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COMPREHENSIVE SOURCE TO TAP ASSESSMENT PILOT PROGRAM

COMMUNICATION PLAN

INTRODUCTION

This document presents the communication plan for the Comprehensive Source to Tap Assessment Pilot Program (CS2TA). The purpose of the communication plan is to keep all parties (i.e. Government, BCWWA, Health Authorities, pilot project participants, and the general industry) informed of the progress of the program. In addition, the plan provides a procedure to communicate “messages” to specific parties in response to issues as they arise during the project.

The target audience of the plan are representatives of Ministry of Health Services (MoHS), Ministry of Water, Land and Air Protection (MoWLAP), Health Authority (HAs), Peer Group, BCWWA, participants in the Pilot Program and other interested parties.

The documents to be produced are as follows:

- administrative reports including monthly updates, progress reports and minutes of meetings;
- milestone reports at completion of defined tasks;
- specific issue reports; and
- presentations.

The following table defines the type of document, responsibility for preparation and review, date of preparation and distribution.

| Type of Document | Prepared By ⁽¹⁾ | Date | Reviewed By ⁽¹⁾ | Distribution ⁽¹⁾ |
|---|--------------------------------|-------------------------------|----------------------------|-----------------------------|
| Monthly Update | PM | 15 th of the Month | ED | MoHS, HAs, SC |
| Monthly Progress | PM | 15 th of the Month | ED | MoHS, HAs, SC |
| Milestone Reports | PM | As Required | ED SC | MoHS, HAs, SC |
| Minutes of Meetings | PM | As required | ED | MoHS, HAs, SC |
| Specific Issue Reports | PM, ED, DI or SC (ED decision) | As Required | ED, PM and SC | Specific parties |
| Watermark Articles | PM | Publishing Date | ED | Publisher, MoHS, HAs, SC |
| Presentations | PM, ED, DI | As Required | ED, PM | As Required |
| Note: 1. Definitions are: ED: Executive Director of BCWWA PM: Project Manager DI: David Icharia SC: Steering Committee MoHS: Ministry of Health Services HA: Health Authority | | | | |

OTHER COMMUNICATION METHODS

Letters and Memorandum

All external communication to be prepared by Kerr Wood Leidal Associates Ltd. (KWL) and directed through the BCWWA office. All communications between Project Team members to be copied to the BCWWA office and KWL office. Documents to be prepared by the Project Team members, Consultants or Subconsultants to be on BCWWA letterhead or logo.

E-mail

E-mail will be one of the main avenues of communication to circulate documents and reports to the target audience. Use e-mail to address specific issues as the issues arise. The target audience to be decided by Del Haylock and Frank Belfry.

BCWWA Web Site

Information to be prepared by David Icharia, Del Haylock, or other party except as noted above. All notices on the web site to be reviewed by Frank Belfry and Del Haylock. The Monthly update (paragraph) can be posted on the BCWWA Home Page with link to CSA “Front Page”. Summary of Project and “Front Page” for CSA Project with links to posted documents such as:

- Progress Reports;
- Watermark articles;
- Interim Report;
- Final Report;
- UBCM Presentation;
- Screening Tool (with permission from province);
- Draft Assessment Guideline (with permission from province); and
- Opportunity to provide feedback.

Telephone Contact

Telephone to be used to address specific issues as the issues arise, specifically for serious/high priority issues. The message to be developed as noted in the above table and distributed by Del Haylock, i.e., one point of contact with feedback to Frank Belfry and the Steering Committee.

Meetings

Meetings are a key method to disseminate information and to gather information. To ensure meetings proceed in a timely and efficient manner, the following procedures to be in place:

- Circulate agenda and supporting materials at least 1 week in advance of meeting;
- The Chair to keep meetings focussed and productive;
- Use pre and post meetings/contact to identify other issues and gauge level of support;
- Use meetings to build relationships with the project participants;
- Meetings to be organized at the direction of Frank Belfry or Del Haylock;
- BCWWA Office to organize meeting venues, catering, and travel arrangements;
- Summary of feedback to be shared between Frank Belfry and Del Haylock;

- Minutes of meetings to be prepared by KWL and reviewed by the ED or as otherwise decided by the ED and PM; and
- BCWWA Office to distribute written minutes of the meetings to participants and others within 7 days of the meeting

Ministry of Health, Drinking Water Leadership Council Web Forum

BCWWA to investigate the opportunity to use the MoHS DWLC web forum for posting reports. This form could be used to solicit feedback from DWLC on specific issues. Access to this web site is via a request to MoHS, Ron Duffell or Karen Rothe. If approved, postings for DWLC Web Forum to be prepared by KWL and sent to the ED for review and then submitted to MoHS. Results of feedback to be shared with Frank Belfry and Del Haylock.

Presentations/Workshops

Presentations and workshops are an opportunity to provide information and receive feedback. BCWWA Office to organize presentation venue or opportunity. Presentation material to be prepared by Frank Belfry. Handout or supporting material to be prepared by the BCWWA Office. Presentations to include:

- UBCM Conference;
- to Health Authorities (to support meetings);
- Workshops with Peer Group;
- to Drinking Water Leadership Council, as necessary; and
- to BCWWA Committees, as necessary.

BCWWA Internal Communication

Del Haylock will keep the Steering Committee informed of the progress of the Project and provide any and all information requested by the Steering Committee. Frank Belfry and Del Haylock will meet with the Steering Committee (meetings should be held at the start of each phase). Del Haylock will keep the BCWWA Executive informed of the progress of the project (an update will be provided at each Executive meeting). The Steering Committee will keep the BCWWA Board informed of the progress of the project (an update will be provided at each Board meeting). Del Haylock will keep the BCWWA Technical Committees and the TPC informed of the progress of the project (a summary is to be provided to the Committees and TPC at least every 2 months).

March 3, 2005