

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF MARCH 22, 2016**

Item 1, Report No. 14, of the Committee of the Whole (Working Session), which was adopted without amendment by the Council of the City of Vaughan on March 22, 2016.

#### **1                    DRINKING WATER QUALITY MANAGEMENT SYSTEM (DWQMS) TOP MANAGEMENT REVIEW AND STANDARD OF CARE REVIEW - ALL WARDS**

The Committee of the Whole (Working Session) recommends:

- 1) That the recommendation contained in the following report of the City Manager, the Deputy City Manager, Public Works, the Director of Environmental Services, the Director of Infrastructure Delivery, and the Director of Development Engineering and Infrastructure Planning Services, dated March 7, 2016, be approved; and
- 2) That the presentation by the Director of Environmental Services be received.

#### **Recommendation**

The City Manager, the Deputy City Manager, Public Works, the Director of Environmental Services, the Director of Infrastructure Delivery, and the Director of Development Engineering and Infrastructure Planning Services, which for the purposes of the City's Drinking Water Quality Management System are collectively referred to as "Corporate Top Management", recommend:

1. That this report be received for information.

#### **Contribution to Sustainability**

Ensuring the safety and well-being of citizens is achieved by consistently providing safe drinking water.

#### **Economic Impact**

There is no direct economic impact as a result of the information presented.

#### **Communications Plan**

Through public reporting of the annual top management review, residents are made aware of the quality management process and of our commitment to the Drinking Water Quality Management System as required under the Safe Drinking Water Act. The Standard of Care presentation to Council is a term of Council refresher and update to Council's responsibilities through the provisions of the Safe Drinking Water Act.

#### **Purpose**

The purpose of this report is to inform the drinking water system Owners of the minutes of the management review which was held on September 15, 2015. This is done by identifying deficiencies, decisions and action items conveyed by Operational Top Management to Corporate Top Management and the Owners of the drinking water system.

The report also provides an update to Council, as the Owners of the drinking water system, of their responsibilities as decision makers under Standard of Care – Municipal Drinking Water System, section 19 of the Safe Drinking Water Act.

#### **Background - Analysis and Options**

This matter was presented to Committee of the Whole (Working Session) on January 18, 2016, and it was recommended that it be deferred to a future Committee of the Whole (Working Session) meeting.

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Summary of the Drinking Water Quality Management System (DWQMS) Top Management Review

**The Operating Authority strives to continually improve the effectiveness of its Quality Management System through the use of policies, audit results, corrective actions and management review.**

Element 20 (QMS 20) of the Drinking Water Quality Management Standard Operational Plan requires a management review to be held yearly. At the time that Operational Top Management met, the group consisted of the Director of Environmental Services, both Supervisors of Water Operations, and the Supervisor of Compliance and Training/QMS Representative. This report fulfills the obligation to report the meeting findings to Council and is labelled Form 20-02 Apr 06/10.

Continual improvement is consistently maintained for the Quality Management System which includes both the Operational Plan and daily operations. Minor administrative changes are regularly made as a result of our commitment to continual improvement. All revisions made to the Operational Plan are circulated to all Operational Plan holders including the City Clerk. Currently, the City Clerk maintains the official copy on behalf of Council for the Drinking Water Quality Management System. Moving forward, all revisions will be made and updated on the City's website. A copy will always be located at the front desk of the Joint Operations Centre.

To ensure on-going maintenance of the Operational Plan and on-going operational effectiveness, the following actions from the Top Management Review meeting were identified, assigned for completion or already completed:

- Continuation, implementation and improvement of the use of mandated and operational procedures
- One minor non-conformance identified during the external audit has been resolved and approved by the auditor (SAI Global)
- Certified Water Operators will continue to investigate and take appropriate action to remedy complaints
- Will continue to work closely with other internal departments to ensure QMS effectiveness

**Standard of Care Provisions**

**Providing safe Drinking Water is our obligation and commitment to the users of the City of Vaughan's drinking water system**

Standard of Care is a provision set out under Section 19.0 of the Safe Drinking Water Act. It requires decision makers to exercise a level of care, diligence and skill that a reasonably prudent person would be expected to exercise in a similar situation. It also requires that they must act honestly, competently and with integrity to ensure protection and safety of users of the municipal drinking water.

DWQMS is a tool which is used to continually assess and maintain the drinking water system and help to ensure "Standard of Care" provisions are being met.

Standard of Care applies to Council members (Owners of the drinking water system) and those who exercise decision-making authority over the drinking water system (Top Management).

The Ministry of Environment and Climate Change has published a document titled "Taking Care of Your Drinking Water: A Guide for Members of Municipal Councils" (Attachment 2). This document outlines responsibilities overseeing drinking water, as well as, drinking water management topics.

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**Relationship to Term of Council Service Excellence Strategy Map (2014-2018)**

In consideration of the strategic priorities related to Term of Council Priorities, this report supports “Continue to ensure the safety and well-being of citizens”.

**Regional Implications**

There are no Regional implications with the adoption of this report.

**Conclusion**

This report meets the requirements of the Safe Drinking Water Act by informing Council (the Owner) of the minutes of the Operational Top Management Review.

This report also acts as an information refresher for the Standard of Care as mandated under the provisions of the Safe Drinking Water Act.

**Attachments**

1. Taking Care of Your Drinking Water: A Guide for Members of Municipal Council
2. Presentation: Standard of Care and Drinking Water Quality Management System Requirements

**Report prepared by:**

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(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)