

**CONTINGENCY PLAN**  
**Township of Tay – QMS Operational Plan**

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**Township of Tay Water Treatment & Distribution Systems**

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**Element 8.1.3****Problem: Adverse Water Quality - Notifications**

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**Step #1** Notify ORO and/or Lead Hand ("Section A")

**Step #2** Notify Operating Authorities ("Section B")

**Step #3** Notify Customers, *if required*, ("Section C")

Remember to record the names and positions of the persons you spoke to and the Adverse Water Quality Incident (AWQI) number.

**SECTION "A"**

Notify the ORO (call twice ten minutes apart on a home phone and/or cell phone) in order to explain the emergency live. Do not leave a message on voice mail or on an answering service. If there is no response, call the Lead Hand using the same procedure and then the Director of Public Works if no response is heard from the Lead Hand. Discuss the situation and corrective actions to be taken with the ORO or Lead Hand or Director of Public Works.

Notify the Public Health Unit (PHU) first and then the Spills Action Centre (SAC) followed by the Local Ministry Office (if necessary) and follow any further actions they may recommend. The ORO or Lead Hand will contact the Director of Public Works of any adverse water condition or other serious problems.

**SECTION "B" - Operating Authorities****Verbal Notification – Immediately**

An immediate report must be given by speaking in person or by telephone:

**Step 1:** Call SMDHU (705-721-7520 ext. 8811). Speak with a person at the office of the Simcoe Muskoka District Health Unit or if the office is closed, by speaking with a person at the on-call system of the health unit (the SMDHU calls back if you leave a message after hours at 1-888-225-7851).

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**Step 2:** Call SAC (1-800-268-6060). Speak with a person at the Ministry's Spills Action Centre (SAC).

Remember to record the names and positions of the persons you spoke to and the AWQI number.

**Written Notification 2a – Within 24 hours**

The operating authority of a drinking water system is required to give written notice to the Medical Officer of Health (MOH) of an "Adverse Water Condition and or Other Condition" within 24 hours. This report must indicate what actions are being taken in response to the adverse test result. Blank "Adverse Water Condition or Other Problem" report forms are available at the office or online, simply fill out Section "2 (a)" and fax it in to both parties.

Fax: SMDHU – 1 (705) 721-1495

Fax: SAC – 1 (800) 268-6061

**Notice of Resolution 2b - Within 7 days of Resolution**

Within seven days after the issue is resolved, Section "2b" must be completed and faxed to both parties.

Fax: SMDHU – 1 (705) 721-1495

Fax: SAC – 1 (800) 268-6061

**SECTION "C", if Required**

**Approved Customer Notification**

The method used will depend on the emergency and number of customers to be notified.

If the emergency is localized and only a portion of customers are affected, notices can be hand delivered. If the emergency is area-wide and affects all or a large portion of customers, local media should be used including radio, television and newspaper, dependent on the severity of the situation.