

01-Nov-18
Meeting
Agenda

DWQMS – Haldimand County Management Review Meeting # 8 - Agenda

Required:

Jeff Oakes, Top Management	Phil Mete, Top Management
Jim Matthews, Compliance Supervisor	Phil Wilson, W&WW Project Manager
Jessica Ignaszak, QMS Rep.	Joe Kuriger, QMS Lead

- Review Minutes and action items of 23-Jan-18 Meeting:
- Address Items a) through p) Identified in Element 20:
 - a. Incidents of regulatory non-compliance
 - 2018 MECP Facility Inspections were conducted on
 - Cayuga/Caledonia System, 17-Oct-18
 - Nanticoke System, 11-Jul-18
 - Dunnville System, 08-Aug-18

There was one NON-COMPLIANCE WITH REGULATORY REQUIREMENTS AND ACTIONS REQUIRED for any of the three waterworks systems.

- A sodium hypochlorite analyzer identified in the Nanticoke Drinking Water Works Permit was removed from the Hagersville Booster Station.
- b. Incidents of adverse drinking-water tests
Veolia Water Incidents
 - **July 17, 2018 – Total Coliform of 2 CFU/100mL at Nanticoke East Reservoir**
- County Distribution Incidents
 - **July 25, 2018 – Total Coliform of 8 CFU/100mL at Dunnville SS #15 (GVL)**
- c. Deviations from critical control point limits and response actions
 - County has responded to all alarms as per procedures before limits for any CCP's were compromised.
- d. The effectiveness of the risk assessment process
 - The County's risk assessment was fully reviewed and updated in 2018.
 - A workshop was held with distribution staff to review risk assessment and discuss critical control points
- e. Internal and third-party audit results

- Desktop External audit will be conducted by SAI Global in December of 2018. Summary of Findings will form part of the Operational Plan.
- Internal audit was conducted October 22 and 23, 2018. The summary of findings forms part of the Operational Plan. There was 6 OFI's (opportunity for improvement) as well as 2 identified Mn (minor non-conformance).
Opportunities for Improvement
 - Risk Assessment
 - Risk Assessment Outcome
 - Organizational Structure
 - Competencies
 - Essential Supplies and Services
 - Sampling, Testing, Monitoring
- Minor Non-Conformances
 - Document and Record control shows some gaps. Staff do not know where to locate documentation and SOPs are not reviewed on an annual basis.
 - Emergency Management training is stated as being arranged by the Area Supervisor once every 2 years. According to Audit results this is not being done.

- f. Results of emergency response testing
 - Mock Disaster Table Top Exercise was held September 20, 2018 develop response to a Hamilton supply contamination event
- g. Operational performance
 - In 2018, all requirements and production demands were met.
- h. Raw water supply and drinking water quality trends
 - County distribution water quality spreadsheets are being updated, but regular reviews have not been implemented. There are numerous data entry errors present.
 - County and Veolia staff meet on a monthly basis to review, interpret and discuss all process performance trends for all drinking waterworks systems. Trends include but are not limited to; raw water flows, treated water flows, chemical demand, Raw/all filters/settled/finished water turbidities. All concerns, issues and updates on capital/operational projects also form part of the meeting. Discussions are tracked and circulated via meeting minutes.
- i. Follow-up on action items from previous management reviews

- QMS Rep. will monitor completion dates of all recorded action items and provide any follow-up necessary to ensure status of the item is provided.
 - Note: This is contrary to the QMS plan.
- j. The status of management action items identified between reviews
 - An action item list will be developed and a follow up email sent to determine if items have been completed.
- k. Changes that could affect the Quality Management System
 - The County has implemented the MECP considerations for the risk assessment process and other key changes to standard.
 - The County is also undergoing some re-structuring which could potentially impact the DWQMS Plan and its delivery.
- l. Consumer feedback
 - The County received complaints over the taste/odour of water in the Caledonia/Cayuga distribution system in 2018.
 - Chlorine residual complaints were received in 2018 from residents in Caledonia.
- m. The resources needed to maintain the Quality Management System
 - Staff resources and financial availability was provided in 2018 ensuring the Quality Management System was maintained and conformed with the DWQMS requirements.
- n. The results of the infrastructure review
 - A report for the 2018 budget was presented and approved by Council in December 2017.
 - 2019 capital projects related to water infrastructure were documented and prioritized in August/September 2018.
- o. Operational Plan currency, content and updates
 - Plan will be reviewed and updated as of November 30, 2018.
- p. Staff suggestions
 - Staff have suggested that the DWQMS plan be reviewed in more detail at their level to increase knowledge and overall awareness of the plan.
- New Business
 - a. New Council – Standard of Care and DWQMS Overview

- Next Meeting:
 - a. November 2019

#	Action	Responsibility	Due Date
1	-Provide DWQMS introduction/awareness information to Jeff for inclusion in "New Hire" Orientation checklist package -use workshop introductions as a start	Jessica	November 2019
2	-Develop orientation checklist for specific job positions within water and wastewater - Include DWQMS information Review with Supervisors (Jim, Todd, Brandon)	Jeff	Prior to New Hires
3	-Schedule DWQMS, Quality Management System training for new staff	Jessica	As required
4	-Invite Supervisors (ORO's) to participate in next Management Debrief	Jessica	November 2019
5	-Follow up with Jason (emergency services) to obtain details on Emergency Mock Disaster planning and provide suggestions for water related event -Identify Example Mock disaster to provide to County Emergency Response Team	Jeff	2020
6	Revise Element 20 – Emergency Management to identify current process for management meeting minutes and action items	Jessica	Nov. 31. 2018
7	-Develop standard of care presentation and package -deliver via presentation to council along with Annual Water quality Reports	Joe/Jessica	Feb. 2019