

Title: Personnel Coverage		Control Number: SLD 11
Revision: 2.0	Effective Date: Aug. 7, 2009	Section: O & M
Author: WESA	Reviewer: Operational Top Management	Approver: E. Wu

1.0 Purpose

This procedure describes the process for ensuring sufficient personnel are available to perform the operation and maintenance activities required by Waterworks.

2.0 Scope

All personnel with identified competencies that directly affect drinking water, and the activities these personnel are required to perform are covered under the scope of this procedure.

3.0 Definitions

- OIC – Operator-in-charge
- OIT – Operator In Training
- Stand-by Staff – Staff assigned to be available to respond to emergencies outside of normal business hours
- ORO – Overall Responsible Operator
- MOE – Ministry of Environment
- SLD – System Level Document

4.0 Procedure

- 4.1 Waterworks shall have sufficient staff available to respond to system operations, maintenance and emergencies 24 hours per day, 365 days per year. This shall be achieved by the regular staff complement and stand-by staff coverage.
- 4.2 Waterworks shall be sufficiently staffed from Monday to Friday during normal business working hours (7:30am to 4:00pm) to meet regular system needs.

- 4.3 Waterworks Operators shall be assigned to stand-by coverage to meet system needs.
- 4.4 The Overall Responsible Operator (ORO) is designated to be the Operations & Maintenance Manager or the Waterworks Supervisor that has been assigned to stand-by duties. Waterworks Supervisors are assigned to stand-by duties on a rotational basis. The Operations & Maintenance Manager also participates in the Supervisors stand-by rotation.
- 4.5 During normal business hours the Waterworks Supervisors and Waterworks Working Supervisors are designated as Operator-in-charge. These staff shall be MOE certified at the system level or higher in water distribution.
- 4.6 Outside of normal business hours of weekdays 7:30 a.m. to 4:00 p.m. Waterworks Supervisors will ensure that a minimum of one Operator assigned to the stand-by rotation is licenced at the system level. That Operator and the Waterworks Supervisor assigned to stand-by duties shall both be designated as Operator-in-charge.
- 4.7 Waterworks Operators shall be assigned to stand-by coverage outside of normal business hours (7:30 a.m. to 4:00 p.m.) to meet the system needs. Waterworks Operators assigned to stand-by coverage shall be MOE certified to level 1 or higher in water distribution. Operators with an OIT certificate may be assigned to stand-by coverage, but shall be directly supervised by a certified operator.
- 4.8 Waterworks Operations & Maintenance (O&M) and Information Management System (IMS) sections shall set the stand-by schedule for Waterworks stand-by coverage.
- 4.9 Weekly Stand-by schedule shall be available to the Operational Top Management, Contact Center, Information Markham and Fire Department Control Room and any other staff as deemed necessary or upon request.
- 4.10 Each stand-by shift shall include 3 Operators, one backup Operator, and one Supervisor.
- 4.11 The backup Operator shall be on stand-by, and shall be available to relieve or assist other Standby Operators as required.
- 4.12 Completed Standby Change Forms and Absence Report Forms shall be filed by the Operations & Maintenance Staff to reflect any changes made to the stand-by schedule.

- 4.13 The standby Supervisor shall be responsible for all related Waterworks activities during after hours, during the standby period.

Emergencies

- 4.14 After hours emergencies shall be addressed by the designated standby Operator, and responded to, according to the **Emergency Management SLD**.
- 4.15 A listing of all critical contacts and contact information shall be prepared as per the **Emergency Management SLD**.
- 4.16 During the standby period, should the need for additional Operators arise, the Standby Supervisor shall be responsible to call in additional licenced operators, staff or contracted resources.
- 4.17 Assistance may be provided by other staff within the department and within the Town as required. Neighbouring municipalities (including the City of Toronto or the Region of York) may also be contacted to provide qualified personnel after hours in the event of an emergency.

Strikes and/or Lockouts

- 4.18 Strikes and lock-outs shall be handled as per the Town of Markham Strike Contingency Plan.

5.0 Associated SOPs

- SOP – Dispatch
- SOP – Generating Stand-by Schedule
- SOP – Calling Additional Resources & Operators

6.0 References

- DWQMS Element 11 – Personnel Coverage Town of Markham Strike Contingency Plan
- Emergency Management SLD
- Standby Change Form
- Absence Report Form

7.0 Records

- Standby Schedules
- Completed Standby Change Forms
- Completed Absence Report Forms

8.0 History of Changes

Revision	Date	Description	By
2.0	Jul. 22, 2009	Sections 4.2, 4.6, 4.8, 4.9, 4.12	E. Wu