

This performance improvement plan is for one of the 21 core programs that comprise the provincial initiative to strengthen the public health infrastructure of all health authorities in-line with an evidence based core functions framework.

The purpose of this report is to describe the assessment of the Fraser Health Water Quality Program compared to the BC Ministry of Health Water Quality Model Core Program Paper, and the improvement strategies to better match this evidence based model program.

The major components of a Drinking Water Quality program outlined in the model core program paper are:

- Prevention
- Advocacy
- Public Education and Involvement
- Regulatory Compliance

Performance Improvement Targets—Prevention

| Goal/Outcome | Indicator | Outputs | Time Period |
|--|--|---|-------------|
| Drinking Water | | | |
| Ensure that drinking water systems classified by the Environmental Operator Certification Program as a Class 3 and Class 4 have a certified operator according to the systems classification | Letter of expectations mailed to all non-compliant water systems that have been classified by the EOCP as class 3 or 4. | Class 3 water systems have certified operators according to the systems classification. | April 2010 |
| | | Class 4 water systems have certified operators according to the systems classification. | Jan 2013 |
| Ensure that water systems classified as a small water system, according to legislation, have operators with the necessary training and education | Revise Guideline titled - <i>"Assisting the DWO in Considering Whether a Higher Standard of Formal Training is Required for a Small Water System Small"</i> to include minimum training / education expectations for small water system operators. | Approved Guideline | March 2009 |
| | | 90% of water systems have adequate training or EOCP certification | March 2010 |
| | | 100% of water systems have adequate training or EOCP certification | March, 2011 |

Performance Improvement Targets—Advocacy

| Goal/Outcome | Indicator | Outputs | Time Period |
|---|--|---|-------------|
| Drinking Water | | | |
| Modify content of the Health Protection Website to include risk information, guidelines and education materials for drinking water providers. | Generate a list of resource materials, for drinking water providers, to be posted on the health protection website | Materials posted on Website. | March 2009 |
| Recreational Water | | | |
| Advocate for the creation of a provincial committee aimed at systematically reviewing recreational water legislation, procedures and | Presence of a provincial committee consists of the Regional Directors of Health Protection, PHO office and the Ministry of | Presence of the Terms of Reference for the committee. | March 2009 |

| Goal/Outcome | Indicator | Outputs | Time Period |
|---|--|------------------------------|-------------|
| evidence based information. | Healthy Living and Sport. | | |
| Modify content of the Health Protection Website to include risk information, guidelines and education materials for recreational water facility operators. Materials to be developed in alternative languages where possible. | Generate a list of resource materials, for recreational water facility operators, to be posted on the health protection website. | Materials posted on Web Site | March 2009 |

Performance Improvement Targets— Public Education and Involvement

| Goal/Outcome | Indicator | Outputs | Time Period |
|--|--|---|-------------|
| Drinking Water | | | |
| Develop and implement a communication plan to educate and inform the general population on the value and safe use of drinking water. | Presence of a communication plan. The plan to include: <ul style="list-style-type: none"> • A review of available resources materials and tools; • Developing partnerships with stakeholders; • Incorporation of information onto the Health Protection Website | Implementation of the communication plan. | Sept. 2009 |
| Develop and implement a communication plan for targeting educational materials to specific drinking water quality issues that are of special concern to a neighbourhood, community or sector | Presence of a communication plan. The plan to include: <ul style="list-style-type: none"> • A review of available resources materials and tools; • Developing partnerships with stakeholders; • Incorporation of information onto the Health Protection Website | Implementation of the communication plan. | Sept. 2009 |

| Recreational Water | | | |
|---|--|--|-------------------|
| <p>Develop a comprehensive communication strategy for the public and private pool and spa owners on the availability of resources related to recreational water facilities and beaches.</p> | <p>Presence of a communication strategy that includes:</p> <ul style="list-style-type: none"> • Develop additional paper based and web site based public information brochures on current and developing issues around recreational water safety. Materials to include the promotion of public awareness of key risk messages associated with recreational water. Materials to be developed in alternate languages where possible. • Enhance Health Protection web site to provide additional public and operator information on pool, spa and beach safety and risk issues. Consider posting on going log mean values for beach sampling results. • Develop a “home level” swimming pool training course aimed at private pools and hot tubs owners. | <p>Implementation of the communication strategy.</p> | <p>March 2010</p> |

Performance Improvement Targets— Regulatory Compliance

| Goal/Outcome | Indicator | Outputs | Time Period |
|-------------------------------------|---|-------------------------------------|-------------|
| Drinking Water | | | |
| Develop a Complaint Response System | The presence of complaint response system that includes the following: <ol style="list-style-type: none"> 1. A readily available complaints policy 2. The definition of a complaint 3. Information that a complaint can be made and how to do it 4 .An understandable process including who will review the complaint and what options are available if the person remains dissatisfied at the conclusion of the review. 5. A database for recording, tracking and analyzing complaint information (95% completed – few data element additions required in Healthspace) 6. Guidelines for staff on how to respond to complaints that outline the steps to be taken once a complaint is received (complaint intake form completed) 7. Staff training on how to respond to complaints. 8. Performance standards for complaint handling | Approved complaint response system. | Dec, 2008 |

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| Develop a Drinking Water Program Progressive Enforcement Guideline. | Presence of the guideline | Approved Guideline | Dec, 2008 |
| Recreational Water | | | |
| Develop a Provincial "Inspection Priority Tool" for Recreational Water Facilities to establish inspection frequency. | Presence of a Provincial Inspection Priority Tool. | Implementation of the Inspection Priority Tool. | September, 2009 |
| Develop a Progressive enforcement guideline for recreational water program. | Presence of the guideline. | Approved Guideline. | Dec, 2008 |
| Effective evaluation of the performance of the main program components. | <ol style="list-style-type: none"> 1. % of facilities with an active system for monitoring and recording pool chemical parameters. 2. % of staff at each pool who have attended a pool operation and maintenance course. 3. % of facilities with written procedures on: <ul style="list-style-type: none"> • Incidents related to physical, chemical and bio/microbiological hazards • Reporting of incidents • Public complaints • Fecal accidents • Disease outbreak response • Staff training 4. % of public beaches meeting the recommended water sampling frequency. 5. % of public beaches with an active system for monitoring safety and sanitary conditions. | Presence of indicator reports. | March, 2010 |

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| | <p>6. % of HA pools meeting the inspection frequency (defined by risk categorization)</p> <p>7. % of pools/spas that are assessed as:</p> <ul style="list-style-type: none">• High risk• Medium risk• Low risk <p>8. % of serious violations corrected on follow-up inspections.</p> <p>9. % of samples exceeding the 30 day log mean average of 200 fecal coliforms per 100 ml.</p> <p>10. # of health related closure days for marine and freshwater recreational areas.</p> | | |
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