

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF OCTOBER 30, 2012**

Item 14, Report No. 39, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on October 30, 2012.

#### **14 RE-ACCREDITATION OF THE CITY'S DRINKING WATER SYSTEMS AND RE-ENDORSEMENT OF THE DRINKING WATER QUALITY MANAGEMENT STANDARD AND OPERATIONAL PLAN**

The Committee of the Whole recommends approval of the recommendation contained in the following report of the City Manager, the Commissioner of Engineering and Public Works, the Director of Public Works, the Director of Engineering Services and the Director of Development/Transportation Engineering, dated October 16, 2012:

##### **Recommendation**

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

1. That Council re-endorse the Operational Plan and the Drinking Water Quality Management Standard.

##### **Contribution to Sustainability**

The provision of safe drinking water is key to the sustained economic vitality, health, and well being of the City and its residents.

##### **Economic Impact**

There is no economic impact as a result of the recommendations contained in this report.

##### **Communications Plan**

Public Works staff will work with Corporate Communications to ensure that the City's achievement in this area is given appropriate media coverage, so that the businesses and residents of the City of Vaughan know that the City's drinking water systems are accredited, licenced, and deliver high quality tap water.

##### **Purpose**

To advise Council, as the Owners of the Drinking Water Systems, as to the status of the City's accreditation and licensing requirements, and to seek re-endorsement of the Drinking Water Quality Management Standard, and the Operational Plan.

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

##### **Vaughan was a leader in receiving its accreditation for the Vaughan and Kleinburg Water Distribution Systems in 2009**

In 2009, the City of Vaughan was the first stand-alone water distribution system in the Province of Ontario to have an on-site visit, be accredited by the Canadian General Standards Board (CGSB), and receive a Municipal Drinking Water License and Drinking Water Works Permit from the Ministry of Environment. The Full Scope option required that all 21 elements of the Drinking Water Quality Management Standard (DWQMS), be implemented, and an on-site audit be completed by the accreditation body at the time of the submission of the Operational Plans. The accreditation was valid for a three year period, and expired July 7, 2012.

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#### **The Ministry of the Environment made changes to the accreditation process, giving some flexibility to municipalities to choose a re-accreditation auditor**

During 2012, the Ministry of the Environment advised the Operating Authorities that they were making changes to the accreditation process. CGSB was no longer the MOE's sole accreditation body, and municipalities would now be given an option of using either NSF-International Strategic Registrations (NSF), or QMI Sai Global to perform the on-site re-accreditation audits.

Based on quotes for audit and accreditation services over the three year life of the accreditation, NSF was selected to perform the City's re-accreditation audit. On June 27, 2012, the City's files were transferred to NSF, and on June 30, 2012, CGSB's contract with the MOE ended.

#### **Vaughan is the first municipality to undergo this re-accreditation process**

Vaughan was the first municipality to have its drinking water systems accredited in York Region. As such, the City was the first to undergo this re-accreditation process.

#### **The NSF re-accreditation audit took place over four days in July**

The on-site NSF re-accreditation audit took place over a 4 day period, from July 3 to July 6 inclusive. The auditor appointed by NSF met with various City staff in the Public Works and Development/Transportation Engineering departments. The auditor also went out into the field with Compliance and Water Division staff, to review processes, and inspect various records and documentation to ensure "We do what we say we do".

#### **The audit covered all of the 21 elements required by provincial legislation**

The Plan covers the following required 21 elements:

- 1 Quality Management System (Overview of the Plan)
- 2 Quality Management System Policy
- 3 Commitment and Endorsement
- 4 QMS Representative
- 5 Document and Records Control
- 6 Drinking Water System
- 7 Risk Assessment
- 8 Risk Assessment Outcomes
- 9 Organizational Structure, Roles, Responsibilities and Authorities
- 10 Competencies
- 11 Personnel Coverage
- 12 Communications
- 13 Essential Supplies and Services
- 14 Review and Provision of Infrastructure
- 15 Infrastructure Maintenance, Rehabilitation and Renewal
- 16 Sampling Testing and Monitoring
- 17 Measurement and Recording Equipment Calibration and Maintenance
- 18 Emergency Management
- 19 Internal Audits
- 20 Management Review
- 21 Continual Improvement

**In order to ensure accreditation is maintained, and comply with the auditor's request, Council needs to re-endorse the Drinking Water Quality Management Standard and the Operational Plan**

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The auditor identified that “*New Council elected in 2011 has not yet endorsed the Operational plan and DWQMS Policy*”. (Note: The auditor’s comment refers to the 2010 municipal election.)

In 2007, BRI International Inc. (BRI) and RV Anderson were retained to develop the City’s DWQMS, to meet the requirements of the MOE’s Municipal Drinking Water Licencing program, as outlined in the Safe Drinking Water Act, 2002. Since approved by Council in 2008, staff, along with the consultants, have made changes to the Plan, based on internal and external audit findings, as well as the internal “continuous Improvement” process identified in the Plan. These updates have been provided to the respective Councils accordingly.

The auditor was informed that a by-law was passed to endorse the Operational Plan in 2008, and to date, that by-law has not been amended or rescinded. Notwithstanding the fact that there is no clear requirement for subsequent Council’s to re-endorse the DWQMS and the Operational Plan, it is recommended that Council re-endorse the DWQMS Policy and the Operational Plan to address the minor non-conformance identified by the auditor. On a go-forward basis, staff will submit the Operational Plan and policy to each new Council every four years for re-endorsement.

The remaining minor non-conformances are as follows:

Non-conformance Identified	Corrective Action
“Not all quality records are included in the master list of records”	The Record master List has been updated to add the following quality records: Internal Audit Schedule and Internal Audit report, Corrective Action reports, and Distribution System Repair and Customer Complaint Work Orders (See Note 1)
“A few essential supplies / services are not included in the supplier list”	The Public Works Information handbook information for hydrants, valves, repair clamps, watermain pipe, diesel fuel etc., has been updated
“Procedure by which the Operating Authority ensures the quality of essential services is not clear”	Procedure QMS 13 was updated to provide description of procurement of supplies or services and quality requirements for such essential supplies.
“Evidence of execution of control methods claimed for functioning of emergency generator is not available”	Notwithstanding there is no requirement for monthly testing of the back-up generators, it was determined to be a good practice, and has been put into place. (See Note 2)

#### Note 1

The customer complaint work orders were already on the master list but have been updated, and the repair records were added to reference the JD Edwards database, where the records are maintained.

#### Note 2

The auditor could not find the monthly testing record of the generator at the Maplewood Pumping Station; however, there is no requirement in the Certificate of Approval (formerly) or the Drinking Water License for the Maplewood Pumping Station to perform a monthly test on the diesel generator. There is a requirement to conduct a yearly load bearing test and this was done in March 2012.

The recent 2012 MOE inspection on compliance determined that the load bearing tests were being performed, and they did not indicate the need to test the emergency generator on a monthly basis. Notwithstanding the foregoing, it was determined that monthly testing would be a good practice to follow, and this has since been implemented.

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**The Corrective Action Responses (CAR's), were acceptable to the external auditor and the City remains fully accredited for both the Vaughan and Kleinburg Water Distribution Systems**

The corrective action responses submitted by staff were acceptable to the auditor, and as a result, the City remains fully accredited for both the Vaughan and Kleinburg Water Distribution Systems.

Due to the size of the document, a hard copy of the DWQMS Operational Plan is provided under separate cover.

#### **Relationship to Vaughan Vision 2020/Strategic Plan**

This report is consistent with the priorities previously set by Council and ties into the following Vaughan Vision 20/20 Goals and Objectives:

Goal: Service Excellence  
Objective: Demonstrate Excellence in Service Delivery  
Objective: Promote Community Safety, Health & Wellness

Goal: Organizational Excellence  
Objective: Manage Corporate assets  
Objective: Ensure a High Performing Organization

Goal: Staff Excellence  
Objective: Demonstrate Effective Leadership

#### **Regional Implications**

There are no regional implications as a result of this report. The Region of York will also be required to undergo its own re-accreditation process when their previous accreditation certificate expires.

#### **Conclusion**

In accordance with MOE requirements, the City underwent a re-accreditation audit on its Vaughan and Kleinburg Water Distribution Systems. The external auditor appointed by NSF identified only five administrative minor non-conformances. Corrective Action Responses (CAR's), were sent to the auditor, and all were deemed acceptable. As a result, the City remains fully accredited until August 28, 2015, conditional upon successful surveillance audits in the interim years.

In accordance with the CAR submitted to the external NSF auditor, Corporate Top Management recommend Council re-endorse the Operational Plan and DWQMS.

#### **Attachments**

Copy of Accreditation Certificate – Vaughan Drinking Water Distribution System  
Copy of Accreditation Certificate – Kleinburg Drinking Water Distribution System  
Operational Plan (provided to Members of Council only under separate cover. This can be viewed at the office of the City Clerk)

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**Report prepared by:**

Brian T. Anthony, Director of Public Works, Ext. 6116

(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.)