



Drinking Water Quality Management Standard

Collingwood Drinking Water System Operational Plan



Town of Collingwood

Drinking Water System Operational Plan

MSP: OP-01 Revision: 18 Date Issued: 18 February 2026

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INTRODUCTION

The Town of Collingwood owns and operates the Collingwood Drinking Water System. The Collingwood Drinking Water Quality Management System (DWQMS) is a quality management system that encompasses operational planning and activities by giving due attention to providing a safe reliable supply of potable water to our residents in an environmentally responsible manner.

As an overall system, it effectively and efficiently covers all operational activities of the Drinking Water System (DWS) at the water treatment plant (WTP) and the distribution system. Some aspects of the QMS have been applied to the wastewater treatment plant (WWTP).

Scope

The DWQMS applies to the drinking water system, both treatment and distribution. Wastewater treatment and collection is included in the QMS as an optional activity as this division is being introduced to key concepts of the quality management system.

The DWQMS applies to the Owner, all employees, essential suppliers and all others who work for or on behalf of the Town in a manner that can affect the safety, supply or ability to meet legislative requirements of the drinking water system.

References

The references used in meeting the requirements of this manual are listed separately. Where conflict in interpretation arises between the content of this Operational Plan and legislated requirements, the latter will take precedence.



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1. TOWN OF COLLINGWOOD QUALITY MANAGEMENT SYSTEM

- 1.1** The QMS described in this manual is designed to meet or exceed the requirements of the Drinking Water Quality Management Standard (DWQMS).
- 1.2** The Operational Plan is a shell document referring, when appropriate, to Management System Procedures (MSP) which will in turn refer to Standard Operating Procedures (SOP) as required. The MSP will describe how the system works, the SOPs are work instructions for operations staff actively performing activities that support the standard.

References:	Associated Documents:	Records:
DWQMS Element 1	n/a	n/a

2. QUALITY MANAGEMENT SYSTEM POLICY

- 2.1** The QMS Policy provides a 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 or exceed all applicable legislation and regulations, and
 - d. Is in a form that can be communicated to all Water and Wastewater Services personnel, Council and the Public.
- 2.2** The QMS Policy is located on the Town website in the Health and Wellbeing section under Drinking Water Treatment and Distribution and is displayed at the entrance to Water Services buildings.

References:	Associated Documents:	Records:
DWQMS Element 2	n/a	MSF-P-01 QMS Policy

3. COMMITMENT AND ENDORSEMENT

- 3.1** The Operational Plan and QMS will be endorsed by the Owner, represented by the Mayor and the CAO, and Top Management, represented by the Director of Infrastructure Department (Referred to in the QMS as the Director of Infrastructure Department) and the Manager of Water and Wastewater Services.



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3.2 The endorsement forms will be reviewed and re-signed when the Owner Representative or Top Management changes. The document can be signed electronically.

References:

DWQMS Element 3

Records:

MSF-03-100a Operational Plan Owner Commitment and Endorsement

MSF-03-02 Operational Plan Top Management Commitment and Endorsement

4. QUALITY MANAGEMENT SYSTEM REPRESENTATIVE

4.1 The Quality Management System Representative is the Compliance Officer – Water and Wastewater Services. The QMS Representative will:

- a) Administer the QMS by ensuring that processes and procedures needed for the QMS are established and maintained,
- b) Report to Top Management on the performance of the QMS and any need for improvement,
- c) Ensure that current versions of documents required by the QMS are being used at all times,
- d) Ensure that personnel are aware of all applicable legislation and regulatory requirements that pertain to their duties for the operation of the Collingwood Drinking Water System, and
- e) Promote awareness of the QMS throughout the Water and Wastewater Services – Drinking Water Division.

References:

DWQMS Element 4

Associated Documents:

n/a

Records:

MSF-04-01 QMS Representative Appointment

DWQMS Element 9

5. DOCUMENTATION, DOCUMENT AND RECORDS CONTROL

5.1 Documents and records that make up the Quality Management System will be managed under the procedures *MSP-05-100 Document Control* and *MSP-05-200 Record Control* and will include:

- a) The Operational Plan and its associated policies and procedures,



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- b) Documents and records determined by the Operating Authority as being needed to ensure the effective planning, operations and control of its operations, and
- c) The results of internal and external audits and management reviews.

5.2 MSP-05-100 Document Control describes how documents required by the QMS are:

- a) Kept current, legible and readily identifiable,
- b) Retrievable,
- c) Stored, protected, retained and disposed of.

5.3 MSP-05-200 Records Control describes how records required by the QMS are:

- a) Kept legible, and readily identifiable
- b) Retrievable
- c) Stored, protected, retained and disposed of.

References:

DWQMS Element 5

Associated Documents:

MSP-05-100 Document Control
MSP-05-200 Record Control

Records:

MSF-05-100a QMS Documentation Matrix

6. DRINKING WATER & WASTEWATER TREATMENT SYSTEMS DESCRIPTIONS

6.1 The name of the Owner and Operating Authority are provided in Appendix A of this document.

6.2 The high-level drinking water system description including all applicable treatment and distribution processes and components is provided in *MSP-06-100 Collingwood Drinking Water System Description*.

6.3 The description includes:

- a) A Treatment System flow chart,
- b) A description of the water source, including:
 - i. General characteristics of the raw water supply,
 - ii. Common event-driven fluctuations,
 - iii. Any resulting operational challenges and threats, and
 - iv. A description of procedures in place to maintain disinfection residuals.
- c) The subject systems that receive water from the Collingwood Drinking Water system and the names of the owner and operating authorities of those systems receiving water.



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- 6.4 If any system is changed between review periods it is the responsibility of applicable Staff to notify the QMS Representative with a detailed description of process changes and / or additions so that the drinking water system description can be promptly updated and communicated.

References:	Associated Documents:	Records:
DWQMS Element 6	MSP-06-100 Collingwood Drinking Water System Description	n/a

7. RISK ASSESSMENTS

- 7.1 The procedure *MSP-7-8-100 Risk Assessment and Outcomes* documents the risk assessment process and details how the Town of Collingwood:
- Considers potential hazardous events and associated hazards, as identified in the Ministry of the Environment, Conservation and Parks (MECP) document titled *Potential Hazardous Events for Municipal Residential Drinking Water Systems* (as amended from time to time),
 - Identifies additional potential hazardous events and associated hazards,
 - Assesses the risks associated with the occurrence of hazardous events,
 - Ranks the hazardous events to the associated risk,
 - Identifies control measures to address the potential hazards, hazardous events,
 - Identifies Critical Control Points,
 - 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,
 - Ensures that the risks are assessed at least once every thirty-six months, and
 - Considers the reliability and redundancy of equipment.

References:	Associated Documents:	Records:
DWQMS Element 7	MSP 7-8-100 Risk Assessment and Outcomes	n/a

8. RISK ASSESSMENT OUTCOMES

- 8.1 The results of the risk assessment are documented in the *MSF-08-01 Drinking Water System Risk Assessment* form. This form documents:
- The identified potential hazardous events and associated hazards,



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- 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 for responding to deviations from the Critical Control Limits, and
- h) Procedures for reporting and recording deviations from the Critical Control Limits.

References:

DWQMS Element 8

Associated Documents:

n/a

Records:

MSF 08-100a Drinking Water System Risk Assessment

9. ORGANIZATIONAL STRUCTURE, ROLES, RESPONSIBILITIES AND AUTHORITIES

9.1 The organizational structure, roles, responsibilities and authorities are documented in the *MSP-09-100 Organizational Structure* procedure. This procedure:

- a) Provides a description of the organizational structure of the Water Department including respective roles, responsibilities and authorities,
- b) Note – the Town does not operate multiple subject systems,
- c) Identifies of the people within the management structure responsible for undertaking the Management Review as described in Element 20,
- d) Identifies role and/or job title of the person, persons or group of people, having Top Management responsibilities required by the DWQMS, along with their responsibilities,
- e) Identifies the owner of the subject system,
- f) Outlines how the procedure is kept current, and
- g) Outlines how the information within the procedure is communicated to operations staff and the owner.

References:

DWQMS Element 9

Associated Documents:

MSP 09-100 Organizational Structure

Records:

n/a

10. COMPETENCIES

10.1 The procedure *MSP-10-100 Competencies* documents:

- a) Competencies required for personnel performing duties directly affecting drinking



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drinking water quality, including any mandatory licensing, certification or training requirements.

- 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.

References:

DWQMS Element 10

Associated Documents:

MSP 10-100 Competencies

Records:

MSF 10-100a Water Quarterly Training Report

MSF 10-100b Operator Individual Training Report

MSF 10-100c Mandatory Training Report

11. PERSONNEL COVERAGE

11.1 The procedure *MSP-11-100 Personnel Coverage* documents how sufficient personnel meeting identified competencies are available for duties that directly affect drinking water quality.

- a) periods of routine operation, including weekdays, weekends, and statutory holidays,
- b) labour disruptions (i.e., strike or lockout),
- c) emergency situations.

References:

DWQMS Element 11

Associated Documents:

MSP 11-100 Personnel Coverage

Records:

MSF 11-100a On-Call List

12. COMMUNICATIONS

12.1 The procedure *MSP-12-100 Communication* describes how relevant aspects of the Quality Management System are communicated between:

- a) Top Management,
- b) The Owner,
- c) Operating Authority personnel,
- d) External service providers and suppliers, and
- e) The Public.

References:

DWQMS Element 12

Associated Documents:

MSP 12-100 Communication

Records:

n/a



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13. ESSENTIAL SUPPLIES AND SERVICES

The *MSF-13-100 Essential Supplies and Services List* identifies all supplies and services essential for the delivery of safe drinking water and will state, for each supply or service, the means to secure its procurement

- 13.1** The procedure *MSF-13-100 Essential Supplies and Services* will detail how the quality of essential supplies and services will be ensured, in as much as they may affect drinking water quality.
- 13.2** Procurement will also be in accordance with the latest revision of the Town of Collingwood Procurement By-Law and any relevant Town Policies and Procedures.

References:

DWQMS Element 13

Associated Documents:

MSP 13-100 Essential Supplies and Services

Town of Collingwood Procurement By-Law

MSP 13-200 Watermain Commissioning

Records:

MSF 13-100a Essential Supplies and Services List

MSF 13-100b Supplier Acknowledgement

MSP 13-200a Watermain Commissioning Checklist

14. REVIEW AND PROVISION OF INFRASTRUCTURE

- 14.1** The adequacy of the infrastructure necessary to operate and maintain the Collingwood Drinking Water System will be summarized in the *MSF 14-100 Infrastructure Review* and reviewed annually by Top Management.
- 14.2** Top Management may review studies such as the Master Servicing Plan, the Asset Management Plan, the Distribution Hydraulic Model and the Water and Wastewater Rate Study as they become available.
- 14.3** The Infrastructure Review will consider the outcomes of the risk assessment in establishing priorities and projects to minimize and mitigate risks to the system.
- 14.4** The results of the Infrastructure Review will be communicated to Council through the budget process.

References:

DWQMS Element 14

Associated Documents:

Master Servicing Plan

Asset Management Plan

Records:

MSF-14-100 Infrastructure Review



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15. INFRASTRUCTURE MAINTENANCE, REHABILITATION AND RENEWAL

15.1 The form *MSF 15-100a Infrastructure Maintenance Summary* documents a summary of the infrastructure system maintenance, rehabilitation and renewal program for the Collingwood Drinking Water System.

15.2 The procedure *MSP-15-100 Infrastructure Maintenance, Rehabilitation and Renewal* documents:

- a) how infrastructure programs are documented and kept current,
- b) the long-term forecast of major infrastructure maintenance rehabilitation and renewal activities,
- c) how the long-term forecast is reviewed and communicated to the owner, and
- d) how the effectiveness of the maintenance program is monitored.

References:

DWQMS Element 15 MSP 15-100 Infrastructure Maintenance, Rehabilitation and Renewal

Associated Documents:

Records:

MSF 15- 100a Infrastructure Maintenance Summary
MSF 15-100b Long-term Infrastructure Maintenance

16. SAMPLING, TESTING AND MONITORING

16.1 The procedure *MSP 16-100 Sampling, Testing and Monitoring* describes 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 drinking water system.

16.2 There are no relevant upstream sampling, testing or monitoring activities.

16.3 The procedure will describe how results are recorded.

16.4 A summary of results is reported to Council through the annual Compliance Report.

16.5 In addition to *MSP 16-100 Sampling, Testing and Monitoring*, the Examination Summary Report is incorporated into the annual Management Review. The report conforms to applicable best management practices published or endorsed by the Ministry of the Environment, Conservation and Parks and demonstrates compliance with all sampling, testing, and monitoring requirements.

References:

DWQMS Element 16

Associated Documents:

MSP 16-100 Sampling, Testing and Monitoring

Records:

n/a



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17. MEASURING AND RECORDING EQUIPMENT CALIBRATION AND MAINTENANCE

17.1 The procedure *MSP-17-100 Monitoring and Measuring Equipment Calibration* describes how calibrations are completed and verified for all monitoring and measuring equipment.

References:	Associated Documents:	Records:
DWQMS Element 17	MSP 17-100 Monitoring and Measurement Equipment Calibration	MSF 17-100a External Analyzers Calibrations MSF 17-100b External Instrument Calibrations MSF 17-100c Internal Analyzer Calibrations

18. EMERGENCY PREPAREDNESS AND RESPONSE

18.1 The procedure *MSP-18-100 Emergency Response Plan* documents the plan to maintain a state of emergency preparedness that includes:

- a) A list of potential emergency situations or service interruptions that considers the outcomes of the risk assessment documented under Element 8,
- b) Processes for emergency response and recovery,
- c) Emergency response testing requirements,
- d) Emergency response testing requirements, including frequency, scope, and post-testing review of the effectiveness of response process,
- e) Owner and Operating Authority Responsibilities during emergency situations,
- f) References to the Town of Collingwood's Emergency Plan and Procedures, and
- g) An emergency communication protocol and an up-to-date list of emergency contacts.

18.2 The *Emergency Response Plan* will be reviewed annually

References:	Associated Documents:	Records
DWQMS Element 18	MSP 18-100 Emergency Response Plan MSP 18-200 Frozen Pipes Plan Town of Collingwood's Emergency Plan and Procedures	n/a



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19. INTERNAL AUDITS

19.1 The procedure *MSP-19-100 Internal Audits* will document how:

- a) the conformity of the QMS with the requirements of the Drinking Water Quality Management Standard is evaluated,
- b) internal audit criteria, frequency, scope, methodology and record-keeping requirements, are identified, and
- c) previous internal and external audit results are considered

19.2 Audits will be conducted at least once every calendar year.

References:

DWQMS Element 19

Associated Documents:

MSP 19-100 Internal Audits

Records:

MSF 19-100a Internal Audit Checklist

MSF 19-100b Internal Audit Report

20. MANAGEMENT REVIEW

20.1 The procedure *MSP-20-100 Management Review* will document how management reviews are conducted to evaluate the continuing suitability, adequacy and effectiveness of the QMS.

20.2 The management review is conducted at least once every Calendar year.

20.3 The results of the management review, the identified deficiencies, decisions, action items with personnel responsible and proposed timelines of implementation to the Owner, and

20.4 The relevant outcomes from the management review are reported to Operating Authority personnel.

References:

DWQMS Element 20

Associated Documents:

MSP 20-100 Management Review

Records:

MSF 20-100a Management Review

21. CONTINUAL IMPROVEMENT

21.1 The procedure *MSP-21-100 Continual Improvement* will document how the continual improvement is tracked and measured by:

- a) Reviewing and considering applicable best management practices, including any published by the Ministry of the Environment, Conservation and Parks, at least once every thirty-six months,
- b) Documenting a process for identification and management of QMS corrective actions that



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include:

- a. Investigating the cause(s) of an identified non-conformity, using an established methodology for root cause analysis,
 - b. Documenting the action(s) that will be taken to react, correct the non-conformity and prevent the non-conformity from re-occurring, and
 - c. 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.
- c) Documenting a process for identifying and implementing preventive actions to eliminate the occurrence of potential non-conformities in the QMS that includes:
- a. Reviewing processes and procedures to determine if preventive actions may be necessary,
 - b. Documenting the outcome of the review, including the action(s), if any that will be taken to prevent a non-conformity from occurring, and
 - c. 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.

21.2 The Town strives to continually improve the effectiveness of its QMS through the use of the *Continual Improvement* procedure.

References:

DWQMS Element 21

Associated Documents:

MSP 21-100 Continual Improvement

Records

MSF 21-100a Corrective Action Report

MSF 21-100b Action Items Matrix

Location of documents for operations:

<https://townofcollingwood.sharepoint.com/sites/WaterOperation>



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Revision History

Sections

14.1, 14.2

14.1 removed "as part of budget deliberations" added "summarized in the MSF 14-01 Infrastructure Review and", 14.2 Added "as they become available".

Rev. 9

Date: 24 Jan 2019

All

14.2 changed "will" to "may". Added 3.4, remove reference to the Town Environmental Services Department (TCES), removed water and wastewater from header page, revised introduction for wastewater, removed appendix A original commitment and endorsement.

Rev. 10

Date 03 Sept 2019

5,6,9-15, 18, 21

Section 5 – Added note and "Engineering Services" to title of Director, Section 13.2 – replaced "Purchasing Policy" with Procurement By-Law" and added notes, all other sections revised MSP numbering from element-01 to element -100 where transition has been completed. Added Distribution and footer note.

Rev. 11

Date 21 Dec 2021

Title, Appendix, Revision history, 5, 10, 11, 15, 17, 19, 20, 21

Added drinking water system name to title page, reformatted and added graphic, removed revisions of 2018 and earlier in revision history, added appendix A, Section 5 added note of record MSF-05-100a MSF QMS Documentation Matrix, added records in 10, 11, 15, 17, 19, 20, 21, reformatted references and added documents and records, Sect 3 MSF 03-100a was MSF 03-01.

Rev. 12

Date: 29 Jun 2022

3,4,5, 21, Appendix

Updated Document/Record control to refer to procedure name, removed hyperlink to MECP website, updated Schedule C with name changes, updated Section 3 to remove unnecessary information, added new document in Section 4, QMS Representative, some minor formatting corrections.

Rev. 13

Date: 21 Nov 2023



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Header, Footer, All

Updated header and footer. Updated Department and Division name in the document. Updated location of documents for operations in References.

Rev. 14

Date: 4 Jun 2025

10, 15

Added references to 10: MSF 10-100c Mandatory Training Report and 15: MSF 15-100b Long-term Infrastructure Maintenance. Updated MSF 15-01a to MSF 15-100 a.

Rev. 15

Date: 2 Jul 2025

All

Updated Introduction. Edited document to comply with AODA. Added OP Appendix A to Table of Contents. Updated references for MSP Element 16 and MSF Element 8 (Risk Assessment Form).

Rev. 16

Date: 7 Aug 2025

21.1

Updated 21.1a).

Rev. 17

Date: 10 Nov 2025

Updates to align with DWQMS Version 3 (current MECP standard), including administrative revisions to definitions, document references, ministry names, contact information, capitalization, grammar, and wording.

Rev.18

Date: 18 Feb 2026

Town of Collingwood Drinking Water System – Operational Plan Appendix A



Ministry of the Environment,
Conservation and Parks

[Print Form](#)

Schedule C – Director’s Directions for Operational Plans (Subject System Description Form) Municipal Residential Drinking Water System

Fields marked with an asterisk (*) are mandatory.

Owner of Municipal Residential Drinking Water System *
[The Corporation of the Town of Collingwood](#)

Subject Systems

Name of Drinking Water System (DWS) *	Licence Number *	Name of Operating Subsystems (if applicable)	Name of Operating Authority *	DWS Number(s) *
1. Collingwood Drinking Water System	100-101		The Town of Collingwood	220001165

[Add item \(+\)](#)

Contact Information for Questions Regarding the Operational Plan [i](#)

Primary Contact

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Title *	Telephone Number *	Email Address *
Manager of Water and Wastewater Services	705-446-5316 ext.	pslama@collingwood.ca

Secondary Contact

Last Name	First Name	Middle Initial
Alkoka	Mohamed	
Title	Telephone Number	Email Address
Director of Infrastructure Department	705-445-1030 ext.4201	malkoka@collingwood.ca

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