

Public Utilities Commission for the Municipality of Chatham-Kent

Drinking Water Quality Management System

CK PUC Operational Plan

DWQMS Element 10 – Competencies

Purpose

This Policy identifies how the Public Utilities Commission for the Municipality of Chatham-Kent (C-K PUC) ensures that personnel whose roles and responsibilities affect drinking-water quality remain competent in order to ensure the ongoing operation of its Quality Management System (QMS).

Scope

This Policy applies to all personnel of the C-K PUC.

Policy

1.0 Identification, Development and Maintenance of Competencies

1.1 In order to help ensure the use of competent individuals within the QMS, all C-K PUC operational personnel are made aware of policies and procedures through the electronic document management system and associated tests. Employees are responsible for following the policies and procedures relevant to the specific location in which they are working. Other expectations are outlined in the Roles, Responsibilities, and Authorities Documents – Control No. 2000353.

1.2 Competencies for the C-K PUC's distribution system contractor are outlined in the Service Level Agreement (SLA).

1.3 The development and maintenance of competencies is facilitated through training, which is provided by the C-K PUC on a continual basis.

1.4 Awareness of the importance of employee responsibilities and its impact on drinking-water quality will be promoted through:

- a) MOE Water Operator Certification;
- b) Review of relevant policies and procedures;
- c) Knowledge of relevant legislative and regulatory requirements;

- d) Understanding of roles and responsibilities (as outlined in the Organizational Chart – Control No. 2000394 and the Roles, Responsibilities, and Authorities Documents – Control No. 2000353);
- e) Continual internal training; and
- f) Review of the required competencies in the Roles, Responsibilities and Authorities Document – Control No. 2000353.

1.5 The ongoing tracking of personnel competencies and training that demonstrates employee skills and knowledge will be recorded through the use of a training hours summary.

2.0 Associated Forms, Procedures, Work Instructions

- Distribution System Contractor Service Level Agreement
- Organizational Chart - Control No. 2000394
- Roles, Responsibilities, and Authorities Documents – Control No. 2000353

3.0 Records

- Training Records
- MOE Water Operator Certification