2)(j) and to ensure that policy is reviewed at least annually.

Definitions:

None

Application:

This policy applies to all Employees of the Township of Southwold which includes but is not limited to regular, temporary and contract employees. This policy also applies to volunteers, students, and interns. For the purpose of this policy, collectively these classifications will be called "Employees". This policy also applies to elected officials. Individuals conducting business with the Township of Southwold and employees of contractors or other organizations providing services to the Township are also expected to work in compliance with this policy, as directed by Staff.

Policy:

All Township of Southwold Councillors, employees, volunteers, service partners and contractors hold a shared responsibility to create and maintain a healthy workplace culture by acting in compliance with this policy and any applicable laws.

The Township of Southwold believes in creating and maintaining a workplace culture dedicated to achieving the goal of zero workplace injuries and illnesses to help ensure a healthy, safe, and prosperous community. The Township, as an employer, is committed to promoting and protecting the physical and mental health of all employees.

With the support of Township Council, the CAO and Directors are delegated responsibility to continuously improve our healthy workplace culture by:

- maintaining a comprehensive Health and Safety Program that complies with the Occupational Health and Safety Act and other relevant legislation;
- setting ambitious shared targets and goals for improved health, safety, wellness, and return to work programs;
- learning from our own and other organizations' experiences; and,
- implementing innovative leading practices in health, safety, wellness, and return to work.

Managers and supervisors across the corporation are accountable for the health, safety and wellness of employees under their supervision. They must ensure:

- all workplace hazards are identified, controlled and monitored;
- employees work in compliance with applicable laws, safe work practices and procedures; and,
- all employees are provided with appropriate support, training, resources, tools, and personal protective equipment to safely complete their job.

Employees must protect their own and each other's health, safety, and wellness by reporting hazards, participating in training, working in compliance with the law and following safe work practices and procedures established by the Township of Southwold.

The Township will support all employees in meeting their responsibilities. Together, we will make every effort to provide the resources necessary to create a safe, healthy, and supportive work environment that meets or exceeds all applicable health and safety laws.

Revision History:

Version	Effective Date	Revision Notes
1	2008-06-10	Original Policy
2	2020-04-03	Reviewed by Council
3	2023-04-11	New version, approved by Council

Related Policies:

HS-01-02 Workplace Violence Policy

HS-01-03 Workplace Harassment Policy



Township of Southwold Health and Safety Policy and Procedure Manual

Title: Violence in the Workplace Policy	
Number: HS-01-02	Type: Policy
Effective Date: 2008-06-10	Last Review Date: 2023-04-11
Approval: Council, Resolution	Review Frequency: Annually
Applies to: All Employees	
Required by: OHSA Section 32.0.1(a)	

Purpose:

To provide a Violence in the Workplace Policy as required by the Occupational Health and Safety Act, Section 32.0.1(a) and to ensure that policy is reviewed at least annually.

The Township of Southwold will be proactive in working with its employees to prevent violence in the workplace by establishing and implementing a comprehensive Workplace Violence prevention program to fulfill the requirements of relevant legislation including the:

- Occupational Health and Safety Act
- Criminal Code of Canada
- Ontario Human Rights Code
- Workplace Safety and Insurance Act

Application:

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all Employees of the Township of Southwold which includes but is not limited to regular, temporary and contract employees. This policy also applies to volunteers, students, and interns. For the purpose of this policy, collectively these classifications will be called "Employees". This policy also applies to elected officials. Members of the general public,

visitors to Township facilities, individuals conducting business with the Township of Southwold and employees of contractors or other organizations providing services to the Township are also expected to refrain from violent behavior towards employees. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

Policy:

The Township of Southwold is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Workplace violence is defined in the OHSA as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns.

The Township of Southwold, as the employer, through delegation to the CAO and Directors will ensure this policy and the supporting program are implemented and maintained. All workers and supervisors will receive appropriate information and instruction on the contents of the policy and program.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Revision History:

Version	Effective Date	Revision Notes
1	2005	RITW Policy (Violence and Harassment)
2	2023-04-11	New version, approved by Council

Related Policies:

HS-01-01 Health and Safety Policy Statement

HS-01-03 Workplace Harassment Policy



Township of Southwold Health and Safety Policy and Procedure Manual

Title: Workplace Harassment Policy	
Number: HS-01-03	Type: Policy
Effective Date: 2008-06-10	Last Review Date: 2023-04-11
Approval: Council, Resolution	Review Frequency: Annually
Applies to: All Employees	
Required by: OHSA Section 32.0.1(1)(b)	

Purpose:

To provide a Workplace Harassment Policy as required by the Occupational Health and Safety Act, Section 32.0.1(1)(b) and to ensure that policy is reviewed at least annually (32.0.1(1)(c)).

The Township of Southwold will be proactive in working with its employees to prevent harassment in the workplace by establishing and implementing a comprehensive Workplace Harassment prevention program to fulfill the requirements of relevant legislation including the:

- Occupational Health and Safety Act
- Criminal Code of Canada
- Ontario Human Rights Code
- Workplace Safety and Insurance Act

This policy defines Workplace Harassment and identifies the responsibilities of Employees and Management.

Application:

This policy applies to all Employees of the Township of Southwold which includes but is not limited to regular, temporary and contract employees. This policy also applies to

volunteers, students, and interns. For the purpose of this policy, collectively these classifications will be called "Employees". This policy also applies to elected officials. Members of the general public, visitors to Township facilities, individuals conducting business with the Township of Southwold and employees of contractors or other organizations providing services to the Township are expected to refrain from harassment towards employees.

Policy:

The Township of Southwold is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, clients, other employers, supervisors, workers and members of the public.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. Workplace sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workers are encouraged to report any incidents of workplace harassment to their supervisor, or other member of management if it involves the supervisor.

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful, and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers, supervisors and workers are expected to adhere to this policy and will be held responsible by the employer for not following it. Workers are not to be penalized

or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

If a worker needs further assistance, they may contact their Union Representative, Health & Safety Representative, Joint Health & Safety Committee, Human Rights Legal Support Centre, or the employee assistance program.

Revision History:

Version	Effective Date	Revision Notes
1	2005	RITW Policy (Violence and Harassment)
2	2023-04-11	New version, approved by Council

Related Policies:

HS-01-01 Health & Safety Policy Statement

HS-01-02 Workplace Violence Policy



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Jeff Carswell, CAO/Clerk

REPORT NO: CAO 2023-20

SUBJECT MATTER: Fingal Office – Additional Office Space Option

Recommendation:

That Council endorse the Fingal Office Renovation/Office Space plans and authorize staff to proceed with detailed design and costing and to report back to Council prior to accepting quotes and moving forward with renovations.

Purpose:

To seek Council endorsement of renovations to the Fingal Municipal Office to address office space constraints.

Background:

The 2023 Budget includes funding for potential renovations to the Fingal Office to address office space constraints. During budget discussions, space constraints were raised, with direction to ensure all options to utilize existing space as fully as possible. Over the last several years there have been some staffing additions and appropriate office space is not available. Staff are doubled up in some offices, offices are being shared and at times staff work from the Council Chambers.

Comments/Analysis:

Staff have considered several options to create additional office space in the Fingal Office. They have included:

Renovate the basement – not recommended due to flooding, limited windows, extensive renovations, not desirable space for staff, not accessible and creating accessibility would be very expensive – could add several office spaces

Convert the two main area offices (currently shared by CAO, Dir of Corp Serv, Dir of Infrastructure) into 3 offices – space is large for 2, but would be small and too narrow

for 3, window locations would have to be moved/adjusted which would be costly – add just one additional office – cost would be relatively high for one office

Utilize space in the Council Chambers – could add three additional offices and still have a reasonably sized Council Chambers

Based on consideration of these options, staff believe utilizing space in the Council Chambers would make the most sense and address current needs. If Public Works space is constructed in the future, it would also free up some space in the office in the future which could push a more significant office addition out for 5 – 10 years.

Three additional offices would provide space for all staff that are currently doubled up and/or sharing space.

Attached are preliminary sketches prepared by the Building Department to illustrate adding 3 offices along the back of the Council Chambers. Basically, the room would split in half with the back half being offices/hallway and the front half near the entrance the Council Chambers/meeting room. While the sketches are preliminary, staff considered things like HVAC, electrical and other matters to keep costs low. Based on historical attendance by the public at Council meetings, there may be the occasional requirement to meet at the Keystone Complex if a large crowd is anticipated.

One of the main concerns with the smaller Council Chambers is incorporating the existing Council desks. As you will see on the sketch, the existing configuration of the Council desks will not fit in the space available. Staff have reviewed this with Mayor Jones and it is believed the desks can be modified and reconfigured to fit the space available. While utilizing tables could be considered, repurposing the existing Council desks would be preferred. There is history associated with the desks, they are well constructed and bring an element of decorum and formality to Council Chambers.

While detailed costs still need to be determined, initial thoughts are costs to modify the desks would be reasonable and should not be an impediment to moving this project forward for costing. The revised configuration will likely be more of a U shape versus the horseshoe, but should still be conducive to Council debate and having the appropriate level of formality for Council.

While exact relocation plans have not been finalized, it is anticipated that two of the offices would be for the Building Department. Based on this, it would be appropriate to use Building Department Reserve funds for approximately 2/3 of the costs. The balance of costs would be from the Fingal Office Reserve which has a balance of \$128,000.

While staff are currently working within the current constraints, this is not a long-term solution to our space constraints. While the four day work week and some work from home options are assisting with maximizing space usage, there has been more office

attendance and in-person meetings taking place in recent months. Having options and flexibility will continue to be an important element to attract and retain staff, but providing appropriate space when at the office is also important.

Financial Implications:

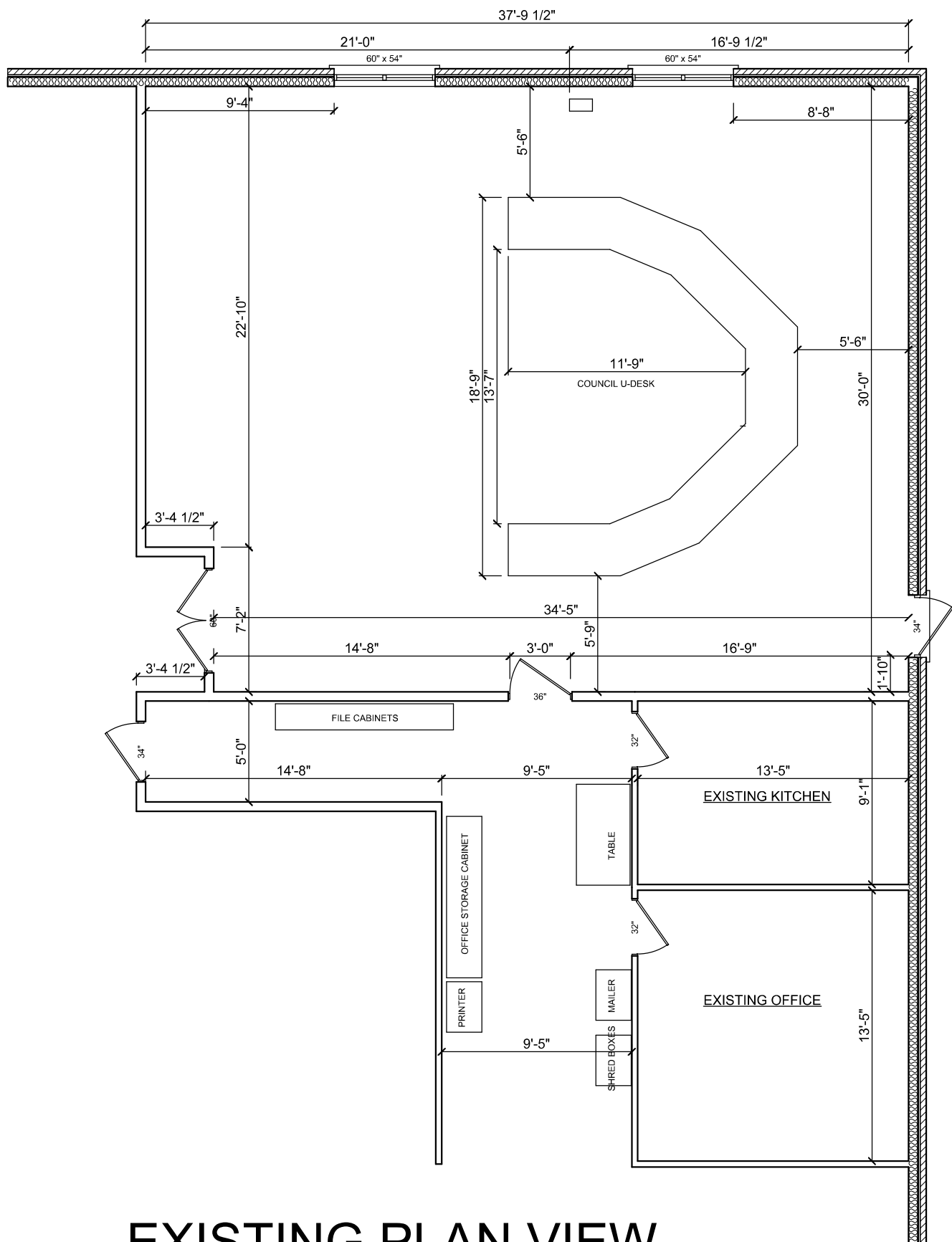
None.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
- ☐ Promoting a healthy, naturally beautiful, and community-oriented municipality by encouraging and supporting involvement of volunteer organizations wishing to provide cultural and recreational activities in the Township of Southwold.
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Respectfully Submitted by:
Jeff Carswell, CAO/Clerk
"Submitted electronically"



EXISTING PLAN VIEW



TOWNSHIP OF SOUTHWOLD

Report to Council

MEETING DATE: April 11, 2023

PREPARED BY: Jeff Carswell, CAO/Clerk

REPORT NO: CAO 2023-21

SUBJECT MATTER: IT Support Agreement – Zouling Technologies

Recommendation:

That Council pass By-law 2023-24 to enter into an agreement with Zouling Technologies Inc. for Technology Maintenance and Support Services.

Purpose:

To seek Council approval of the Technology Maintenance and Support Services Agreement.

Background:

The Township of Southwold, along with Malahide, Dutton-Dunwich and West Elgin have shared in IT maintenance and support for many years. Malahide previously had an employee and provided service to the other municipal partners. In 2022 the employee left Malahide and Zouling Technologies was engaged while the partners determined a course of action. Malahide, being the employer and service provider wished to evaluate whether it would engage an employee or move to contracted IT.

The municipal partners entered into an agreement in 2022 to recognize the shared contracted IT support services and moved forward with a joint RFP for contracted IT services. The RFP process generated significant interest with about 11 bids. The bids were evaluated by the municipal partners with Zouling Technologies being the preferred proponent. Based on the work Zouling was completing in the short-term contract, the municipal partners were confident engaging Zouling for a longer-term contract.

Based on review the engagement agreement, it was determined that each municipality should enter into an agreement with Zouling Technologies.

Comments/Analysis:

Staff have reviewed the agreement and believe it is appropriate and properly reflects the services to be provided. For security reasons, the detailed schedules cannot be provided publicly. While each municipality will have a separate agreement with Zouling Technologies, they are all based on the joint RFP and reflect the municipalities continuing to work together on IT services.

Staff has been very pleased with the service provided by Zouling Technologies over the last several months. They have a very good understanding of the Township's systems and have worked well with staff. Having a contract in place to ensure the regular, ongoing routine maintenance and monitoring is in place, is very important with the ongoing risk associated with cyber attacks. Zouling has also been very responsive to service requests such as new computer setup, account changes, etc.

Financial Implications:

None. The costs are in line with past IT service costs.

Strategic Plan Goals:

The above recommendation helps the Township meet the Strategic Plan Goal of:

- ☐ Promoting residential, agricultural, commercial, and industrial development by ensuring policies and services are in place to support growth in The Township of Southwold.
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Respectfully Submitted by:
Jeff Carswell, CAO/Clerk
"Submitted electronically"



COUNCIL HIGHLIGHTS

TUESDAY,
MARCH 28, 2023

IN THIS ISSUE:

County Tree Commissioner/
Weed Inspector Reports on
Harvesting, Clearing, and Weed
Complaints for 2022

Rowland Emergency Vehicle
Products Inc. selected as the
provider for the County of Elgin's
new ERVs

Ensuring consistent quality care:
Director of Homes & Seniors
Services presented updated
policies for Elgin County Homes

Elgin's Community & Cultural
Services Department sees public
services returning to pre-
pandemic norms

Elgin's Community Improvement
Program supported 14 local
businesses in 2022

Elgin County Council Approves
Elgin's 2023 Budget

COUNTY TREE COMMISSIONER/WEED INSPECTOR REPORTS ON HARVESTING, CLEARING, AND WEED COMPLAINTS FOR 2022

The County Tree Commissioner/Weed Inspector, Jeff Lawrence, presented both his Quarterly Report ending December 2022 and his 2022 Annual Report to Council on March 28, 2023. These reports contain information regarding total applications to harvest, total hectares cleared, and total weed complaints received.

Mr. Lawrence also provided industry news related to the highly destructive insect, Hemlock Wolly Adelgid. In August 2022, the Canadian Food Inspection Agency (CFIA) confirmed the presence of Hemlock Woolly Adelgid in Grafton, Ontario. In response to this finding, the CFIA has imposed restrictions and regulations in an effort to reduce its spread in other identified populations. To learn more about his findings, please access the March 28, 2023, Council Agenda package.





ROWLAND EMERGENCY VEHICLE PRODUCTS INC. SELECTED AS THE PROVIDER FOR THE COUNTY OF ELGIN'S NEW ERVS

The County of Elgin currently has 2 Emergency Response Vehicles (ERVs) in its EMS fleet that are scheduled for replacement. The primary purpose of these vehicles is to provide emergency response services and to support supervisory duties assisting paramedics in daily operations.

The Province of Ontario requires all ERVs to be manufactured in accordance with the current version of the Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard. Accordingly, the County of Elgin issued a Request for Proposal on February 14, 2023, seeking a firm with ERV experience. The Evaluation Committee used a 'Quality Based Selection Process' to select Rowland Emergency Vehicle Products Inc. as the best provider.

On March 28, 2023, County Council authorized the Manager of Procurement & Risk to issue a purchase order for the two new ERVs and declare the existing ERVs as surplus and to be disposed of utilizing the Asset Disposal Policy once the new ERVs are in service.

ENSURING CONSISTENT QUALITY CARE: DIRECTOR OF HOMES & SENIORS SERVICES PRESENTED UPDATED POLICIES FOR ELGIN COUNTY HOMES

Michele Harris, Director of Homes & Seniors Services, provided Council with an overview of its updated Administration, Housekeeping & Laundry, Infection Prevention and Control, Maintenance and Nursing Policy. These departmental policies and procedure manuals help to ensure that there is consistency in the quality of services across all three Homes, Bobier Villa, Elgin Manor & Terrace Lodge.



ELGIN COUNTY'S COMMUNITY & CULTURAL SERVICES DEPARTMENT SEES PUBLIC SERVICES RETURNING TO PRE-PANDEMIC NORMS

Community & Cultural Services Director Brian Masschaele presented County Council with an overview of current services and project updates for the Elgin County Library, Elgin County Museum and Elgin County Archives. After two (2) years of disruptions brought on by Covid-19, public services for Elgin's Libraries, Museum & Archives are returning back to pre-pandemic norms.

Natalie Marlowe, Manager of Library Services, provided an insightful snapshot of the Elgin County Library's overall performance. Emphasis was placed on Library branches across Elgin seeing in-person programming soaring, especially during this year's March Break programming.

This year, the Elgin County Museum will host a collection of several rare bicycles by a local collector, Mr. Rick Wolfe, as part of its exhibit "Cycling: An Unspoken History". Multiple programs are being planned surrounding this exhibit pertaining to the theme of cycling. The Elgin County Archives is well underway on digitizing hard copies of the St. Thomas Times-Journal and its predecessor papers.

For more Community & Cultural Services highlights for 2023, please access the March 28, 2023 Council Agenda.

ELGIN'S COMMUNITY IMPROVEMENT PROGRAM SUPPORTED 14 LOCAL BUSINESSES IN 2022

With the support of its Local Municipal Partners (LMPs), Elgin's Economic Development department continues to see its Community Improvement Plan (CIP) remain popular amongst the business community. This program aims to encourage efficient land use, attract private investment, and coordinate redevelopment activities to promote economic growth, diversification, and sustainability of Elgin's tax base. The CIP offers financial incentives to encourage private investment across the County.

Carolyn Krahn, Manager of Economic Development, Tourism & Strategic Initiatives, shared an overview of the CIP's outcomes for 2022 with County Council. The Elgincentives program approved 14 applications from April to November 2022, resulting in a total investment of \$591,566.77 from private investors and \$80,000 from Elgin.



ELGIN COUNTY COUNCIL APPROVES ELGIN'S 2023 BUDGET

On March 28, 2023, Elgin County Council approved its 2023 operational and capital budget of \$92.6M. For this year, residents can expect a 3.76% increase in the County portion of their municipal property taxes. This share of municipal taxes supports road and bridge maintenance on county roads, paramedic services, community planning, long-term care homes, libraries, and more. Homeowners will see a slight addition of \$23.88 for every \$100,000 of residential property assessment.

2023 Budget Highlights include:

- Continuing with existing services and operations, including a non-union salary increase of 2.5%;
- Enhanced land ambulance services through the implementation of a transport-capable ambulance in the Municipality of Bayham;
- Recognizing the impact of a high rate of inflation, cost-cutting measures and efforts to modernize services are included across service areas; and
- Ongoing investment in transportation and critical infrastructure.

For the complete March 28, 2023, County Council Agenda Package, please visit the Elgin County [website](#).

**Ministry for Seniors
and Accessibility**

Minister

College Park
777 Bay Street
5th Floor
Toronto ON M7A 1S5

**Ministère des Services aux
aînés et de l'Accessibilité**

Ministre

College Park
777, rue Bay
5e étage
Toronto (Ontario) M7A 1S5



March 2023

Dear Mayor, Reeve and Members of Council:

I am writing to invite you to submit a nomination for the 2023 [Ontario Senior of the Year Award](#).

This award gives each municipality the opportunity to honour one of their outstanding local seniors for the contributions they've made to enrich the social, cultural, and civic life of their community.

The deadline for nominations is April 30, 2023.

For more information on how to submit a nomination online, please visit the [Senior of the Year](#) webpage. Once you submit a nomination, a personalized certificate with your nominee's name will be sent to you. I encourage you to present it to your nominee in June in conjunction with Seniors Month.

The Ontario government is always delighted to celebrate Seniors Month with municipalities across the province. Seniors have generously given their time, knowledge and expertise to help build this great province that we all enjoy today. It is important that we take the time to celebrate our older population and their valuable contributions.

If you have any questions about the upcoming 2023 Ontario Senior of the Year Award, please contact Ontario Honours and Awards at OntarioHonoursAndAwards@ontario.ca.

Thank you in advance for your support of local seniors and Seniors Month.

Sincerely,

Raymond Cho
Minister for Seniors and Accessibility



AORS
PROMOTING **KNOWLEDGE**. PURSUING **EXCELLENCE**

March 27, 2023

Dear Heads of Councils and Councillors,

We, the Association of Ontario Road Supervisors (AORS), are writing you on behalf of all our municipal members to raise awareness and solicit your support by objecting to a new fee proposed by Enbridge Gas. Enbridge has announced their intention to implement a new charge to third-party contractors and other utilities for utility locates. Third-party contractors will include Ontario municipalities and contractors working on their behalf. Enbridge Gas will apply a charge of \$200 CAD (plus applicable taxes) per locate request where a field locate is required. The need for municipalities and their contractors to request these locates when doing road construction and maintenance is due to utilities being present in municipal right of ways, which municipalities across the province have allowed at no cost to the utility.

Enbridge has stated that the *Getting Ontario Connected Act* passed into law in April 2022 has resulted in changes to the *Ontario Underground Infrastructure Notification System Act* and has caused Enbridge to make significant investments in associated operational investments. The concern being raised by our members, your public works staff, is that Enbridge will be just the beginning of these additional fees, with other utility companies implementing similar charges. These new charges will have significant impacts on municipal budgets.

As examples of what impacts this announcement might have on municipalities, based on 2022 municipal locate requests alone, it is estimated that this new fee would directly cost the Municipality of Central Huron approximately \$35,000 annually, the City of Belleville approximately \$90,000 annually and the Town of Espanola approximately \$7,300 annually. It is important to note that these are direct costs alone. Any subcontractors working on behalf the municipality requesting locates will be charged this same cost, and these costs will have to be borne by someone – meaning the subcontractors will put this cost back to the municipality. Then there will be the added administrative costs at both ends of the transaction. It is difficult to determine this quickly the true fulsome costs to your budget. This will also add an extra item into tendering projects, as it will create concerns on both sides on who is responsible for these costs.

By Enbridge Gas passing on these locate costs to municipalities, these costs are borne by all ratepayers across the municipality, and not only those who use this utility.

We would like to request your Council consider passing the following resolution:

WHEREAS, Enbridge recently made an announcement of their intention to begin charging third-party contractors and other utilities \$200 CAD (plus applicable taxes) for utility locates where a field locate is required;

AND WHEREAS, third-party contractors include Ontario municipalities;

AND WHEREAS, these locate requests are only required as Ontario municipalities have allowed utilities to use municipal right of ways at no charge to the utilities;

AND WHEREAS, this announcement of new downloaded costs will negatively impact the budgets of Ontario municipalities which are already burdened;

AND WHEREAS, if Enbridge is successful in implementing this new charge, a precedence is set for other utility companies to also begin charging for locates;

THEREFORE IT BE RESOLVED, that the <insert your municipality name> strongly opposes these utility locate costs being downloaded to Ontario municipalities by Enbridge Gas or other utilities;

AND THAT, the Province of Ontario's Ministry of Public and Business Service Delivery make it clear that these costs must be borne by the utilities themselves;

AND THAT, this decision be forwarded to Minister of Public and Business Service Delivery Kaleed Rasheed, Minister of Infrastructure Kinga Surma, Minister of Energy Todd Smith, Premier Doug Ford, <insert your municipality name>'s MPP, the Association of Ontario Road Supervisors and the Association of Municipalities of Ontario.

Furthermore, AORS will be sending your public works senior managers and directors a survey to further investigate the true costs of this proposed fee on your budgets. We ask you to encourage your staff to complete this survey so we can better advocate on your behalf.

If you require additional information, please do not hesitate to contact us.

Sincerely,



John Maheu
Executive Director
johnmaheu@aors.on.ca



Kelly Elliott
Marketing and Communications Specialist
kellyelliott@aors.on.ca

The Township of Southwold Waiving of Facilities Fees Application Form



Township of Southwold
35663 Fingal Line
Fingal, ON N0L 1K0
Phone: 519-769-2010
Fax: 519-769-2837

communications@southwold.ca

Name of Event:			
Optimist Easter Egg Event			
Name of Group or Organization			
Optimist Club of Talbotville			
Primary & Secondary Contact Person		Purpose of Event	
Ruth Quenneville Bill Lethbridge			
Contact Address			Postal Code
Phone # Primary / Secondary		Email / Website:	
Not for Profit # or Charitable Organization Registration #:		Not for profit	
Activity or Event Information			
Fees to be Waived (ie: facility rental)		Optimist Heritage Park, Talbotville	
Date and Times:		April 8, 2023 9:30 - 10:30 am	
Number of People expected:		80-100	Admission Fee: (If applicable)
Will food be served?		No	Will alcohol be served?
			No.

Activity or Event Description

How will your activity or event enhance community services and recreation in the Township of Southwold?
Optimist events bring the community together for fun youth activities as is the Easter Egg Event.

The Township of Southwold Waiving of Facilities Fees Application Form



Township of Southwold

35663 Fingal Line

Fingal, ON N0L 1K0

Phone: 519-769-2010

Fax: 519-769-2837

communications@southwold.ca

Please describe the projected social, cultural, economic and environmental impact that the activity or event will have on the Township and its residents.

We hope that residents of Talbotville will be aware of the benefit of a service club in Talbotville that seeks to improve community social, cultural, and activities for all residents

What will the impact on the activity or event be if the fee is **not** waived?

Negligible. Our Optimist Club is financially stable with funds from Jackpot Time St. Thomas

Are you seeking funding from any other sources (fundraising, grants, sponsorships, etc.)?

Not for this event. This is a giveaway Easter goodies for fun.
(We will be filling out a yearly plan shortly!)

What features will you have in place to ensure that your event is accessible to all residents (residents with disabilities)?

The Park facilities will be used as is April 2023.

Deadline for submission is November 15, for events being held the following year.

The Township of Southwold Waiving of Facilities Fees Application Form



Township of Southwold
35663 Fingal Line
Fingal, ON NOL 1K0
Phone: 519-769-2010
Fax: 519-769-2837

communications@southwold.ca

The Township of Southwold may waive fees to eligible applicants to help offset the fee(s) that would be charged by the Township related to the delivery or presentation of festivals or events which offers an inclusive experience to a wide range of participants.

An approval of waived fees by Council, does not guarantee the availability of a reservation.

Applicants are still required to apply and sign for a park/facility rental agreement, and supply the necessary supporting documentation, such as proof of liability insurance, special occasion permit, and or special event permit.

Council reserves the right to limit the total amount of fees waived annually.

Ineligibility

Some activities are beyond the scope of this program, regardless of their merit. Fees will not be waived for:

- Festivals or events that are similar to those already being provided by the Township
- Festivals or events already funded through other programs or agreements with the Township.
- Damage deposits will not be refunded.
- Non-Township fees or expenses.

Application Checklist

Please submit one hard copy of the following documents with your application for fee reduction / waiver.

- ☐ Copy of Township rental agreement, confirming: Dates/times and location of event, and all fees associated with the event.

Applications can be submitted, in person, fax or mail to:

Township of Southwold,
Attention: Community Services & Communications Clerk
35663 Fingal Line
Fingal, ON NOL 1K0
Fax: 519-769-2837

or by email: communications@southwold.ca

Authorization for Application

On behalf of, and with the authority of, the above-mentioned organization, we certify that the information given in this application for waiving of facilities fees is true, correct and complete in every respect.

Name:	<i>Ruth Quenneville</i>	Title:	<i>Club Secretary</i>
Signature:	<i>A. St. Pierre</i>	Date:	<i>April 6, 2023.</i>



THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

BY-LAW NO. 2023-24

Being a By-law to authorize entering an agreement with Zouling Technologies Inc. for Technology Maintenance and Support Services

WHEREAS Section 20 of the Municipal Act, 2001, R.S.O. 2001, as amended, authorizes a municipality to enter into agreements;

AND WHEREAS the Corporation of the Township of Southwold wishes to engage Technology Maintenance and Support Services from Zouling Technologies Inc.;

NOW THEREFORE the Council of the Corporation of the Township of Southwold enacts as follows

1. THAT Schedule "A" attached hereto and forming part of this By-law, being an agreement with Zouling Technologies Inc. for the supply of Technology Maintenance and Support Services be approved and the Mayor and Clerk be authorized to sign on behalf of the Township.

READ A FIRST AND SECOND TIME, CONSIDERED READ A THIRD TIME AND FINALLY PASSED THIS 11th DAY OF APRIL, 2023.

Mayor
Grant Jones

CAO/Clerk
Jeff Carswell

TECHNOLOGY MAINTENANCE AND SUPPORT SERVICES AGREEMENT

THIS TECHNOLOGY MAINTENANCE AND SUPPORT SERVICES AGREEMENT is made the 1st day of April, 2023

BY & BETWEEN:

ZOULING TECHNOLOGIES INC., a corporation incorporated under the laws of the Province of Ontario, and with its principal office located at 276 Furnival Road, Rodney, Ontario N0L 2C0

(hereinafter the “**Service Provider**”)

OF THE FIRST PART

AND:

TOWNSHIP OF SOUTHWOLD, a municipal corporation incorporated under the laws of Province of Ontario, and with its principal office located at 35663 Fingal Line, Fingal, Ontario, N0L 1K0

(hereinafter the “**Client**”)

OF THE SECOND PART

RECITALS

WHEREAS, the Service Provider is in the business of providing computer hardware and software maintenance and support services, including networking;

AND WHEREAS, the Client, a municipal corporation exercising the powers described in sections 8 and 9 of the *Municipal Act, 2001*, S.O. 2001, c. 25, wishes to contract for the computer hardware, software, and networking maintenance and support services of the Service Provider as part of its ongoing operations;

AND WHEREAS, the parties have agreed on the terms and conditions governing the provision of computer hardware, software, and networking maintenance and support services by the Service Provider to the Client;

NOW THEREFORE, in consideration of the terms and conditions described below and the sum of \$1.00 paid by each party to the other party, the receipt and sufficiency of which is hereby acknowledged, the Service Provider and the Client agree as follows:

1.0 INTERPRETATION

1.1 *Definitions*

In this agreement, unless otherwise stated the following terms shall have the meaning prescribed for each:

“Agreement” means the terms and conditions described herein, and the Schedules incorporated by reference and also includes all subsequent amendments and Change Orders in writing and executed by authorized officials of the Parties;

“Business Day” means any day other than Saturday or Sunday or a statutory holiday so recognized by the province of Ontario;

“Change Order” means the document executed by the Parties confirming their agreement to undertake a change to the Support Services or related matters pursuant to a Change Order Request;

“Change Order Request” means the procedure described in this Agreement for the Parties to consider changes to the Support Services or related matters under this Agreement;

“Client Data” means all information of whatever nature and type and in all formats of the Client and in respect of which the Client has a proprietary interest and is deemed to be Proprietary and Confidential Information of the Client, including (without limitation) information regarding other persons that is collected and maintained by the Client in exercising its powers under the *Municipal Act, 2001*, and other legislation;

“Client Hardware” means the computer equipment of the Client, including (without limitation) all peripherals, attachments, lines and cabling and applicable documentation and all equipment relating to networking, for which the Service Provider is performing Support Services under this Agreement;

“Client Software” means the computer software of the Client, including applicable documentation, for which the Service Provider is providing Support Services under this Agreement;

“Parties” means the Client and the Service Provider, and “Party” means one of them as the context provides;

“Proprietary and Confidential Information” means any confidential or proprietary information, data, materials, and other information of either Party, whether or not marked or otherwise identified as proprietary or confidential;

“Schedules” means the schedules to this Agreement described in Article 2.0;

“Service Provider Data” means all information, of whatever nature and type and in all formats of the Service Provider used to provide the Support Services, and in respect of which the Service

Provider has a proprietary interest. Service Provider Data is deemed to be Proprietary and Confidential Information of the Service Provider;

“Service Provider Software” means those computer programs owned or licensed by the Service Provider, in object code or source code and including microcode not embedded in a circuit element and applicable documentation and media, used by the Service Provider in performing the Support Services;

“Support Services” means the provision by the Service Provider of the computer hardware, software, and networking maintenance and support services to the Client Hardware and Client Software as described in this Agreement; and

“Support Services Standards” means the agreed-to target performance standards of the Service Provider in delivering the Support Services under this Agreement, as they may be changed from time to time by Change Order.

1.2 *Assignment*

This Agreement will be binding on and enure to the benefit of the Parties and their respective successors and permitted assigns. The Service Provider may not assign this Agreement to any other party without the prior written consent of the Client.

1.3 *Currency*

Unless otherwise stated in this Agreement, all dollar amounts shall be Canadian dollars.

1.4 *Accounting Terms*

Unless otherwise stated in this Agreement, all accounting terms shall be interpreted in accordance with Canadian GAAP.

1.5 *Sections, Headings and Contra Proferentum*

The division of this Agreement into Articles, Sections and Paragraphs and the insertion of headings are for convenience of reference only and shall not affect the interpretation or construction of this Agreement. Unless otherwise indicated, any reference in this Agreement to an Article, Section, Paragraph or Schedule refers to the specified Article, Section or Paragraph or Schedule to this Agreement. Each Party acknowledges that it has reviewed and participated in determining the terms and conditions of this Agreement and agree that any rule of construction or doctrine of interpretation, including *contra proferentum*, construing or interpreting any ambiguity against the drafting party shall not apply.

1.6 *Gender and Number*

Unless the context otherwise requires, words importing the singular include the plural and

vice versa, and words importing one gender include the other gender.

1.7 *Time of the Essence*

Time shall be of the essence of this Agreement and of every part hereof and no extension or variation to this Agreement shall operate as a waiver of this provision.

1.8 *Applicable Law*

This Agreement shall be construed, interpreted and enforced in accordance with the laws of the province of Ontario and the applicable federal laws of Canada, without reference to any principles of conflicts of laws. Each Party irrevocably and unconditionally attorns to the exclusive jurisdiction of the competent courts of Ontario.

1.9 *Enurement*

This Agreement shall enure to the benefit of, binding on, and enforceable by the Parties and where the context so permits, their respective heirs, executors, representatives and successors.

1.10 *Amendment*

This Agreement may only be changed by a document in writing signed by both Parties.

1.11 *Waiver*

No waiver of any provision of this Agreement, including waiver of a breach of this Agreement, shall constitute a waiver of any other provision or breach of this Agreement unless expressly provided otherwise. No waiver shall be binding unless executed in writing.

1.12 *Further Assurances*

The Parties shall with reasonable diligence do all things and provide all reasonable assurances as may be required to implement the provisions of this Agreement, and each Party shall provide such further documents or instruments required by the other Party as may be reasonably necessary or desirable to give effect to this Agreement and to carry out its provisions.

1.13 *Invalidity*

Any provision in this Agreement which is held to be illegal or unenforceable shall be ineffective to the extent of such illegality or unenforceability without invalidating the remaining provisions of this Agreement.

1.14 *Entire Agreement*

This Agreement, including the Schedules incorporated by reference and the written requirements and representations of the related Request for Proposal and Proposal, constitutes the entire agreement between the Parties with respect to its subject matter and supersedes all prior or other agreements, understandings, negotiations and discussions, written or oral, between the Parties. There are no conditions, covenants, agreements, representations, warranties or other provisions, express or implied, collateral, statutory or otherwise, except as herein provided.

1.15 *Objective*

In accordance with the Request for Proposal and Proposal, the Parties acknowledge that the central objective of this Agreement is for the Client to retain a qualified I.T. services provider to provide the Support Services, including for internal municipal I.T. projects, either to the Client individually or to the Client and its municipal partners acting jointly.

In the event of any inconsistency or conflict between the provisions of Request for Proposal and this Agreement or Proposal and this Agreement, the provisions of this Agreement shall prevail.

2.0 SCHEDULES

2.1 The Schedules appended to and forming part of this Agreement are described in subsection 2.2. In the event of any inconsistency or conflict between the provisions of a schedule and the terms and conditions of this Agreement, the provisions of the schedule shall prevail.

2.2 The Schedules to this Agreement are as follows:

Schedule A: Client Hardware and Software
Schedule B: Support Services
Schedule C: Support Services Standards
Schedule D: Compensation & Payment
Schedule E: Change Order Process

2.3 The Schedules may be changed from time to time by agreement of the Parties by Change Order.

3.0 APPOINTMENT AND ACCEPTANCE

3.1 The Client appoints the Service Provider, and the Service Provider accepts the appointment on a non-exclusive basis, to perform the Support Services described in **Schedule B** for the Client Hardware and Client Software described in **Schedule A**. The Parties agree that the Support Services, as well as the Client Hardware and Client Software, may be changed from time to time during the term of this Agreement in accordance with the Change Order Process

described in **Schedule E**.

4.0 TERM

- 4.1** This Agreement shall be in effect for a period of twenty-four (24) months from the date first mentioned above on page 1 of this Agreement. This Agreement may be extended or renewed by agreement of the Parties in writing at least sixty (60) days prior to the end of the term. The Service Provider will remind the Client by written notice of the end of term and option for extension or renewal at least one hundred and twenty (120) days prior to the end of the term.

5.0 COMPENSATION AND PAYMENT

- 5.1** As consideration for the Support Services provided under this Agreement, the Client shall pay the Service Provider in accordance with **Schedule D** attached, which compensation is subject to change in accordance with the Change Order Process.
- 5.2** All payments shall be made in Canadian currency. On past due charges and late payments, the Service Provider may impose a late payment charge equal to the lesser of 1.0 percent (1%) per month or the maximum rate permitted by law.
- 5.3** Service Provider, without any further actions or requirements on its part and until all outstanding payments have been made in full by the Client, reserves the right to deny or suspend the Support Services or any other related activity under this Agreement. Termination or denial as a result of failure to pay will: (a) not relieve the Client from the payment of all accrued charges for the Support Services provided, plus interest and all collection fees; (b) be solely attributable to the Client with no liability or responsibility of any loss or damage arising or accruing from such denial or suspension of the Support Services.
- 5.4** The Client shall be responsible for all sales and consumption taxes (including any HST) imposed or levied in respect of the charges paid or payable to the Service Provider, other than any tax on the income of the Service Provider.

6.0 SUPPORT SERVICES STANDARDS

- 6.1** The Service Provider shall perform the Support Services in accordance with the Support Services Standards described in **Schedule C**, as said standards may be changed from time to time in accordance with the Change Order Process.
- 6.2** The Service Provider will have full control over working time, methods, and decision making in relation to provision of the Support Services in accordance with this Agreement. The Service Provider will work autonomously and not at the direction of the Client. However, the Service Provider will be responsive to the reasonable needs and concerns of the Client.

7.0 SERVICE PROVIDER RESPONSIBILITIES

7.1 The Service Provider shall:

- (a) Perform the Support Services conscientiously and lawfully, in accordance with the provisions of this Agreement, including the provisions of the Support Services Schedule and the Support Services Standards Schedule;
- (b) Perform the Support Services in a good and professional manner using qualified and competent Support Services personnel, and in compliance with the Support Services Standards Schedule;
- (c) Complete and submit all reports and other information in accordance with the requirements of the Support Services Standards Schedule;
- (d) Comply with all access and security procedures of the Client of which it has been informed in writing; provided only that if there is any change to such procedures after the date of this Agreement, and for which compliance by the Service Provider causes delay, an increase in costs or other material change to the Support Services or other Service Provider obligations under this Agreement, the Support Services Schedule and Support Services Standards Schedule, as applicable, will be modified accordingly by Change Order;
- (e) Access, receive, use, retain and disclose Client Proprietary and Confidential Information only for the performance of the Support Services, in a secure and confidential manner and in accordance with any reasonable restrictions or other requirements of the Client; and
- (f) Perform the Support Services in a manner consistent with the Client's role as a municipal corporation with responsibilities to protect personal information and other data and information relating to private individuals, and in accordance with all Client requirements and directions based on the Client's statutory responsibilities.

8.0 CLIENT RESPONSIBILITIES

8.1 To enable and support the Service Provider in the provision of the Support Services the Client shall, without limitation:

- (a) Perform those tasks assigned to the Client conscientiously, lawfully, in a timely manner, and in accordance with the provisions of the Support Services Schedule and this Agreement;
- (b) Perform those tasks assigned to the Client in a good and professional manner using qualified and competent personnel;
- (c) Grant the Service Provider access to the Client Hardware, Client Software and operations necessary for the Service Provider to provide the Support Services;

- (d) Comply with all reasonable Service Provider procedures and requirements in the performance of the Support Services, including the reproduction of suspected errors or malfunctions and the provision of all error corrections and maintenance releases;
- (e) Access, receive, use, retain and disclose any Service Provider Proprietary and Confidential Information only for Support Services purposes, in a secure and confidential manner and in accordance with any restrictions or other requirements of the Service Provider;
- (f) Undertake any enhancements to or other changes to Client Hardware and Client Software during the term of this Agreement only in collaboration with the Service Provider. In the event that any such change prevents or otherwise hinders the performance of the Support Services, or any other obligation of the Service Provider under this Agreement, including any performance commitment under the Support Services Standards Schedule, the Service Provider shall not be liable or otherwise responsible for the same and the Client shall be liable for any additional costs incurred by the Service Provider as a consequence thereof; and
- (g) Pay the Service Provider for the Support Services in accordance with the Compensation and Payment provision of this Agreement.

9.0 INDEPENDENT CONTRACTOR

- 9.1** The Parties expressly covenant and agree that the legal relationship between the Parties is that of principal and independent contractor. The Service Provider performs the Support Services as an independent contractor and all personnel utilized by the Service Provider shall be employees, contractors or agents of the Service Provider.

10.0 CHANGE CONTROL

- 10.1** The Change Order procedure set out in Schedule E (Change Order Process) may be initiated by either Party desiring to implement the following changes to the Support Services:
- (a) Additions to, deletions from, or other modifications to the Support Services in the Support Services Schedule;
 - (b) Additions to, deletions from, or other modifications to the performance commitments of the Service Provider set out in the Support Services Standards Schedule; and
 - (c) Any modification, alteration, adjustment, addition, upgrade, attachment, enhancement, or other change to the Client hardware or Client Software that will, or is likely to have, a material impact on the delivery of Support Services by the Service Provider.
- 10.2** Any changes to this Agreement, other than those set out in subsection 10.1, shall be undertaken solely by means of a written amendment to this Agreement.

11.0 REPRESENTATIONS AND WARRANTIES

- 11.1** The Service Provider makes the following representations and warranties to the Client

acknowledging that the Client is relying on each such representation and warranty in connection with the provision of Support Services under this Agreement, and with the further acknowledgment that the Client would not have entered into this Agreement without any of the representations and warranties of the Service Provider.

- (a) The Service Provider represents and warrants to the Client that it is duly incorporated and has the legal authority to enter into this Agreement, provide the Support Services and undertake all other obligations and responsibilities of the Service Provider described hereunder;
- (b) The Service Provider represents and warrants to the Client that this Agreement has been duly authorized by all necessary corporate action by the Service Provider and is a valid and binding obligation of the Service Provider, enforceable against it in accordance with its terms, subject, as to enforcement, to bankruptcy, insolvency and other legislation affecting creditors' rights generally;
- (c) The Service Provider represents and warrants to the Client that the execution and performance of this Agreement does not and will not cause any default or other contravention of any other agreement or instrument to which the Service Provider is a party;
- (d) The Service Provider represents and warrants to the Client that there are no actions, suits or other proceedings against the Service Provider, or to the Service Provider's knowledge threatened or pending against the Service Provider, or any of its assets, that in the reasonable opinion of the Service Provider may have a material adverse effect on its financial condition or business;
- (e) The Service Provider represents and warrants to the Client that the Service Provider shall comply with all applicable laws, statutes, ordinances, by-laws and regulations (collectively, "legislation") of all applicable governmental authorities.

11.2 The Client makes the following representations and warranties to the Service Provider acknowledging that the Service Provider is relying on each such representation and warranty in connection with the provision of Support Services under this Agreement, and with the further acknowledgment that the Service Provider would not have entered into this Agreement without any of the representations and warranties of the Client.

- (a) The Client represents and warrants to the Service Provider that the Client is duly incorporated and has the legal authority to enter into this Agreement, and undertake all obligations and responsibilities of the Client described hereunder;
- (b) The Client represents and warrants to the Service Provider that this Agreement has been duly authorized by all necessary corporate action by the Client and is a valid and binding obligation of the Client, enforceable against it in accordance with its terms, subject, as to enforcement, to bankruptcy, insolvency and other legislation affecting

creditors' rights generally;

- (c) The Client represents and warrants to the Service Provider that the execution and performance of this Agreement does not and will not cause any default or other contravention of any other agreement or instrument to which the Client is a party;
- (d) The Client represents and warrants to the Service Provider that there are no actions, suits or other proceedings against the Client, or to the Client's knowledge threatened or pending against the Client, or any of its assets, that in the reasonable opinion of the Client may have a material adverse effect on its financial condition or business;
- (e) The Client represents and warrants to the Service Provider that the Client shall perform, or cause to be performed, the obligations and responsibilities of the Client under this Agreement honestly, in good faith, exercising reasonable skill, care and diligence, using personnel having a level of competence commensurate with the requirements, in accordance with the terms and conditions of this Agreement; and
- (f) The Client represents and warrants to the Service Provider that the Client shall comply with all applicable laws, statutes, ordinances, by-laws and regulations (collectively, "legislation") of all applicable governmental authorities.

11.3 EXCEPT AS EXPRESSLY STATED IN THIS ARTICLE 11.0, ALL REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE HEREBY EXCLUDED. THE PARTIES DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LIABILITY OF ONE PARTY TO THE OTHER PARTY IS SOLELY THAT PROVIDED FOR ELSEWHERE IN THIS AGREEMENT.

12.0 RELATIONSHIP MANAGEMENT

12.1 The Parties acknowledge that cooperation is essential to the successful delivery of the Support Services and compliance with all other requirements of this Agreement. The Parties agree to each appoint a person the primary representative of the Party for the administration and other matters relative to the provision of Support Services, and use mutually agreed processes and forms to report progress and to identify, track and resolve problems. Unless otherwise provided for in the Support Services Schedule, the standard processes and forms of the Service Provider will be utilized. Each Party may rely on the authority of the other Party's representative provided that neither person shall have the authority to amend or modify this Agreement.

13.0 CONFIDENTIALITY OF CLIENT DATA

13.1 The Service Provider acknowledges that Client Data is Proprietary and Confidential Information of the Client, and is sensitive in nature as the information of a public organization and municipal government, and must be protected from unauthorized use or disclosure. The Service

Provider shall use all reasonable means to keep Client Data to which it has access confidential. The Service Provider shall not access, use or disclose Client Data, other than to provide the Support Services.

13.2 More specifically, in fulfilment of its obligation to maintain the confidentiality of Client Data, the Service Provider shall:

- (a) Implement written policies, standards, and procedures reflective of the Service Provider's obligations in regard to confidentiality;
- (b) Restrict access to Client Data to Service Provider personnel, including agents and subcontractor personnel who require access to perform the Support Services; and
- (c) Ensure that Service Provider personnel, including agents and subcontractor personnel, requiring access to Client Data have received any required security clearance and agreed, in writing, to abide by the confidentiality requirements of the Service Provider in the treatment of Client Data.

13.3 Notwithstanding the above, the Service Provider shall not be responsible or otherwise liable for any wrongful access to, use or disclosure of Client Data:

- (a) Caused by any act or omission of the Client;
- (b) already in the public domain due past publication on a public medium such as a newspaper of record or media outlet; or
- (c) Required by law to be disclosed. The Service Provider shall give the Client prompt notification of such requirement for disclosure and permit the Client to undertake any appeal procedures to maintain the confidentiality of Client Data.

14.0 CONFIDENTIALITY OF SERVICE PROVIDER DATA

14.1 The Client acknowledges that Service Provider Data is Proprietary and Confidential Information of the Service Provider and must be protected from unauthorized use or disclosure. The Client shall use all reasonable means to keep Service Provider Data to which it has access confidential. The Client shall not access, use or disclose Service Provider Data, other than as required for the provision of Support Services by the Service Provider.

14.2 More specifically, in fulfilment of its obligation to maintain the confidentiality of Service Provider Data, the Client shall:

- (a) Implement written policies, standards, and procedures reflective of the Client's obligations in regard to confidentiality;
- (b) Restrict access to Service Provider Data to Client personnel, including agents and subcontractor personnel, who require access in the performance of the Support Services; and
- (c) Ensure that Client personnel, including agents and subcontractor personnel, requiring access to Service Provider Data have received any required security clearance and

agreed, in writing, to abide by the confidentiality requirements of the Client in the treatment of Service Provider Data.

14.3 Notwithstanding the above, the Client shall not be responsible or otherwise liable for any wrongful access to, use or disclosure of Service Provider Data:

- (a) Caused, in whole or in part, by any act or omission of the Service Provider;
- (b) Determined to be in the public domain; or
- (c) Required by law to be disclosed, including (without limitation) the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56. The Client shall give the Service Provider prompt notification of such requirement for disclosure, and permit the Service Provider to undertake any legally available appeal procedures to maintain the confidentiality of Service Provider Data.

15.0 LIABILITY

15.1 The liability of the Service Provider to the Client or any third party whatsoever, for any breach of this Agreement, regardless of the basis of the claim and whether such damage was foreseeable, including, without limitation, any claim in tort (including negligence) or of fundamental breach of contract, or otherwise (including any loss or damage caused due to hacking), shall be direct damages only. In no event shall the Service Provider be liable for indirect, incidental, special or consequential damages, or exemplary, aggravated or punitive damages, or damages for loss profits or revenues of the Client or any loss of use relating to the Support Services or any breach of this Agreement, even if it has been informed of the possibility thereof. For greater certainty, nothing in this section alters or increases the indemnities provided for in section 17.0 of this Agreement.

16.0 TERMINATION

16.1 Termination for Cause

- (a) In the event that either Party commits a breach of one or more of its material duties or obligations under this Agreement (“Material Breach”), which Material Breach shall not have been cured within fifteen (15) Business Days from notice in writing advising of said Material Breach (“Cure Period”), the Party not in breach may terminate this Agreement, forthwith, for cause, by giving written notice to the Party in Material Breach.
- (b) Without limiting the generality of the foregoing, each of the following specific events shall be deemed to be a Material Breach by the Service Provider granting the Client the right to terminate this Agreement pursuant to subsection 16.1(a):
 - (i) The Service Provider is adjudged bankrupt, commits or threatens to commit an act of bankruptcy, makes a general assignment for the benefit of its creditors, becomes insolvent, or otherwise commences action for its winding up, reorganization, liquidation, or dissolution under any applicable law; or
 - (ii) The Service Provider is in breach of the Confidentiality of Client Data

- provision of this Agreement.
- (iii) Service Provider fails to respond in reasonably timely manner to service requests from the Client.
- (c) Without limiting the generality of the foregoing, each of the following specific events shall be deemed to be a Material Breach by the Client granting the Service Provider the right to terminate this Agreement pursuant to subsection 16.1(a):
- (i) Client is adjudged bankrupt, commits or threatens to commit an act of bankruptcy, makes a general assignment for the benefit of its creditors, becomes insolvent, or otherwise commences action for its winding up, reorganization, liquidation, or dissolution under any applicable law;
 - (ii) Client is in breach of the Confidentiality of Service Provider Data of this Agreement; or
 - (iii) Client fails, without valid cause, to pay any amount owing to the Service Provider under this Agreement following written notice by the Service Provider to that effect under subsection 16.1(a), and failure to make payment before expiration of the Cure Period.
- (d) Upon termination of this Agreement for Material Breach all responsibilities and liabilities of the Parties to each other shall cease on the specified date of termination, except only for damages that may be assessed against the Party in Material Breach.

16.2 Termination without Cause

The Service Provider may terminate this Agreement without any cause or reason but only by providing the Client with thirty (30) Business Days written notice.

17.0 INDEMNITIES

17.1 Service Provider Indemnification

- (a) The Service Provider shall indemnify, defend, and hold harmless the Client and its servants, agents, successors, and assigns from any and all losses arising from or in connection with any claims of infringement made against the Client for any patent, copyright, trade-mark, service mark, trade name, or other proprietary rights in regard to Service Provider Software, Service Provider Data, or any other products or materials provided by the Service Provider in the performance of Support Services, or otherwise under this Agreement.
- (b) The Service Provider shall indemnify, defend, and hold harmless the Client, its servants, agents, successors and assigns from and against any and all losses arising from or in connection with claims made by third parties against the Client arising out of any acts or omissions of the Service Provider in the performance of Support Services or the observance of its obligations under this Agreement.

17.2 *Client Indemnification*

- (a) The Client shall indemnify, defend, and hold harmless the Service Provider, its servants, agents, successors and assigns from and against any and all losses arising from or in connection claims of infringement made against the Service Provider for any patent, copyright, trade-mark, service mark, trade name, or other proprietary rights in regard to Client Hardware, Client Software, Client Data, or any other products or materials of the Client used in performance of the Support Services, or otherwise under this Agreement.
- (b) The Client shall indemnify, defend, and hold harmless the Service Provider, its servants, agents, successors and assigns from and against any and all losses arising from or in connection with claims made by third parties against the Service Provider arising out of any acts or omissions of the Client in the performance of the Support Services or the observance of its obligations under this Agreement.

17.3 *Exclusive Remedy*

The indemnities described in this section 17.0 are the exclusive indemnities provided by each Party to the other under this Agreement. The indemnities shall not apply unless the Party against whom the claims are made provides the indemnifying Party with prompt written notice of such claim, grants the indemnifying Party authority to defend or settle the claim and provides all reasonable assistance to the indemnifying Party in defending or settling the claim.

18.0 INSURANCE

18.1 The Service Provider shall obtain and maintain the following insurance coverage during the term of this Agreement, naming the Client as an additional insured, with limits not less than those prescribed:

- (i) Professional liability and cybersecurity insurance with limits of not less than Two Million Canadian Dollars (\$2,000,000.00);
- (ii) Automotive or motor vehicle liability insurance with limits of not less than Two Million Canadian Dollars (\$2,000,000.00); and
- (iii) Comprehensive General Liability Insurance with limits of not less than Five Million Canadian Dollars (\$5,000,000.00).

18.2 The Service Provider shall provide proof of insurance following execution of this Agreement and also at the reasonable request of the Client during the term of the agreement.

19.0 GENERAL

19.1 Notices

All notices to be given under this Agreement shall be in writing and either hand delivered or sent by registered mail to the address and contact official of the other Party set out below. If by registered mail, any such notice shall be deemed to have been received on the fifth (5th) Business Day after mailing, and if hand delivered, on the date of delivery. Notice may also be provided by means of electronic mail and if delivered by electronic mail, it should be deemed received on the first (1st) Business Day the electronic mail arrives in the recipient's electronic mail in-box, provided only that the Party sending the message has not received any automatic reply indicating that the notice has not been delivered to the recipient.

Client address and contact official:

Jeff Carswell, cao@southwold.ca, 519.769.2010
35663 Fingal Line, Fingal, Ontario, N0L 1K0

Service Provider address and contact official:

Dan Balint, dan@zouling.ca, 226.688.7839
276 Furnival Road, Rodney, Ontario N0L2C0

Either Party may change its address or contact official by written notice to the other Party given in the manner set out above.

19.2 Force Majeure

Neither Party will be responsible or liable in any way for failure or delay in performing its obligations under this Agreement during any period in which such performance is prevented or hindered by conditions beyond its reasonable control ("force majeure"). During such period each Party's obligations, to the extent that they are affected by the event of force majeure, will be suspended and commensurately extended until such time as performance is no longer prevented or hindered; provided that if such period extends for more than forty (40) Business Days, either Party may thereafter terminate this Agreement without any obligation or liability to the other Party for the same.

19.3 Advertising

Neither Party shall, without the prior express written consent of the other Party in each instance, which consent will not be unreasonably withheld, carry out or arrange for any press release, advertisement or promotion of any kind or nature whatsoever, whether in writing or orally, which involves the use of, or contains any reference to any trade or service mark, trade or service name, or logo of the other Party.

19.4 *Survival*

Those provisions of this Agreement which, by their terms, are intended to survive, or which must survive in order to give effect to continuing obligations of the Parties, shall survive the termination of this Agreement.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date first written above.

ZOULING TECHNOLOGIES INC.

By:

Name: Daniel Balint

Title: President

TOWNSHIP OF SOUTHWOLD

By: _____

Name (Print or type): Grant Jones

Title: Mayor

By: _____

Name (Print or type): Jeff Carswell

Title: CAO/Clerk

Municipality of
BAYHAM

A: P.O. Box 160, 56169 Heritage Line
Stratfordville, ON N0J 1Y0

T: 519-866-5521

F: 519-866-3884

E: bayham@bayham.on.ca

W: www.bayham.on.ca



March 28, 2023

Premier of Ontario
Legislative Building
Queen's Park
Toronto ON M7A 1A1

Via email: premier@ontario.ca

Re: Bill 5 – Stopping Harassment and Abuse by Local Leaders Act

Please be advised that the Council of The Corporation of the Municipality of Bayham passed the following resolution at its March 16, 2023 meeting:

Moved by: Deputy Mayor Weisler
Seconded by: Councillor Chilcott

WHEREAS all persons employed in Ontario should be guaranteed to work in an environment free of workplace violence and harassment;

AND WHEREAS Ontario municipalities are required to have Workplace Violence and Harassment Policy for municipal staff, and Codes of Conduct for Municipal Councillors and Committee and Board members;

AND WHEREAS Bill 5 is entitled the “Stopping Harassment and Abuse by Local Leaders Act”, which received First Reading in August 2022;

AND WHEREAS Bill 5 proposes a requirement for the code of conduct for municipal Councillors and members of local boards to include a requirement to comply with workplace violence and harassment policies and permit municipalities and local boards to direct the Integrity Commissioner to apply to the court to vacate a member’s seat if the Commissioner’s inquiry determines that the member has contravened this requirement;

THEREFORE BE IT RESOLVED THAT the Council of the Municipality of Bayham expresses its support for Bill 5 – Stopping Harassment and Abuse by Local Leaders Act;

AND FURTHER THAT this resolution be circulated to the Honourable Doug Ford, Premier of Ontario; the Honourable Steve Clark, Minister of Municipal Affairs and Housing; Rob Flack, Elgin-Middlesex-London Member of Provincial Parliament (MPP); and, all Elgin County municipal partners.

Should you have any questions, please contact the undersigned.

Regards,

A handwritten signature in blue ink, appearing to read 'Meagan Elliott', with a stylized flourish at the end.

Meagan Elliott
Deputy Clerk
melliott@bayham.on.ca

cc. Steve Clark, Minister of Municipal Affairs and Housing
Rob Flack, MPP, Elgin-Middlesex
Municipality of West Elgin
Municipality of Dutton Dunwich
Township of Southwold
Municipality of Central Elgin
Town of Aylmer
Township of Malahide
County of Elgin



Kettle Creek
Conservation Authority

PROGRESS REPORT

APRIL 1, 2023

TRANSITION PLAN

- The Transition Plan was approved by KCCA's Board of Directors at the November 24, 2021 Full Authority meeting.
- The Transition plan was circulated to member municipalities on November 26, 2021.
- The Transition plan was circulated to the Minister on December 2, 2021.
- The Transition plan is posted to KCCA's website:
<https://www.kettlecreekconservation.on.ca/governance/>

INVENTORY OF PROGRAMS AND SERVICES

- The draft Inventory of Programs and Services was approved for circulation to member municipalities for comment by KCCA's Board of Directors at the January 19, 2022 Full Authority meeting.
- The Inventory of Programs and Services was approved by KCCA's Board of Directors at the February 9, 2022 Full Authority meeting.
- The Inventory was circulated to member municipalities on February 16, 2022.
- The Inventory was circulated to the Minister on February 16, 2022.
- The Inventory is posted to KCCA's website:
<https://www.kettlecreekconservation.on.ca/governance/>
- Based on feedback from MECP, minor edits were made to the Inventory of Programs and Services for the July 1, 2022 Progress Report. No further changes have been made to the Inventory since that date.

CONSULTATION WITH MEMBER MUNICIPALITIES

- Staff provided a presentation to municipal staff from St. Thomas, Thames Centre, Malahide, Southwold and Central Elgin on January 11, 2022 to review the *Conservation Authorities Act* amendments and initial categorization of KCCA's programs and services.
- Feedback received to date on KCCA's Inventory of Programs and Services:
 - Middlesex Centre (January 26, 2022)
No concerns. Observed a shift in funding allocation from provincial to municipal levy in category 1 programming relative to flood forecasting. Clarification was provided that this shift was a result of the provincial transfer payment being cut from \$119,652 to \$61,770 in 2019.
 - Central Elgin (January 31, 2022)
No concerns with the categorization of KCCA programs and services.
 - Southwold (January 31, 2022)
No concerns with the categorization of KCCA programs and services. Seeking consistency where possible amongst its CAs for MOU terms and fee structure. Interested in discussions on additional services KCCA could provide.
 - Thames Centre (February 3, 2022)
No concerns with the categorization of KCCA programs and services.

- Malahide (February 3, 2022)
No concerns with the categorization of KCCA programs and services. Suggested expanded detail to note where specific monitoring stations are located. Requested information was provided to the municipality.
- St. Thomas (February 3, 2022)
No concerns with the categorization of KCCA programs and services. Staff indicated support for the two Category 3 programs requiring an agreement (tree planting and watershed monitoring).
- City of London (April 29, 2022)
Clarification sought on costs for new mandatory programs/services, whether the costs provided reflect total gross costs or London's apportioned share, and if costs include depreciation.
- Staff distributed the July 1, 2022 Progress Report and the updated Inventory of Programs and Services to all member municipalities on June 23, 2022. No concerns or questions were submitted by member municipalities.
- Staff distributed the October 1, 2022 Progress Report to all member municipalities on September 22, 2022. No concerns or questions were submitted by member municipalities.
- Staff distributed the January 1, 2023 Progress Report to all member municipalities on December 19, 2022. No concerns or questions were submitted by member municipalities.

AGREEMENTS

- Existing Category 2 agreements are posted to KCCA's website under the Governance section.
- The October 2022 municipal election stalled progress on the development of cost apportioning agreements/MOUs. KCCA's Board of Directors had a very high turnover with 80% of the membership being newly appointed members. The first meeting with the new membership was not until January 2023. As of March 17, 2023 KCCA is still awaiting the appointment of two out of three City of London representatives. The City has requested an exception from the Minister to allow two citizen appointees.
- In addition, some of KCCA's member municipality Councils have a large proportion of new members. Agreements/MOUs will be developed with new Councils and KCCA's Board of Directors in 2023.
- KCCA staff continue to attend various training sessions offered by Conservation Ontario on various aspects of the CA Act requirements to inform and provide consistency between CAs.
- At this time, KCCA does not foresee the need to request an extension to the January 1, 2024 deadline for having MOUs in place with member municipalities. However, staff will continue to re-assess whether an extension request may be required.

OTHER ACTIVITIES

- Attended Conservation Ontario sessions related to changes to the *Conservation Authorities Act* and Phase 1 and 2 regulations.
- Attended MECP sessions on the *Conservation Authorities Act* and the Inventory of Programs and Services.

- Meeting held with MECP staff on May 12, 2022 to solicit feedback on KCCA's Inventory of Programs and Services.
- Fee Policy and Fee Schedules approved at the May 18, 2022 KCCA Full Authority meeting as per requirements of the *Conservation Authorities Act*.
- KCCA's website updated to include Governance Section as per Phase 2 Regulations.
- Attended a Conservation Ontario session related to Conservation Areas Strategy and Lands Inventory on June 15, 2022.
- Land Acquisition and Disposition Policy approved at the August 18, 2022 KCCA Full Authority meeting as per requirements of *Conservation Authorities Act*.
- Attended Phase 1 and Phase 2 Refresher sessions held by MNRF in October 2022
- Attended a Conservation Ontario session related to Ice Management Plans on October 13, 2022
- Review of and dissemination of information regarding the *More Homes Built Faster Act* to KCCA's Board and member municipalities.
- Development of orientation materials for new members of municipal Councils and KCCA's Board of Directors following the municipal election.
- Attended a Conservation Ontario session related to Cost Apportioning Agreements on March 6, 2023.

Kettle Creek Conservation Authority

Watershed Report Card 2023



Kettle Creek Conservation Authority (KCCA) prepared this report card as a summary of the state of your forests, wetlands, and water resources using data collected from 2018 to 2022.



Kettle Creek
Conservation Authority



WHERE ARE WE?



What is a Watershed?

A watershed is an area of land drained by a creek or stream into a river which then drains into a body of water such as a lake or pond. Everything in a watershed is connected. Our actions upstream can affect conditions downstream.

Why Measure?

Measuring helps us better understand our watershed. We can target our work where it is needed and track progress. We measured:



Groundwater Quality



Surface Water Quality



Forest Conditions



Wetland Conditions

GRADING

A Excellent

B Good

C Fair

D Poor

F Very Poor

Insufficient Data

What is a watershed report card?

Ontario's Conservation Authorities report on watershed conditions every five years. The watershed report cards use Conservation Ontario guidelines and standards developed by Conservation Authorities and their partners.

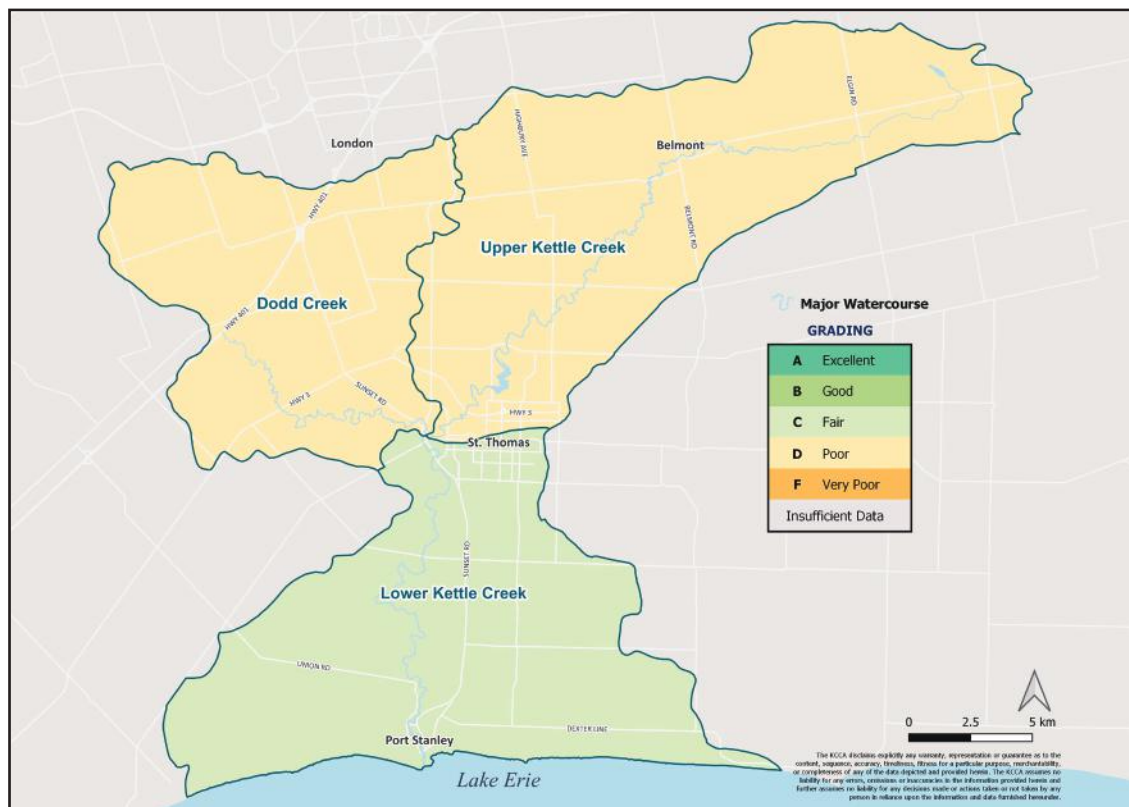


Phosphorus loading continues to be the biggest issue impacting surface water quality in the Kettle Creek watershed. In the last five years, 99.1% of the phosphorus samples collected exceeded the Provincial Water Quality Objective of 0.02 mg/L.

What Did We Find?

- Surface water quality in the watershed ranges from a D grade (poor) in the Dodd Creek and Upper Kettle Creek subwatersheds, to a C grade (fair) in the Lower Kettle Creek subwatershed.
- Surface water quality in most of the watershed is a D grade. This low grade is due primarily to phosphorus concentrations consistently exceeding the PWQO and poor benthic invertebrate Family Biotic Index Results.
- *E. coli* concentrations throughout the watershed are fair (C grade).

Our actions on the land impact the quality of our water. Surface water moves through the Kettle Creek watershed, outletting to Lake Erie at Port Stanley. Surface water can be impaired by fertilizers, pesticides, sedimentation and erosion, heavy metals, petroleum products and chemicals.





Kettle Creek FOREST CONDITIONS

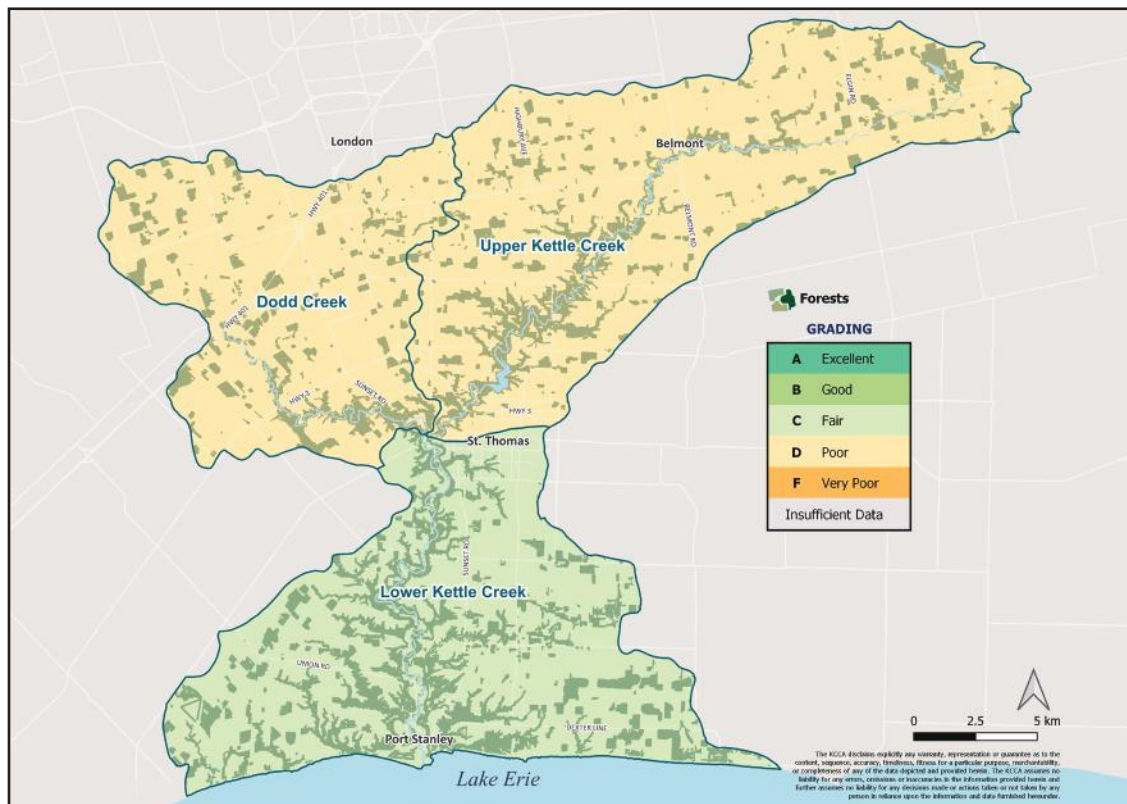
GRADE
D

Environment and Climate Change Canada recommends 30% forest cover in a watershed to support wildlife species. The current forest cover in the Kettle Creek watershed is 14.15%. Forest loss in the KCCA watershed is due to development pressures, agricultural practices, natural die-off, invasive species and erosion.

What Did We Find?

- Forest Conditions grades range from D (poor) in the Dodd Creek and Upper Kettle Creek subwatersheds to C (fair) in the Lower Kettle Creek subwatershed.
- Restoration and protection of natural habitats, particularly the existing large forest patches, should be encouraged to ensure ecosystem integrity is maintained.
- A small improvement in watershed % Forest Cover from 14.07% to 14.15% was observed between the 2015 and 2020 aerial photography. This change can be attributed to better mapping and analysis, not necessarily net gain – underlying the importance of tree planting efforts and no net loss policies.

Forestry and tree planting programs offered by Kettle Creek Conservation Authority are critical to the watershed's overall health. Currently, KCCA is planting an average of 50,000 trees per year to offset the forest loss in the watershed.





Kettle Creek

GROUNDWATER QUALITY

GRADE

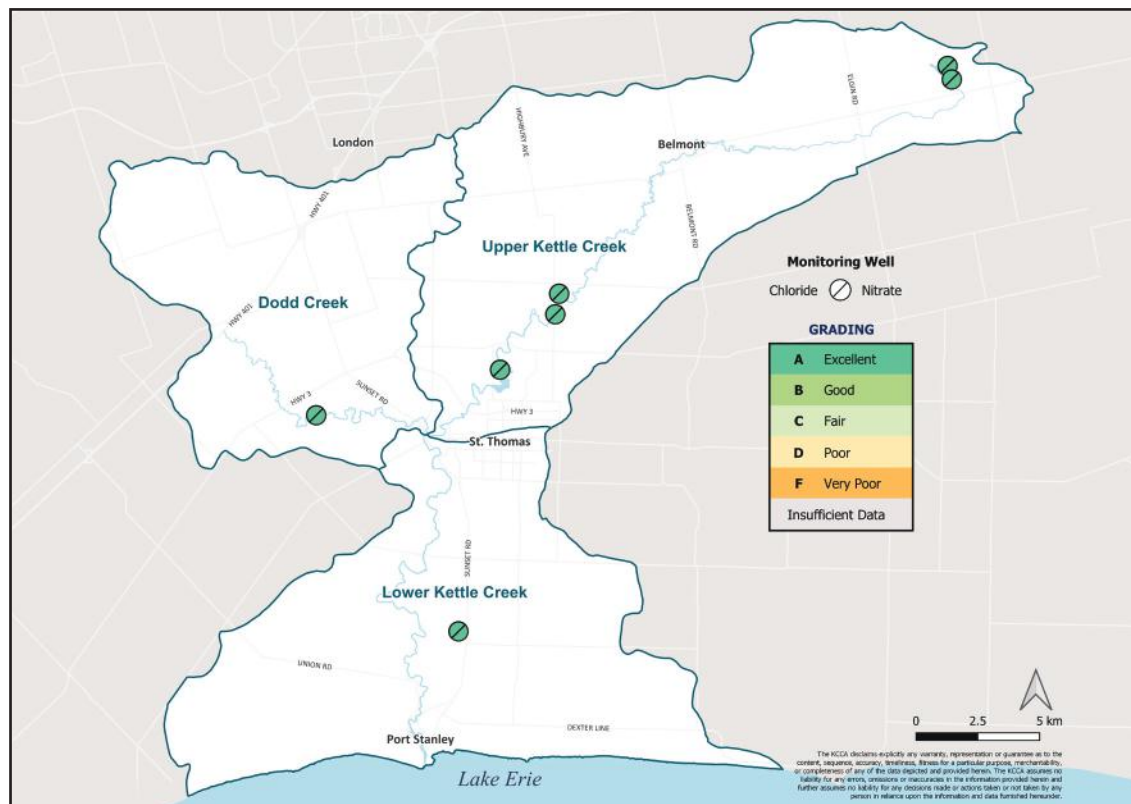
A

Groundwater is the water found beneath the earth's surface in layers called aquifers. Once an aquifer is contaminated, it is often very difficult to repair, making groundwater a precious resource. Concentrations of nitrate and chloride were measured at seven monitoring wells throughout the watershed.

What Did We Find?

- Nitrate and chloride concentrations are better than the drinking water guidelines in all monitored wells (A grade).
- Groundwater quality results are limited to the aquifer from which the sample was taken. The quality of private well water may vary from that of the monitoring wells.

Regardless of the excellent grades, groundwater quality still has the potential to be negatively impacted by human actions. Optimizing fertilizer application, regular maintenance of septic systems, decommissioning unused wells and the reduction in use of ion exchange water softeners can help to reduce the potential degradation of groundwater resources.





Kettle Creek WETLAND COVER

GRADE

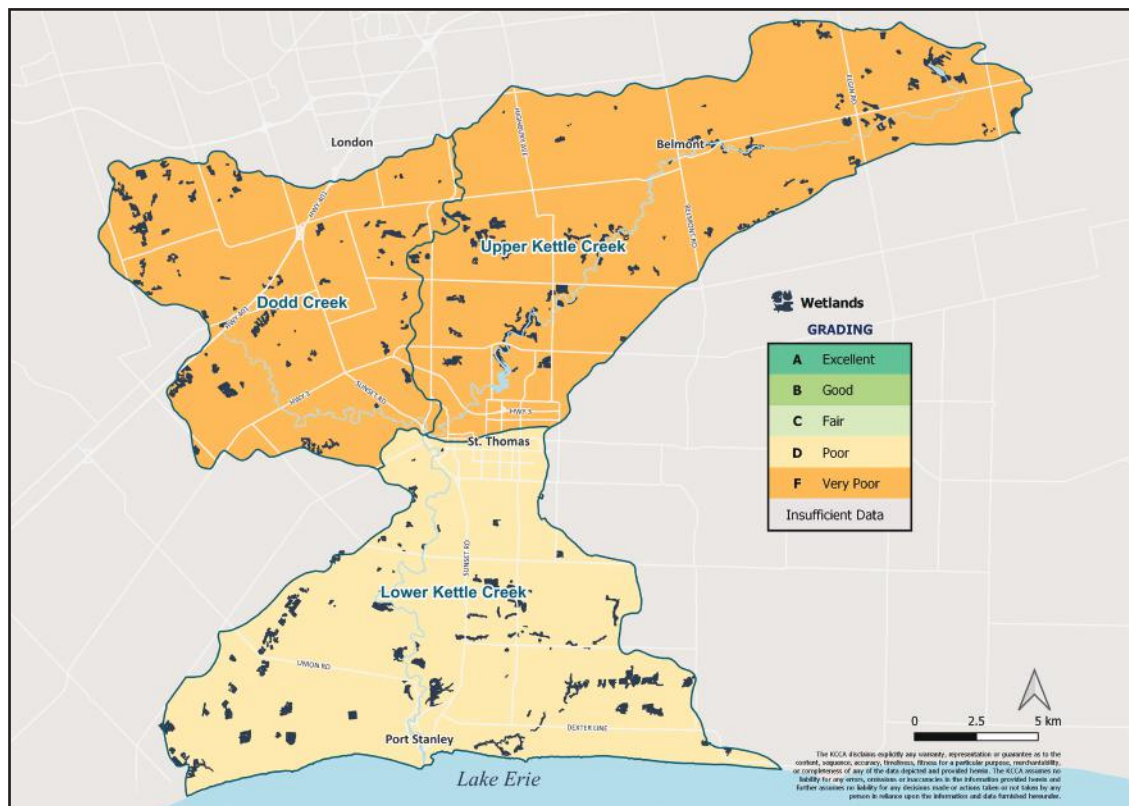
F

Environment and Climate Change Canada recommends 10% wetland cover in a watershed to support wildlife species. Only 2.49% of the entire Kettle Creek watershed is wetland habitat. The percentage of wetland cover was mapped using Geographic Information Systems (GIS) and included evaluated, unevaluated and created wetland habitat data.

What Did We Find?

- Wetland cover in the watershed ranges from a F grade (very poor) in the Dodd Creek and Upper Kettle Creek subwatersheds, to a D grade (poor) in the Lower Kettle Creek subwatershed.
- With wetland cover percentages low across the watershed, wetland restoration and creation efforts should be a priority.

Percent wetland cover is the percentage of the watershed that is wetland habitat. Wetlands play an important role in the ecological health of a watershed by filtering toxins, controlling flood waters, groundwater recharge and acting as nursery areas for many types of aquatic wildlife. They are often considered to be transitional habitats, which often form the connection between aquatic and terrestrial ecosystems.



OUR ACCOMPLISHMENTS



The Watershed Report Card is available online and in other formats upon request. The Watershed Report Card provides a snapshot of current conditions and helps to identify environmental issues in the Kettle Creek watershed. Over the past five years, Kettle Creek Conservation Authority worked with landowners, municipalities, government agencies and community groups to improve the health of the Kettle Creek watershed.

Water Quality

- Implemented 160 environmental Best Management Practices (BMP) projects across Elgin County through \$404,047 in funding from the Elgin Clean Water Program with total project costs of \$1,763,665.
- Established a new cover crop incentive program in 2018 resulting in 1,546 acres of winter cover crops planted that helped reduce erosion across the County and build soil health.
- Hosted a five-part webinar series in partnership with neighbouring Conservation Authorities for the agricultural community focused on soil health and reducing phosphorus inputs to Lake Erie with support from the Ministry of Agriculture, Food and Rural Affairs.

Forestry

- Partnered with the Ministry of Transportation and the Municipality of Central Elgin to plant over 6,000 trees along Central Elgin roadsides and Highway 3.
- Planted over 219,000 native trees and shrub seedlings across the watershed.
- Facilitated annual community tree planting events partnering with municipalities, school groups, service clubs and community organizations.
- Eradicated over 10 acres of invasive species targeting European Alder, Honeysuckle, Glossy Buckthorn, European Buckthorn, Giant Ragweed and Spotted Knapweed.

OUR ACCOMPLISHMENTS



Wetlands

- Restored 30 acres of wetland and adjacent habitat between 2019 and 2021 at the Port Stanley Sewage Lagoons in partnership with the Municipality of Central Elgin, Elgin Stewardship Council, Ducks Unlimited and the St. Thomas Field Naturalist Club.
- Implemented 22 wetland creation projects from 2018-2022 totalling 144 acres in new wetland habitat including the creation of three wetland cells at Bucke Conservation Area adjacent to KCCA's Administration Centre
- Eradicated over 15 acres of invasive *Phragmites* affecting watershed wetland habitats.

Education and Awareness

- Launched the Kettle Creek Environmental Youth Corps (EYC) in 2018 to provide 35 local high school students meaningful experience in the environmental field through hands-on stewardship projects, such as tree planting, wildflower planting, invasive species removal, trail maintenance and environmental monitoring.
- Partnered with neighbouring Conservation Authorities to host a Western Lake Erie Student Summit for 14 high school classes from across the Western Lake Erie basin. The Summit helped students develop personal connections with Lake Erie and the connecting watersheds.
- Carolinian Forest Festival was held in 2018, 2019 and 2022, providing 2,000 local grade 6 and 7 students annually an opportunity to learn about our local forest ecosystems, biodiversity, and climate change.
- Launched a Virtual Carolinian Forest Festival in partnership with the Thames Valley District School Board in 2020 and 2021. Sixteen educational videos featuring activities from the Festival were filmed, edited, and uploaded to YouTube with over 1,300 views to date.



*Do you have questions not answered by this summary document?
Visit **kettlecreekconservation.on.ca** for the full report or contact us for
more information:*

Kettle Creek Conservation Authority

44015 Ferguson Line, St. Thomas, ON N5P 3T3

E-mail: info@kettlecreekconservation.on.ca

Website: kettlecreekconservation.on.ca

Phone: 519-631-1270

The Watershed Report Card is available online and in other formats upon request.



Wednesday, March 28, 2023

To: Members of Council

Re: Municipality of Dutton Dunwich Resolution 2023.07.35

Elgin County is one of the most agriculturally productive areas in the province, covering over 130,000 hectares. Not only does this provide traditional farms with lots of room for production, but it has also allowed unique Agribusinesses to develop.

In Elgin County, the agricultural business is vital to our economy. That is why we strongly advocate that all municipal governments adopt and assess a systematic approach to agricultural land use that considers the potential effects any developments could have on such lands. Even if a severance was initially made for farming, it might still create issues, as those lots are often sold to people who lose a connection with agriculture over time.

The Elgin Federation of Agriculture therefore recommends that before municipalities allow a change from agricultural to non-agricultural uses of land, they should conduct an impact assessment to evaluate the potential long-term consequences on agricultural land use.

In Elgin County, agriculture faces the same challenges as in other areas of Ontario, such as the loss of prime agricultural land, trespassing, lack of understanding about what constitutes Normal Farm Practice, commodity prices, inclement weather and energy costs. However, due to its peripheral location to a significant and growing urban area, there are additional and unique difficulties for agriculture in Elgin including an increase in complaints regarding farm noise and odour as well as growing traffic on rural roads that make agri-transportation dangerous.

In closing, we appreciate you taking the time to read our thoughts on the proposed resolution, and would be happy to speak further on these issues.

Sincerely yours,

Melissa Schneider
President
Elgin Federation of Agriculture

2022 **LIBRARY PERFORMANCE**

March 28, 2023



AGENDA

1

2022 Statistics Infographic

2

Infographic Sections

3

Service Goals for 2023

4

Recommendations



ELGIN COUNTY LIBRARY 2022 STATISTICS



Jan. 5-30

Modified Step 2:

Branches Open;
Curbside Plus

Jan. 31-Feb. 17

New Step 1:

Branches Open;
Curbside Plus

Feb. 18-Mar. 1

New Step 2:

Branches Open;
Curbside Plus

Mar. 2-28

New Step 3:

Curbside Plus; In-Person
Staff-Led March Break
Programs Return

Apr. 1-28

Network Disruption:

Branches Open; Modified
Offline Service

Apr. 29-May 5

Network Disruption

Recovery: Branches
Open & Process Offline
Transactions

May 6-Dec. 31

**Pandemic & Network
Disruption Recovery
Continues; Fine Free
Approach Begins (Jun. 1)**



CIRCULATION

TOTAL CHECKOUTS
278,435

UP 12% OVER 2021



USERS



ONLINE USE

WIFI SESSIONS
9,228

UP 75% OVER 2021

CATALOGUE SESSIONS
40,128

DOWN 7% OVER 2021

HOLDS PLACED
30,234

DOWN 32% OVER 2021

NEW CATALOGUE USERS
10,860

UP 9% OVER 2021

LIVE CHAT QUESTIONS
267

DOWN 38% OVER 2021

www.facebook.com/ElginCountyLibrary/

IN-PERSON SERVICE

**COMPUTER
USERS**

6,606

UP 246% OVER 2021

**IN-PERSON
VISITS**

154,186

UP 171% OVER 2021

**HOLDS
PLACED**

28,099

UP 18% OVER 2021

www.elgincounty.ca/library/

PROGRAMS

PROGRAMS

1,367

UP 195% OVER 2021

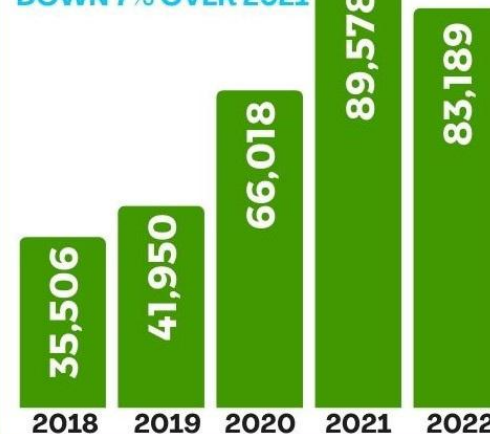
ATTENDANCE

27,011

UP 97% OVER 2021
*IN PERSON & VIRTUAL


DIGITAL CHECKOUTS

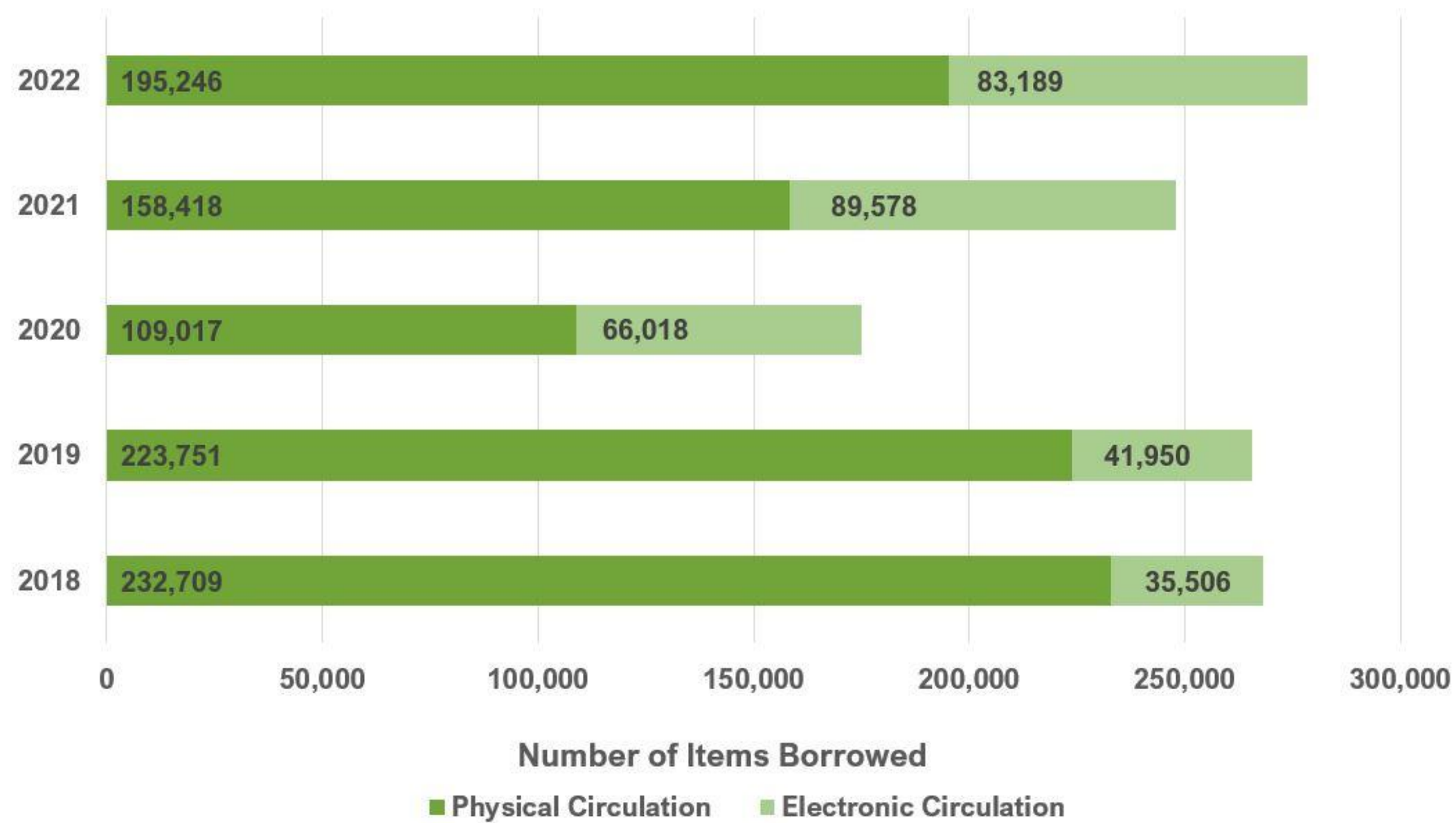
DOWN 7% OVER 2021



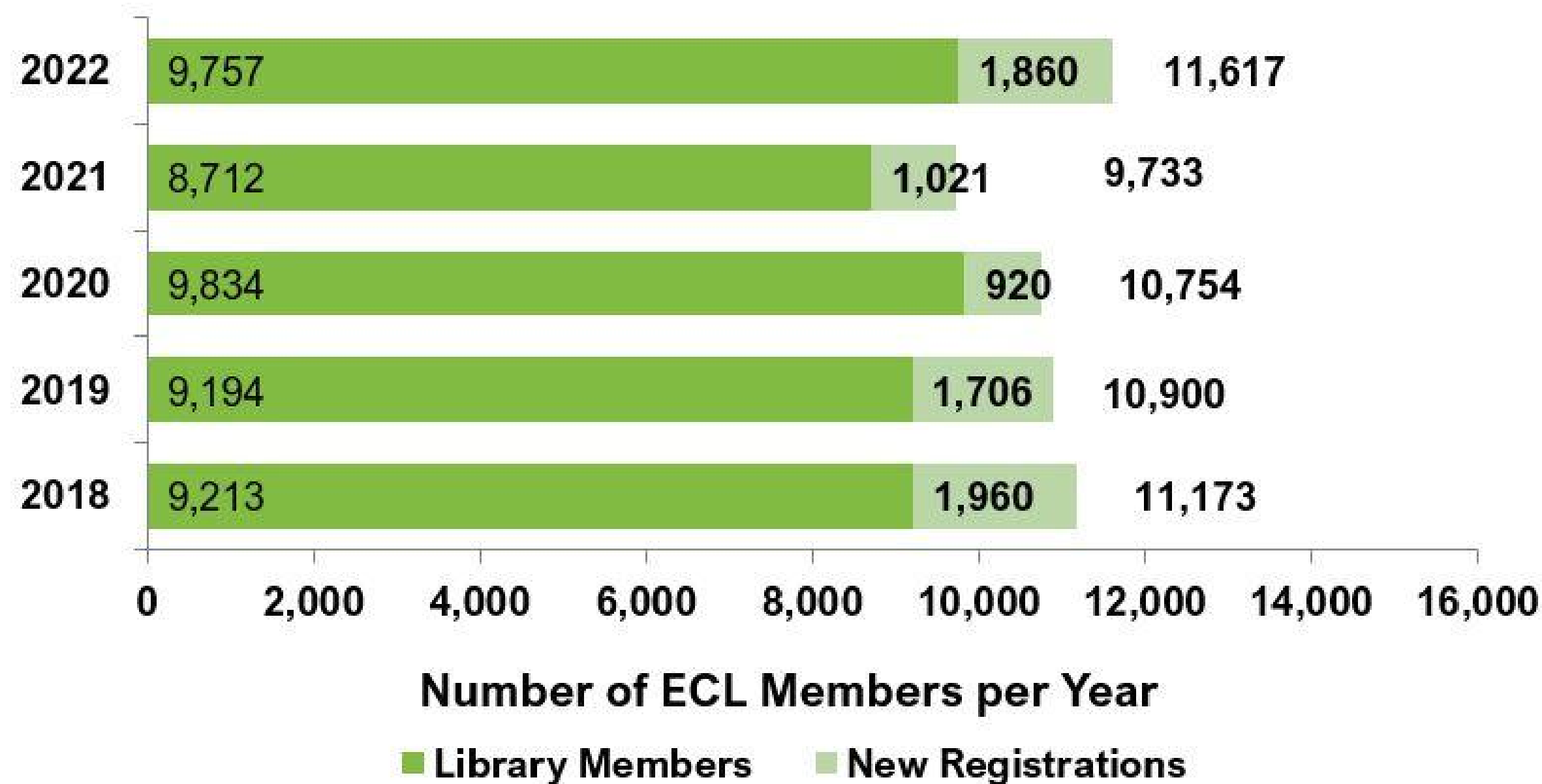
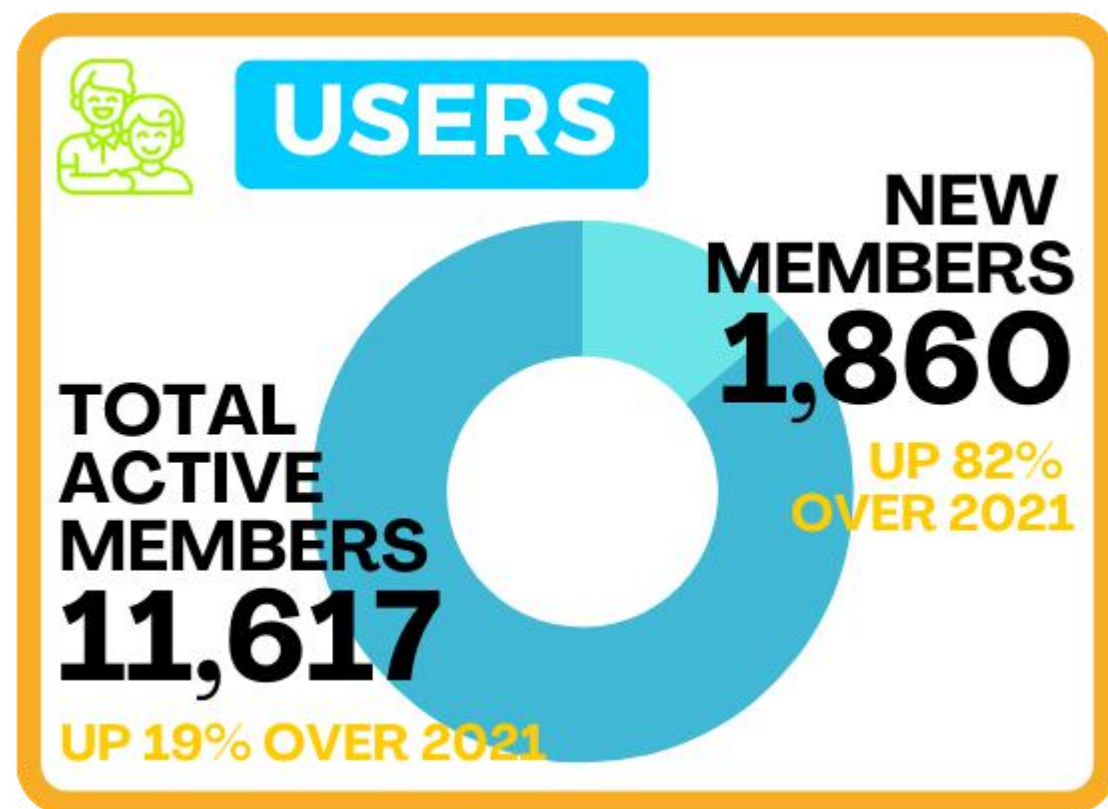
CIRCULATION



**CIRCULATION**
TOTAL CHECKOUTS
278,435
UP 12% OVER 2021



LIBRARY USERS



*Both the increase in Library Members and in New Registrations exceed the 2022 service goals of a 1% and 2% increase in each area, respectively.

ONLINE USE



ONLINE USE

WIFI SESSIONS

9,228

UP 75% OVER 2021

CATALOGUE SESSIONS

40,128

DOWN 7% OVER 2021

HOLDS PLACED

30,234

DOWN 32% OVER 2021

NEW CATALOGUE USERS

10,860

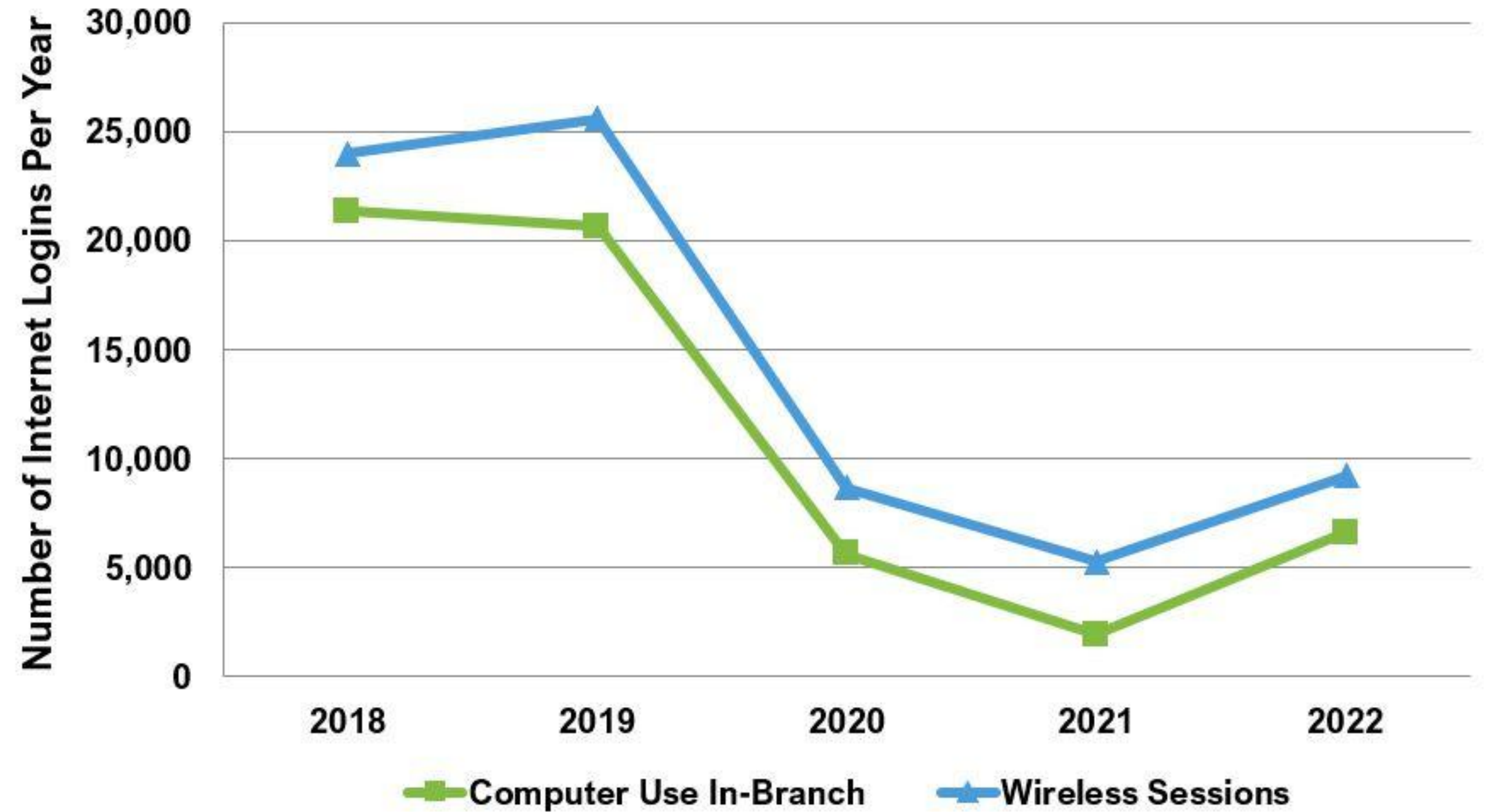
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LIVE CHAT QUESTIONS

267

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www.facebook.com/ElginCountyLibrary/



IN-PERSON SERVICE

IN-PERSON SERVICE

COMPUTER
USERS

6,606

UP 246% OVER 2021

IN-PERSON
VISITS

154,186

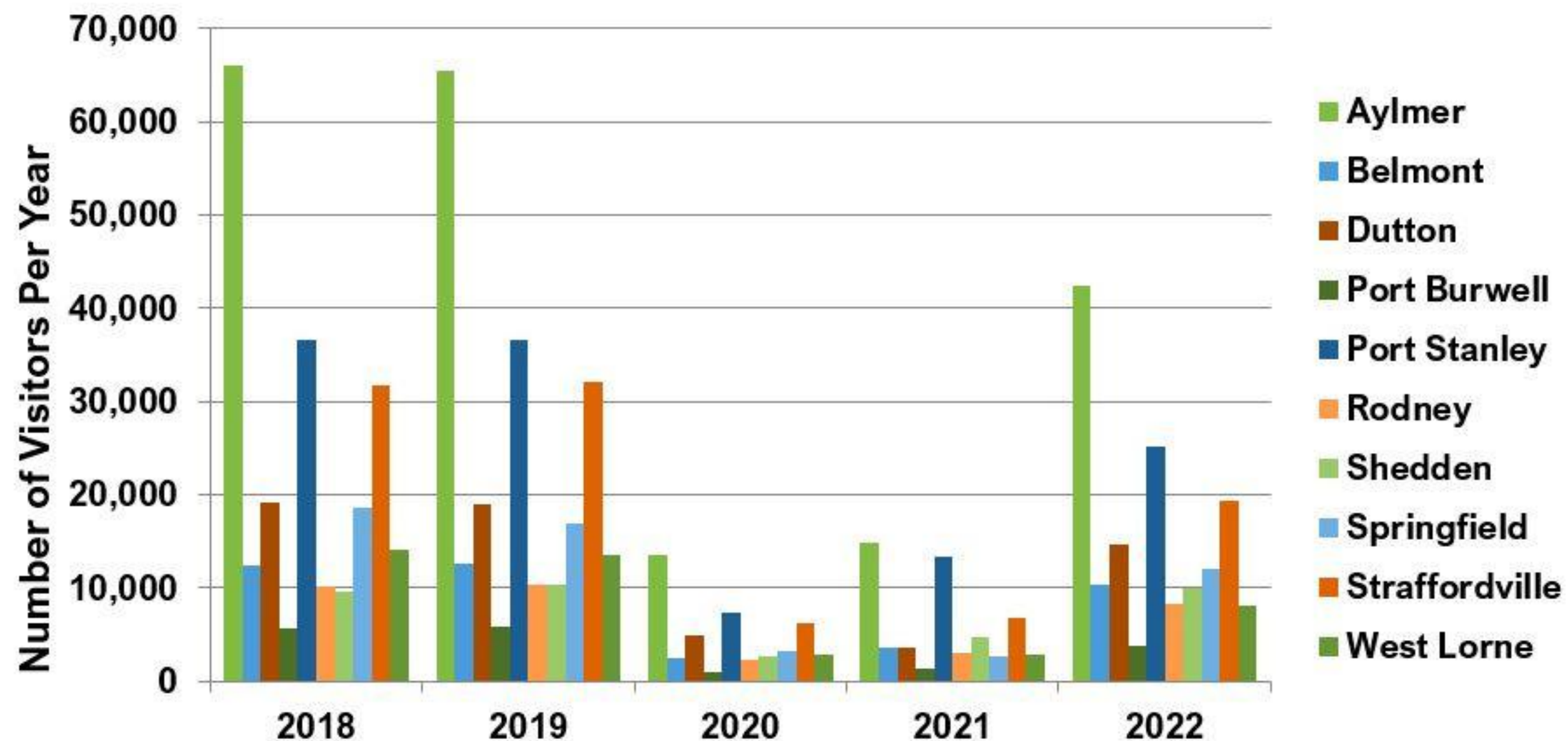
UP 171% OVER 2021

HOLDS
PLACED

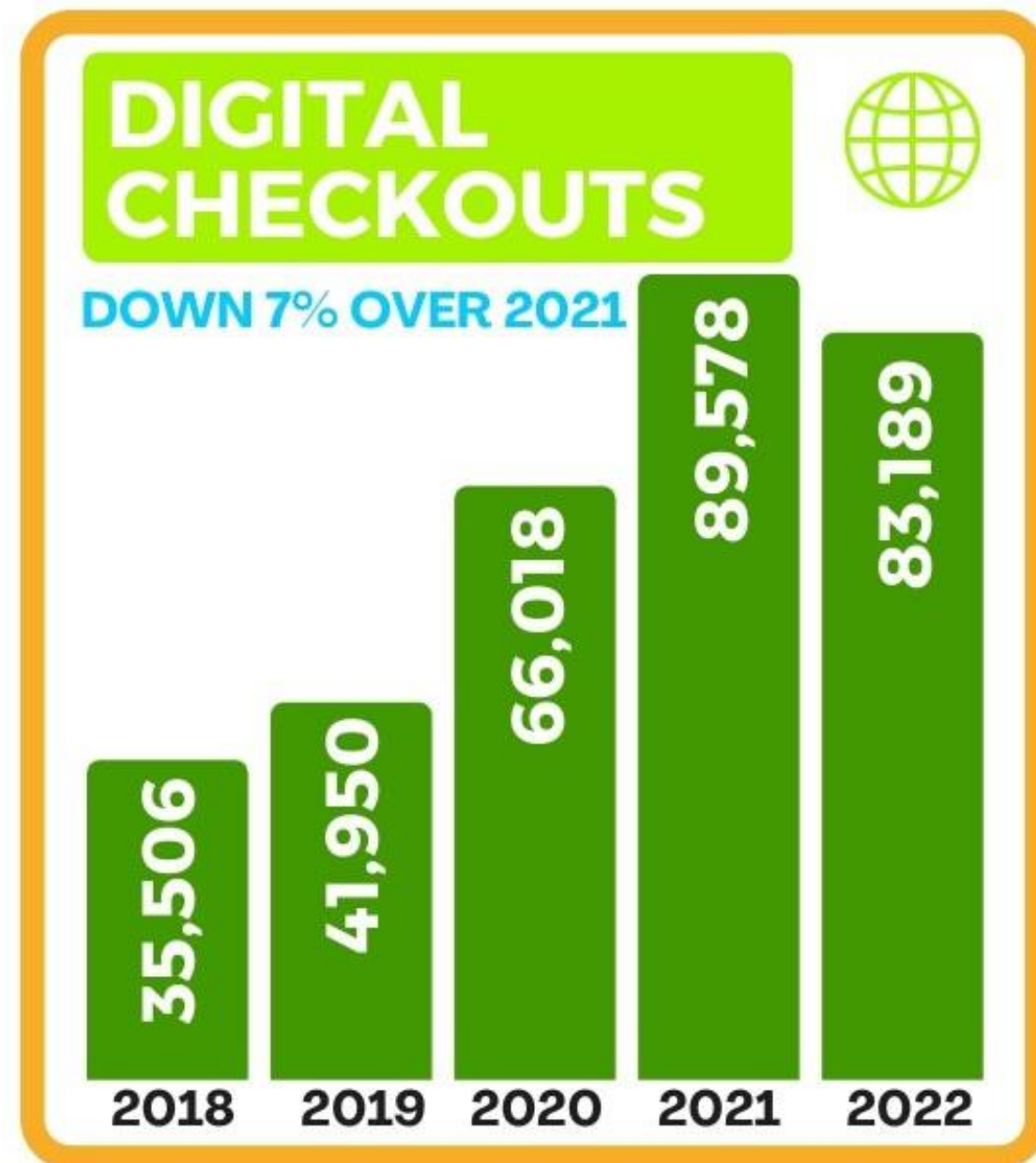
28,099

UP 18% OVER 2021

www.elgincounty.ca/library/



DIGITAL CHECKOUTS



Total: 83,189 Digital Checkouts

- 37,810 e-book checkouts
- 24,178 e-audiobook checkouts
- 11,659 e-magazine checkouts
- 7,714 database sessions
- 1,526 video checkouts
- 302 e-music checkouts

PROGRAMS

PROGRAMS

PROGRAMS

1,367

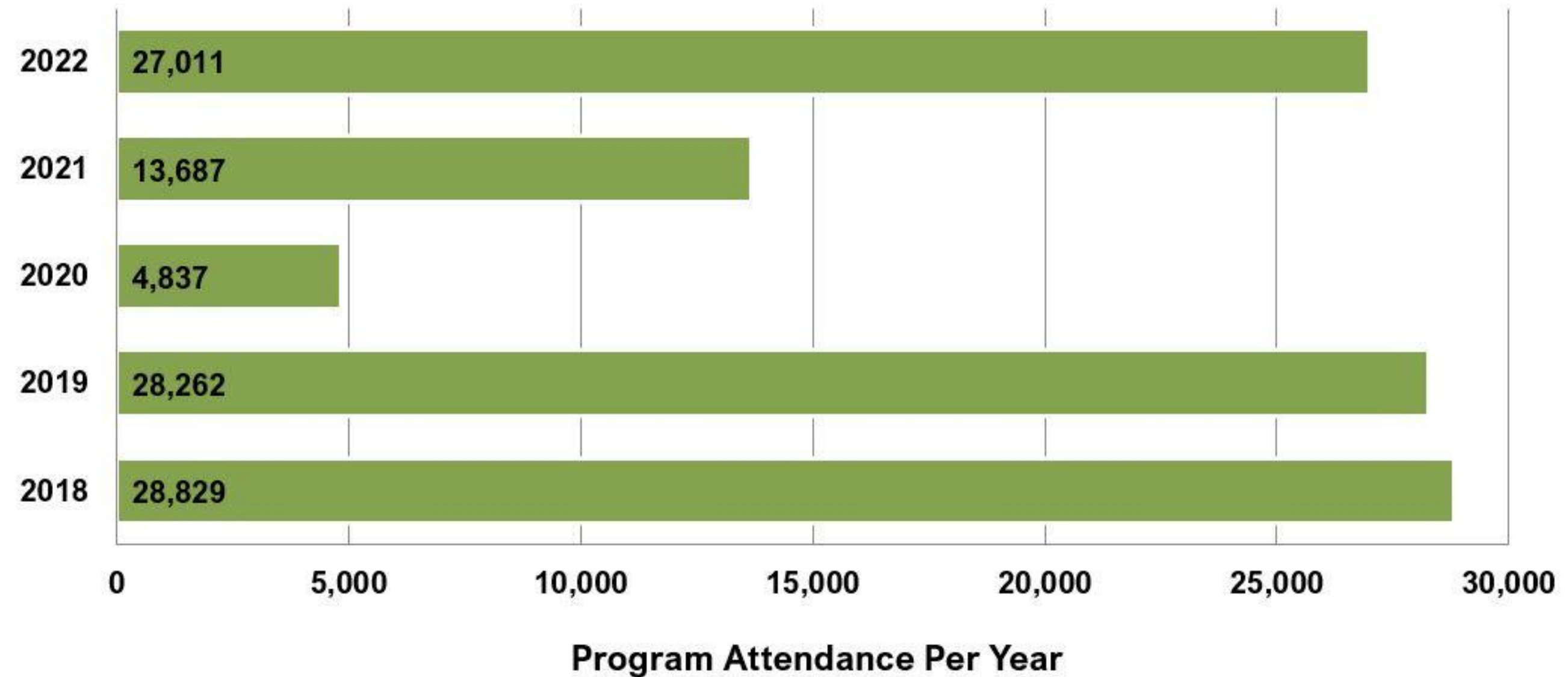
UP 195% OVER 2021

ATTENDANCE

27,011

UP 97% OVER 2021

*IN PERSON & VIRTUAL



2023 SERVICE GOALS



1 Target membership and see a 1% increase (approximately 100 users) in our Library Members, indicating member retention, as well as 5% growth (approximately 100 new members) in our new users.

2 Continue to grow online eResources use and see a 1% increase (approximately 825 checkouts), in digital circulation and in response to network disruption recovery.

*These goals are based on an analysis of 2021 peer data as provided under the "County libraries and county co-operative" section [located here](#), as well as service needs across the system.

RECOMMENDATIONS

THAT the March 28, 2023 presentation titled "2022 Library Performance" submitted by the Manager of Library Services, be received and filed for information; and,

THAT a copy of this presentation be submitted to local municipal partners in the County of Elgin.

Thank you!





The Honourable Steve Clark
Minister of Municipal Affairs & Housing
minister.mah@ontario.ca

The Honourable Peter Bethlenfalvy
Minister of Finance
minister.fin@ontario.ca

DELIVERED VIA EMAIL

March 31st 2023

Re: Municipalities Retaining Surplus Proceeds from Tax Sales

Dear Premier Ford,

Please be advised that at the Regular Council Meeting on March 29th 2023, the Town of Plympton-Wyoming Council passed the following motion, supporting the resolution from the Council of the Town of Essex regarding Municipalities Retaining Surplus Proceeds from Tax Sales.

Motion 14

Moved by Councillor Mike Vasey

Seconded by Councillor Bob Woolvett

That Council support item 'N' of correspondence from the Town of Essex regarding Municipalities Retaining Surplus Proceeds from Tax Sales.

Carried.

If you have any questions regarding the above motion, please do not hesitate to contact me by phone or email at dgiles@plympton-wyoming.ca.

Sincerely,

Denny Giles
Deputy Clerk
Town of Plympton-Wyoming

cc: Bob Bailey – MPP, Sarnia-Lambton
Association of Municipalities of Ontario
All Ontario Municipalities



CORPORATION OF THE TOWN OF ESSEX

33 Talbot Street South, Essex, Ontario, N8M 1A8

p: 519.776.7336 f: 519.776.8811 | essex.ca

Honourable Steve Clark

Ministry of Municipal Affairs and Housing
College Park 17th Floor, 777 Bay Street
Toronto, ON M7A 2J3

March 22, 2023

RE: The Reinstatement of Legislation Permitting a Municipality to Retain Surplus Proceeds from Tax Sales

Dear Honourable Steve Clark,

At its Regular Council Meeting held on March 6, 2023, Mayor Bondy brought forward a Notice of Motion for Council's consideration regarding the reinstatement of previous legislation permitting a municipality to retain surplus proceeds from tax sales. It was discussed that, prior to being repealed by the Modernizing Ontario's Municipal Legislation Act, 2017, Section 380(6) of the Municipal Act, 2001 allowed for a municipality to retain surplus proceeds from tax sales within their jurisdiction. It was further noted that the Public Tax Sale process is burdensome to a municipality who invest a considerable amount of time and money recovering these proceeds for the potential sole benefit of the Crown in Right of Ontario.

As a result of this discussion, Council passed the following resolution:

R23-03-081

Moved by: Mayor Bondy

Seconded by: Councillor Allard

That Council direct Administration to send a letter to all relevant taxation bodies, including the Ministry of Municipal Affairs, the Ministry of Finance, Essex County Council, MPP Anthony Leardi, Association of the Municipalities of Ontario and all other municipalities in Ontario urging them to re-instate previous legislation that permitted a Municipality to apply for and retain the surplus proceeds from a tax sale in their jurisdiction.

Carried

I trust you will find this satisfactory. If you have any questions or comments, please feel free to contact the undersigned.

Yours truly,

A handwritten signature in blue ink, appearing to read "Shelley Brown".

Shelley Brown

Acting Clerk
sbrown@essex.ca



CORPORATION OF THE TOWN OF ESSEX

33 Talbot Street South, Essex, Ontario, N8M 1A8

p: 519.776.7336 f: 519.776.8811 | essex.ca

c.c. Honourable Peter Bethlenfalvy, Minister of Finance

minister.fin@ontario.ca

Mary Birch, Interim Chief Administrative Officer

mbirch@countyofessex.ca

Anthony Leardi, MPP

anthony.leardi@pc.ola.org

Association of Municipalities of Ontario ("AMO")

resolutions@amo.on.ca

All other municipalities in Ontario



Judy Smith
Director Municipal Governance/Clerk
Municipality of Chatham-Kent
ckclerk@chatham-kent.ca

DELIVERED VIA EMAIL

March 31st 2023

Re: Reducing Municipal Insurance Costs

Dear Ms. Smith,

Please be advised that at the Regular Council Meeting on March 29th 2023, the Town of Plympton-Wyoming Council passed the following motion, supporting the resolution from the Council of the Municipality of Chatham-Kent regarding Reducing Municipal Insurance Costs.

Motion 12

Moved by Councillor Mike Vasey

Seconded by Deputy Mayor Netty McEwen

That Council support item 'L' of correspondence from the Municipality of Chatham-Kent regarding Reducing Municipal Insurance Costs.

Carried.

If you have any questions regarding the above motion, please do not hesitate to contact me by phone or email at dgiles@plympton-wyoming.ca.

Sincerely,

Denny Giles
Deputy Clerk
Town of Plympton-Wyoming

cc: Association of Municipalities of Ontario
All Ontario Municipalities

March 6, 2023

To All Ontario Municipalities

Resolution re Reducing Municipal Insurance Costs

Please be advised the Council of the Municipality of Chatham-Kent, at its regular meeting held on March 6, 2023 passed the following resolution:

"Whereas Chatham-Kent has faced multiple double digit increases to insurance premiums over the past years;

And Whereas the costs on insurance are having a significant impact on municipal budgets in Chatham-Kent and around the Province;

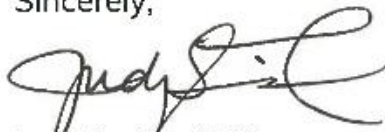
Now Therefore, Council direct administration to engage with other municipalities, the Association of Municipalities of Ontario, and any other relevant municipal associations, to determine what tools may be available to reduce insurance costs, including cooperative purchasing of insurance, creation of a municipal reciprocal insurance provider, or legislative changes to address insurance costs to municipalities.

And administration report back to Council regarding the result of this engagement and any recommended Council resolutions to support improvements to municipal insurance in Ontario.

Further that administration be directed to forward this motion to all other municipalities in Ontario seeking support and collaboration on this issue."

If you have any questions or comments, please contact Judy Smith at ckclerk@chatham-kent.ca

Sincerely,



Judy Smith, CMO
Director Municipal Governance/Clerk

C AMO



THE CORPORATION OF THE TOWNSHIP OF SOUTHWOLD

BY- LAW NO. 2023-25

Being a by-law to confirm the resolutions and motions of the Council of the Township of Southwold, which were adopted on April 11, 2023.

WHEREAS Section 5(3) of the Municipal Act, 2001, Chapter 25, provides that a municipal power, including a municipality's capacity, rights, powers and privileges under section 8, shall be exercised by by-law unless the municipality is specifically authorized to do otherwise;

AND WHEREAS it has been expedient that from time to time, the Council of the Corporation of the Township of Southwold should enact by resolution or motion of Council;

AND WHEREAS it is deemed advisable that all such actions that have been adopted by a resolution or motion of Council only should be authorized by By-law;

NOW THEREFORE the Council of the Corporation of the Township of Southwold hereby enacts as follows:

1. That the actions of the Council of the Township of Southwold at the Regular Meeting of Council held on April 11, 2023; in respect to each report, motion, resolution or other action passed and taken by the Council at its meetings, is hereby adopted, ratified and confirmed, as if each resolution or other action was adopted, ratified and confirmed by its separate by-law.
2. That the Mayor and the proper officers of the Corporation are hereby authorized and directed to do all things necessary to give effect to the said action, or obtain approvals, where required, and, except where otherwise provided, the Mayor and the Clerk are hereby directed to execute all documents necessary in that behalf and to affix the Corporate Seal of the Township of Southwold to all such documents.

READ A FIRST AND SECOND TIME, CONSIDERED READ A THIRD TIME, AND FINALLY PASSED THIS 11th DAY OF APRIL, 2023.

Mayor
Grant Jones

CAO/Clerk
Jeff Carswell