

OPERATOR DIGEST

SPRING 2020 | NUMBER 144

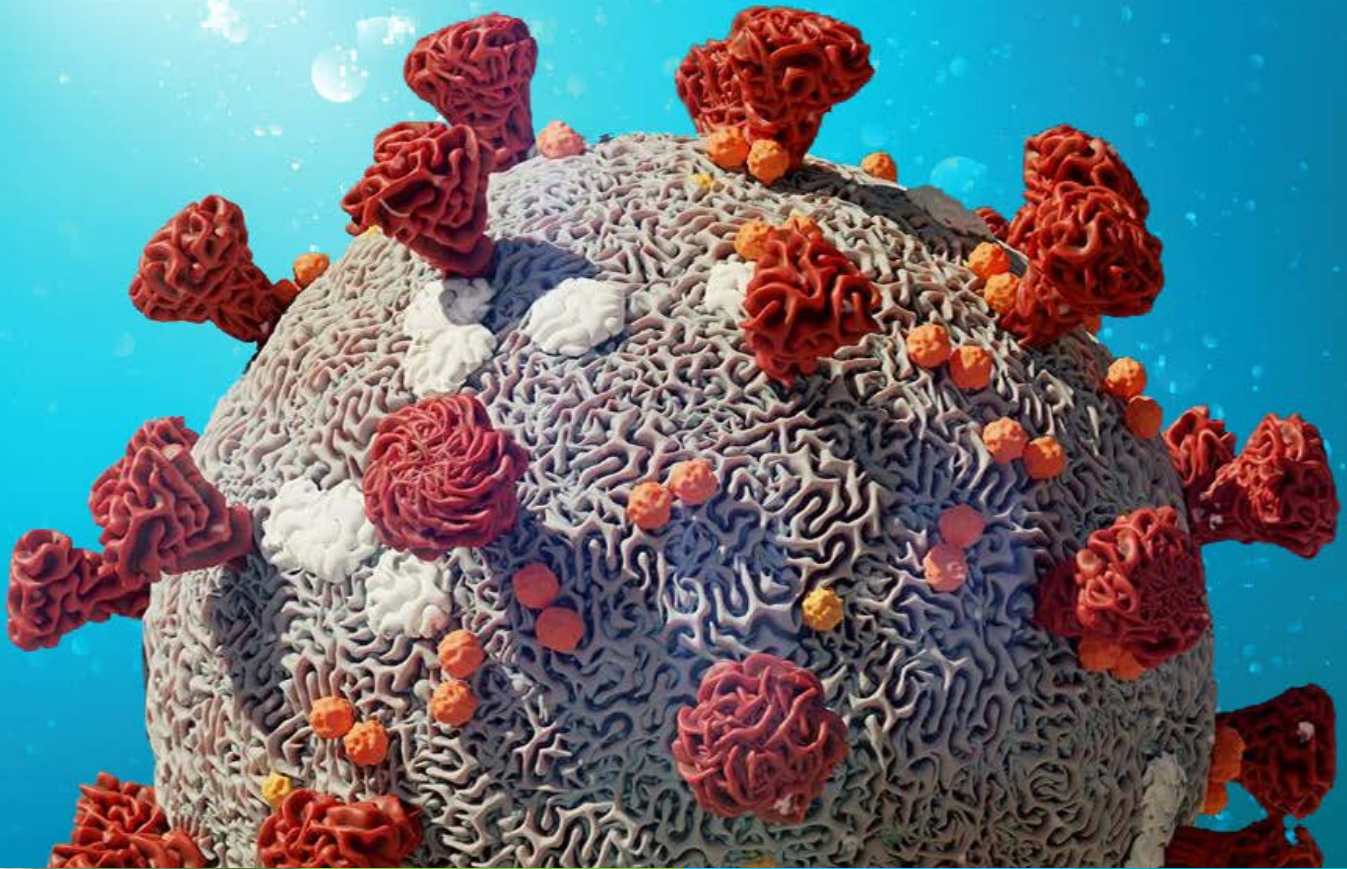


Quarterly Newsletter of the
Environmental Operators
Certification Program – BC/Yukon

PANDEMIC

WHAT IS COVID-19

and how does it
affect the water and
wastewater industry? P4



OPERATOR PROFILE

Katie Reynders
is happy with her
choice of training
to be an Operator!

P2

CITY OF PENTICTON

An upgrade to
replace toxic
process gases.

P8

2 MONTHS TO RECLASSIFY

If you haven't
already reclassified
your facility, don't
put it off any longer!

P11

OPERATOR DIGEST

The **Operator Digest** is the official newsletter of the **Environmental Operators Certification Program**.

Submissions for publication in the Digest are welcome. Please email them to the EOCP office at eocp@eocp.ca

Changes of address, annual dues, Continuing Education Requirements, exam applications, as well as general inquiries about the program should be addressed to:

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The Environmental Operators Certification Program is a charter member of the Association of Boards of Certification and is a registered society with more than 4,500 active members.

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OPERATOR PROFILE

Katie Reynders

Operator in Training

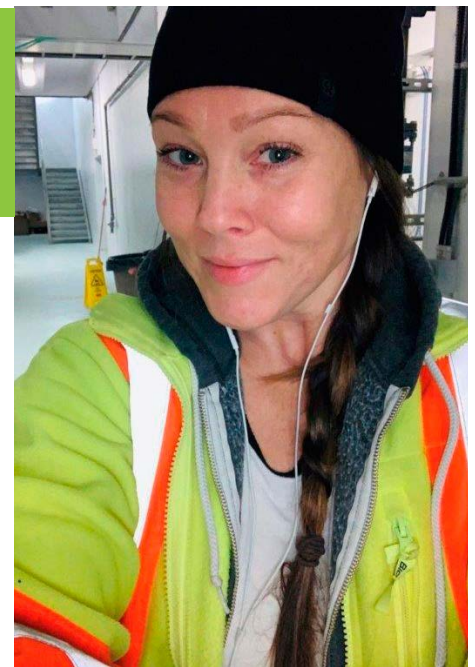
How did you become an Operator?

It was actually by fluke. I was originally upgrading to go into Nursing and while upgrading, one of my classmates told me about the Water Engineering Technology program at Okanagan College. I really had no idea what being an Operator entailed, but after sitting down with the head of the program it was an easy switch for me to go after a career as an Operator. Once I was in school for a very short period of time, I knew this was a path I really wanted to take.

How long have you been an Operator?

I just graduated in December and got my Water Treatment Level I certification in November, so just a few months. I am just starting out which is really exciting, because there is so much still to learn.

What is your typical day? I am currently working at the Powers Creek Water Treatment Plant for the City of West Kelowna until the end of March. So, I get to do everything from maintenance, some operating, lab work, and currently I am working on helping to get the plant going on a new preventative maintenance program. I did my first



8-month co-op term there, so it was a really easy transition back into things and work with the guys again.

After that I am starting a 6-month term in the distribution department with the city. So when my time here at the plant ends my days will definitely range. In distribution you never know what you may end up doing when you come to work in the morning. You could be doing water quality rounds, assisting on dig jobs, and many types of maintenance;

Continued on page 7



MESSAGE FROM THE DIRECTORS AND STAFF



OMG!

There we were, naively going about our business, and then BOOM, we are now in the midst of a pandemic. How did that happen?!

But, as mentioned in one of our COVID-19 UPDATE bulletins:

We are Canadian.

We pull together.

We look after each other...

and together we will get through this, too.



Mike Firlotte, Chair

Kalpna Solanki, CEO

Although our offices have been closed since the 23rd of March in an effort to help flatten the curve, we continue working on several initiatives:

1. The EOCP, BC Ministry of Health, BC Health Authorities, BC Ministry of Health and Climate Change Strategy, and Yukon Environmental Health Services on a 'Compliance Project' whereby we are identifying non-compliance issues such as:
 - a. Facilities that have no certified Operator at all;
 - b. Facilities that do not have an Operator at the level of the facility classification.
2. With the impact of the pandemic, we received only three nominations for the three board positions we had available. We are fortunate that each of the candidates is eminently suitable and qualified for the role of director - please see the candidate information on page 10 of this issue. The new Directors will be appointed to the Board at the EOCP's AGM on the 18th of June.
3. In 2017, the EOCP started the roll-out of its new Facility Classification models with the anticipation that ALL Level I to IV facilities would be classified by June 2020. To ensure this timeline is met, certificates will expire for any facility that has not been classified using the new classification models.
4. The EOCP's Customer Relationship Manager has especially been a boon during this difficult time dealing with COVID-19 as most of our services can now be completed online.

5. Work also continues on our conference for Operators. We expect that the COVID-19 situation will be under control by September based on the most recent updates - so please make sure to reserve your spot as our last conference was a sold-out success, and this will be the first conference this year specifically for Operators! A key component of #EOCP2020 is also two major announcements that will be made by the EOCP related to Operator training and certification! Register while space is available at <https://tinyurl.com/y59b46p9>
6. A huge huge 'shout-out' to the mentors from the Operator Peer Network. When we reached out to them to see if they would be willing to help communities (via email or phone) where Operators were affected by COVID-19, within a minute, the emails started coming in with Operators willing to volunteer. Thank-you! Your generosity is very much appreciated.

We are honoured to serve the water and wastewater sectors of British Columbia and Yukon - providing more than 4.2 million people with safe drinking water and wastewater management, and 'thank-you' to our Operators for keeping things running, even during a pandemic.

Please Be Kind, Be Calm, Be Safe.

Mike Firlotte, Chair

Kalpna Solanki, Chief Executive Officer

A new staff member!

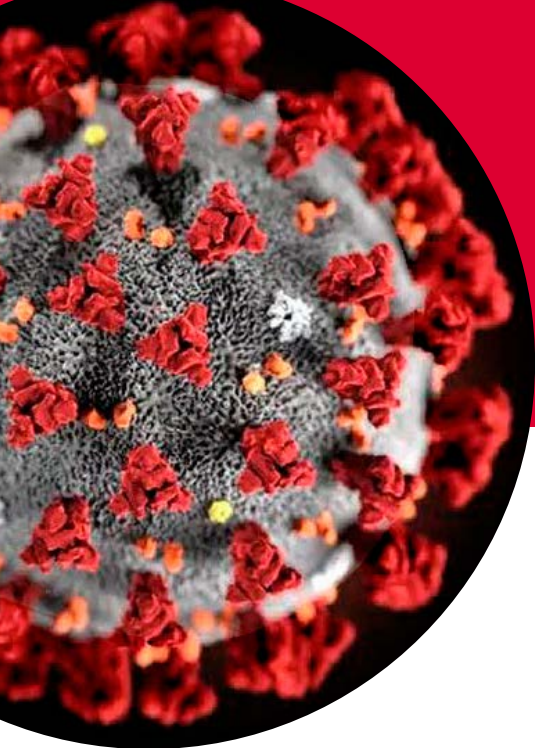
Lachlan Manser is the newest addition to the EOCP team, and is filling in while Heather Reynolds is on maternity leave.

Lachlan has a fascination of water infrastructure, bringing experience from his role as a government Information and Communication Technology Officer in Australia. He threw all that away and spent a year living out of a backpack in Japan and Europe before moving to Canada on a whim in 2017.

Lachlan supports Operators with meeting their CEU requirements and helps to keep their administration running smoothly. Originally from Australia, Lachlan loves spending time in the outdoors that we're working to protect and remains astounded at Canada's abundance of water.

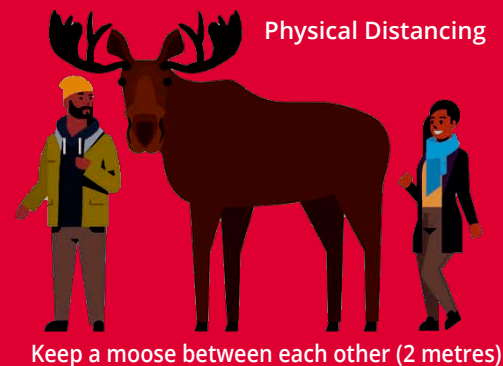
Welcome Lachlan!





WHAT IS COVID-19?

By Kalpna Solanki, BSc, MBA, CPHI(C)



COVID-19 = CORONAVIRUS DISEASE 2019

COVID-19 is a disease caused by the SARS-CoV-2 (Severe Acute Respiratory Syndrome coronavirus 2) virus. The name 'coronavirus' is derived from Latin 'corona' meaning 'crown' or 'wreath', and refers to the characteristic appearance of the infective form of the virus which has a fringe of large, bulbous surface projections creating an image reminiscent of a crown.

Where do coronaviruses come from?

Coronaviruses were first discovered in domesticated chickens in the 1930s, and for the first time in humans in the 1960s. Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases such as COVID-19.

While it was initially thought that the source of the coronavirus causing COVID-19 was an open-air market in Wuhan in December, there are theories that the virus may have existed in humans just prior to that, maybe as early as November 2019, but 'patient zero' has not as yet been identified. Identifying 'patient zero', the index case, can help address crucial questions about how, when, and why the infection started. These can then help to prevent more people from getting infected now or in future outbreaks. However, one thing almost certain is that this virus is possibly a previously unrecognized bat coronavirus.

How does the virus spread?

Coronavirus is spread from an infected person through three main routes:

1. Droplet spread - when a person coughs or sneezes, or when a wastewater process creates aerosols or droplets. The most recent research indicates that the virus does not appear to linger in the air.
2. By touch - if a person has used their hands to cover their mouth or nose when they cough or sneeze, you touch their hands, then touch your mouth, nose or eyes.

3. Fomites - touching an object or surface with the virus on it, then touching your mouth, nose or eyes.

How does this virus make you sick?

Viruses cannot replicate without cells, and need to 'hijack' cells to replicate. This coronavirus is a respiratory virus that invades the respiratory system and gets into the body through your eyes, nose, and mouth - that is the reason why you are told to not touch your faces. The virus infects the cells lining your throat, airways, and lungs and turns them into 'coronavirus factories, that spew out huge numbers of new viruses that then go on to infect yet more cells. This article from the New York Times is excellent at explaining the process: <https://tinyurl.com/w5whlqp>

Covid-19 is a mild infection for 8 out of 10 people who get it and the main symptoms are a fever and a cough. In most cases, the virus stays in the upper tract that includes everything above the windpipe. In those cases, the symptoms can include a fever, cough, or sore throat.

If the virus migrates to the lower tract, specifically the lungs, it causes inflammation which results in fluid accumulating in the lungs and thus difficulty in breathing i.e. pneumonia. In severe cases, the damage related to COVID-19 is caused by the immune system carrying out a 'scorched earth' defense to stop the virus from spreading. Millions of cells from the immune system invade the infected lung tissue and cause massive amounts of damage in the process of cleaning out the virus and any infected cells.

In most cases, the body's immune system will eventually overcome the infections, however, the challenge for healthcare workers treating patients is to support the body and keep the blood oxygenated while the lung is repairing itself.

How do I avoid getting sick?

1. Handwashing - with soap and warm water for at least 20 seconds is the most important thing you can do to prevent the spread of infection.
2. Sanitizing - if soap and water are not readily available, alcohol-based hand sanitizers can be used to clean your hands as long as they are not visibly soiled. If your hands are visibly soiled, use a wipe, and then the sanitizer to clean them.
3. Do not touch your face with unwashed hands.
4. Cover your mouth and nose with a disposable tissue or your elbow when sneezing or coughing.
5. Clean on a regular basis any frequently touched surfaces such as door and faucet handles, stair railings, etc.
6. Avoid sharing food/drinks or utensils.
7. Avoid any non-essential trips
8. Physical distancing - when interacting with people outside your home, keep 2 metres apart, or a moose apart!

Other reminders

1. Stay at home if you are sick
2. Avoid crowded places
3. Take care of your mental well-being and check in with loved ones
4. Develop new healthy routines that involve exercise and self-care
5. A reminder again to maintain physical distance of at least 2 metres when interacting with people outside your home.

HOW DOES COVID-19 AFFECT THE WATER AND WASTEWATER INDUSTRY?

By Kalpna Solanki, BSc, MBA, CPHI(C)

WATER AND WASTEWATER ARE ESSENTIAL SERVICES

Listed in BC and YK, essential services are those daily services essential to preserving life, health, public safety, and basic societal functioning. They are the services British Columbians and Yukoners come to rely on in their daily lives, and include water treatment, water distribution, wastewater collection, and wastewater treatment.

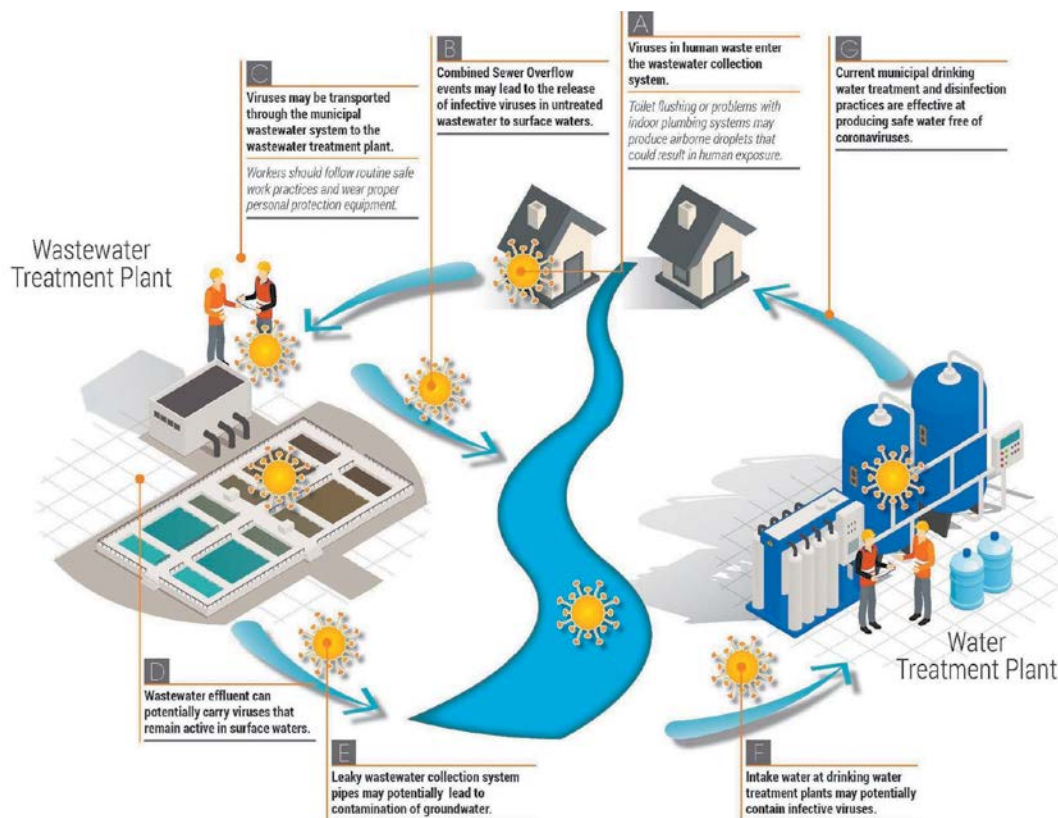
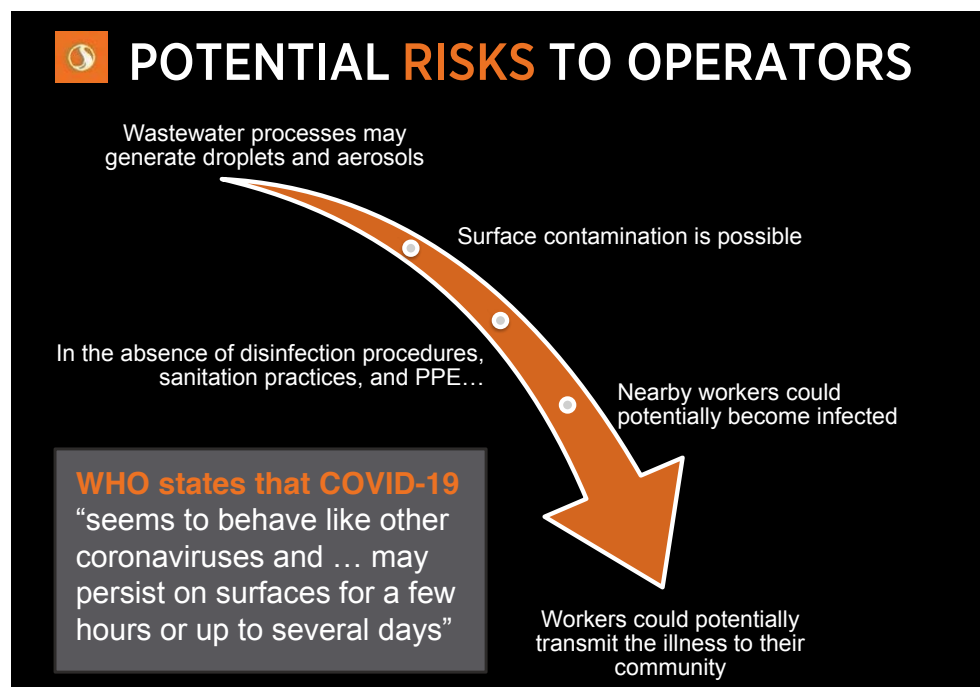
It is thus extremely important that Operators that British Columbians and Yukoners depend on, remain healthy. Several slides that are relevant to Operators were recently presented at a webinar hosted by the Ontario Municipal Water Association, including those in this article.

This is a new coronavirus, and the information on it is rapidly evolving. Although the virus has been found in wastewater, there is currently no documentation of any wastewater Operator getting infected through work-related exposure. The good news is that this virus appears to be less stable than most enteric viruses in the environment and more susceptible to oxidants such as chlorine.

However, anyone working in wastewater collection or wastewater treatment must follow all standard precautions as if this virus and other pathogens are present. During such

COVID-19 continued next page

Source: McLellan, N., Jacangelo, J., Umble, A., Pernitsky, D. March 27, 2020. COVID19: Considerations for Water and Wastewater Management.



COVID-19 continued from previous page work, all precautionary measures with respect to PPE should be applied. It is also recommended that only essential wastewater related work is carried out i.e. routine maintenance would not be considered essential but lift station failure would be.

Also, because there may be agitation of wastewater in sewers, manholes, lift stations, and treatment plants, there is the possibility that an active virus could find its way onto surfaces such as handrails, steps, doors, etc. and precautions of disinfecting those surfaces frequently must be practiced.

While water treatment and water distribution are not expected to be affected, where Operators work in both water and wastewater systems, a great deal of care needs to be exercised to prevent cross-contamination. Furthermore, where one community's wastewater effluent may form part of the source of drinking water for another community, processes for wastewater treatment and water treatment must be working properly with appropriate chlorine residuals to ensure our drinking water is kept safe.

Lastly, it is recommended that Emergency Response Plans are updated to plan for staff absences due to illness or isolation requirements. Utilities may consider looking to neighbouring communities to arrange for reciprocal agreements. The EOCP's 'Operator Peer Network' program may also be a source of appropriately certified Operators who can provide remote assistance if necessary. For further info contact Kalpna Solanki ksolanki@eocp.ca or 604.874.4784 x221.

Sources

BC Centre for Disease Control

tinyurl.com/bccdc-covid-19

Government of British Columbia

tinyurl.com/gov-bc-covidquestions

Government of Yukon

tinyurl.com/yukon-covid-health

Health Canada

<https://tinyurl.com/canada-publicresponse>

New Scientist <https://www.newscientist.com/term/covid-19/>

New York Times

www.nytimes.com/news-event/coronavirus

Ontario Municipal Water Association Webinar <https://www.omwa.org/water3/covid-10-webinar-files-uploaded/>

WaterOperator.org

<http://wateroperator.org/coronavirus>

World Health Organization

tinyurl.com/who-covidemergency



Cliff # 1161027

Date: April 9, 2020

To: Drinking Water Systems Owners; Regional Health Authorities; and Environmental Operators Certification Program

Re: **Temporary Measures to Ensure Continuity of Operations for Water Systems in British Columbia under the Drinking Water Protection Act**

As the COVID-19 outbreak continues to evolve locally and globally, the health and well-being of the people of British Columbia is our government's number one priority.

Under British Columbia's *Drinking Water Protection Act*, operations for drinking water systems to provide clean, safe drinking water to the public is considered an essential service.

During the current Public Health Emergency and Provincial State of Emergency declarations, the Provincial Health Officer supports the following temporary measures, where reasonable, to ensure continuity of operations for drinking water system owners who may experience staffing challenges as a result of the outbreak:

- Flexibility to redeploy and employ qualified Operators as needed to address staff shortages, reschedule Operator hours, and use Operators whose certification may have expired within the past 3 years. System owners should consult their Direct Responsible Charge plan when selecting Operators from within their organization. The expectation is that system owners and health authorities engage with their employees and unions (where applicable) to identify options that may work for all parties involved when scheduling adjustments and/or deployment are needed.
- Temporarily employ certain other qualified individuals to perform operational duties, if needed. These individuals include knowledgeable technical personnel and supervisors, managers, professional engineers, technologists, and Operators.
- For any Level I to IV water systems that require Environmental Operators Certification Program (EOCP) certified Operators, the EOCP's **Operator Peer Network** program may be able to provide a source of appropriately certified Operators. For further information, please contact Kalpna Solanki at ksolanki@eocp.ca; 604.874.4784 x221; or 778.688.9196.
- Small water systems that do not require EOCP certification (unless specified in conditions on their permit) may seek to train others in the basic operation of systems to assist in case the person running the system is unavailable.

Drinking water system owners are further advised to:

- Update emergency response plans (ERPs) and review staffing coverage procedures to plan for staff absences due to illness or isolation as it is important that those experiencing symptoms (fever, sore throat, coughing, sneezing, diarrhea) of COVID-19 or other communicable disease do not come to the workplace. System owners should share the updated ERPs with their Drinking Water Officer and should notify them of any major disruptions.
- Consider mutual aid agreements with neighbouring suppliers, where possible, to ensure that drinking water services are maintained.
- Identify priority actions to be taken in the event of a reduced workforce and create operations teams that provide a critical mixture of skills required to operate the water system continuously and without interruption.
- Ensure written standard operating procedures are detailed and easy to follow for junior staff to carry out duties not normally assigned to them, if needed.
- Consider postponing new non-critical projects to ensure tasks essential to delivering potable water can be carried out if staff resources are a potential issue.

General precautions for employers with respect to physical distancing, hygiene and employee illness all apply to water systems. For the most up-to-date information please consult: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses>

Sincerely,

Bonnie Henry
MD, MPH, FRCPC
Provincial Health Officer

Cc Joanne Edwards, Provincial Drinking Water Officer

Operator profile continued from page 2

there is really so much range in duties. Every day is different, which is cool because again, there is so much to learn, and I love that you never leave without gaining something.

What do you most enjoy about the work? I am someone who learns by doing, so anything I can get my hands on is my favourite. Whether it's taking apart or rebuilding something, to just doing the regular operations. I love leaving at the end of the day feeling challenged and feeling like I learned something new.

What are some challenges you face?

I think missing a fair bit of stuff with my kids. I was a stay at home mom for years (which is hands down the hardest job I have ever had) so now I don't get to take part in school activities and day trips, and just be there to help out like many parents get to. However, I love this side of being a parent, too. I really get to show my kids the importance of showing up to work each day and working hard to achieve your goals. I am really lucky to be able to show them just how important becoming independent is.

What do advice do you have on how to have a successful career as an Operator? Just be willing to learn. We all need to start at the bottom and work our way up, so I think knowing your role as someone new in this industry is really important. Your days may not always involve doing the things you want to do, but everyone was there once. Really taking guidance and advice from more senior Operators and learning from their experiences. You definitely need a tough skin, I think, in this type of industry, so just being able to do that and take some constructive feedback along the way will really help anyone grow into a better Operator.

Continued on page 13

ENVIRONMENTAL OPERATOR TRAINING



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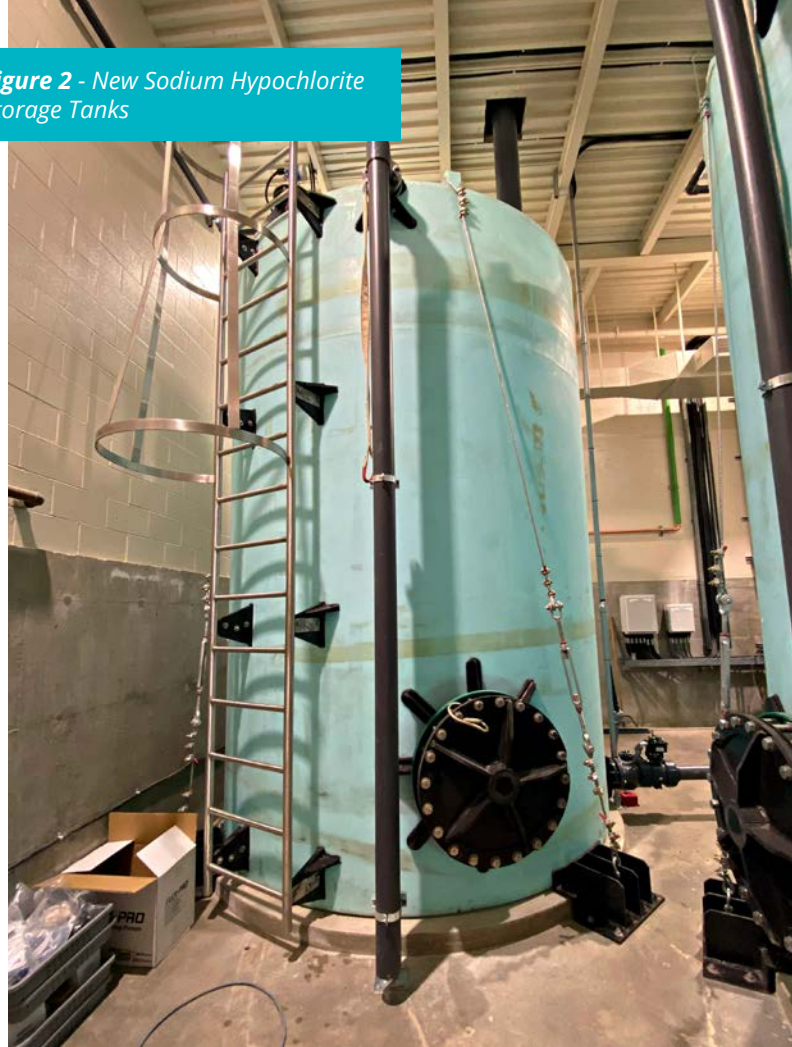
To learn about the WET program or grads, contact aoneill@okanagan.bc.ca
Hire a co-op student! Contact coop@okanagan.bc.ca



Figure 1 - Old chlorine gas cylinders at the Penticton Water Treatment Plant before the upgrade



Figure 2 - New Sodium Hypochlorite Storage Tanks



CITY OF PENTICTON

Getting rid of the Gas – chlorine and sulfur dioxide upgrades

By Jenni Green, P.Eng

The City of Penticton's water comes from two sources: Penticton Creek and Okanagan Lake. The system consists of six reservoirs, five pressure pump stations, three booster stations, more than 1,058 fire hydrants and an extensive distribution system serving a population of more than 33,000 people. Water is treated at the City's 88 MLD water treatment plant, which runs seven days a week, 365 days a year. It has been in operation since 1997, and like many communities until very recently, was still using hazardous chlorine (Cl_2) and sulfur dioxide (SO_2) gases as a means of disinfection and dechlorination.

The chlorine gas system, being 23 years old and past its expected service life, led to the unanimous approval of a capital project that would see the chlorine gas replaced with 12% sodium hypochlorite (NaOCl), and the sulfur dioxide gas replaced with 38% sodium bisulfate (NaHSO_4).

$\text{Cl}_2 \rightarrow \text{NaOCl}$

Old chlorine gas cylinders have been replaced with two 31,000L plastic tanks. These tanks, which are run on an alternating cycle, will be fed via a new fill station. The new chlorination room has two wall mounted skids, each containing two Blue-White peristaltic pumps. The first skid is used for pre-chlorination, and will dose at approximately 0.5 mg/L. The second skid is used for primary chlorination and doses at approximately 2.0 mg/L. There are two chlorine injection points. The first is after filtration, and before entry into the clearwell. The second injection point, used for emergency

An Operator runs tests during the commissioning phase of the project

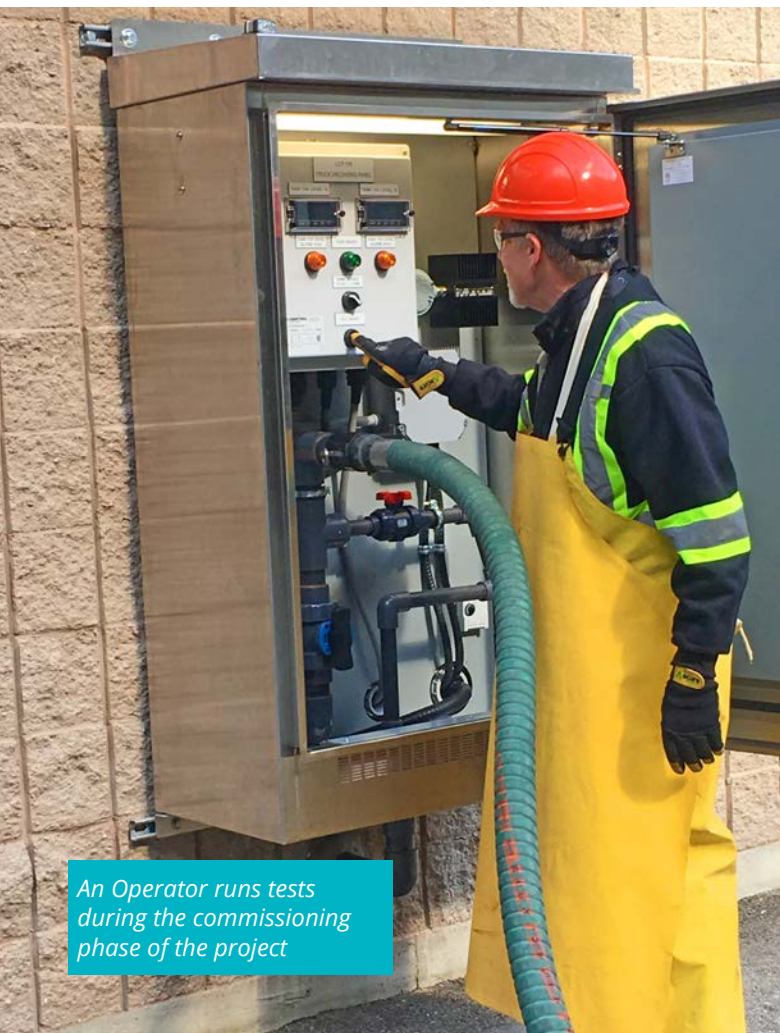
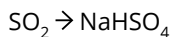


Figure 3 – New Sodium Hypochlorite Pump Skids



dosing only, injects post clearwell. The final treated water leaving the plant will be at a dose of 1.30 mg/L free Cl.



A 20,000L fiberglass tank, and a skid containing two Blue-White peristaltic pumps replaced the old sulfur dioxide system. There is single injection point in the gullet which conveys backwash water to the receiving residuals pond. Backwash water is dosed at 2.5 mg/L HSO_4 resulting in 0.0 mg/L Cl allowing the water to be safely returned back to the environment.

Figure 4 – Sodium Bisulphate Tank and Pump



The new system was commissioned in February 2020. The treatment plant operators are getting used to the new procedures.

Water Quality Supervisor, and EOC Level IV water treatment Operator Mike Firlotte said:

"The project has eliminated the risks associated with handling, storing, and using toxic process gases, while maintaining high quality drinking water for the residents of Penticton".

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NEWLY ACCLAIMED BOARD DIRECTORS

Chris Kerman

Chris Kerman, ASCT, PO, has been an ECOP certified operator for the past 16 years. He completed the Water Quality Technology program at OUC in 2004, and has progressed from a WWT OIT to a Level IV Operator. Chris was the first Canadian to obtain a Class IV WWT Professional Operator designation from C2EP a subsidiary of the Association of Boards of Certification. He is also a member of ASTTBC.

Chris has volunteered with ABC over the

last four years as an exam writer. This volunteer work led him to receive the Jess Jones award in 2018 for Excellence in Service.

He is currently the Chief Operator of the French Creek Pollution Control Centre for the Regional District of Nanaimo in Parksville on Vancouver Island.

Chris is looking forward to working with the EOCB Board and representing the Operators in his region.



Benjamin Kineshanko

Ben Kineshanko grew up in a rural area of the North Okanagan on a hobby farm where his family raised sheep, cows, chickens, geese, ducks, and rabbits, and grew a huge garden. This was where he had his first introduction to the water and wastewater industry. "The water purveyor for the area was the Vernon Irrigation District, I vividly remember the turbid water events we would get every Spring, how much my dad complained when they first installed water meters, and I will never forget the time our septic system failed due to lack of maintenance" says Ben.

After graduating Pleasant Valley Secondary School in Armstrong, Ben enrolled in the Water Quality Technology Diploma Program at Okanagan University College and had his eyes opened to the depth and breadth of the industry. After graduating in 2004, Ben completed a bachelor's degree in environmental engineering technology at BCIT through part-time studies while continuing

to work full-time in various roles in water related fields. Ben is certified as a Water Distribution Operator as well as a Wastewater Treatment Operator, an Applied Science Technician, and an Environmental Professional. Over the past 18 years, Ben has worked as an Operator for public water distribution, wastewater collection, wastewater treatment systems, and industrial wastewater treatment facilities; maintained remote data collection platforms as a contract hydrometric technician; optimized re-chlorination systems, upgraded reservoirs; and worked as an Engineering Technician in rural water and wastewater system operations.

Five years ago, Ben joined the Public Works team at the District of Squamish as a Technical Operations Manager where he gets involved in many aspects of the District's essential services. In his personal time, he enjoys spending time with his family and taking part in many of the outdoor activities the Sea to Sky



corridor has to offer including hiking, trail running, mountain biking, snowboarding, fishing, and hunting.

Ben looks forward to representing the membership of the EOCB over the next three years as a Board Director and plans to make a positive impact.

Jim McQuarrie

In his career, Jim McQuarrie has been involved in all aspects of running a Wastewater Treatment Utility.

He collaborated with multiple municipalities, liaising with consultants and technical groups on design, value engineering and commissioning. For more than 15 years, Jim also participated as a Subject Matter Expert with the Environmental Operators Certification

Program, evaluating instructors, course providers, and curriculum for continuing education credits (CEUs).

"I have directly benefited from the level of professional respect the program has brought to my career and also the employment opportunities. I appreciate what the program has done for me and look forward to the opportunity to continue to contribute to its growth" he says.



COUNTDOWN
- 2 -
MONTHS

RECLASSIFY NOW! DEADLINE IS 30TH OF JUNE 2020

By Jenni Green, P.Eng
EOCP Technical Expert

If you haven't reclassified recently, your facility classification will expire on the 30th of June 2020.

The launch of the Customer Relationship Manager (CRM) in late 2017 saw facility classifications move online for Level I-IV facilities. In conjunction with the CRM launch, facility classification models for level I-IV systems were also updated. Paper classification applications are no longer accepted.

Many facilities have already gone through the process of reclassifying online, and we thank you for that. Those facilities that haven't will notice that their existing facility classifications will expire on the 30th of June 2020. In accordance with best practices from the Canadian Water and Wastewater Operator Certification Committee, facilities should be reclassified every 5 years, or following a major upgrade/process change. Moving forward, all facility classifications will carry a 5-year validity, and owners will need to renew and update their classifications on a 5-year cycle. This will ensure that classifications remain valid and relevant, and that Operator training and certification will align.

Updating your facility classification is simple.

1. Login to your profile at <https://crm.eocp.ca>
2. Check your Relationships: Ensure you are listed and accepted as the 'Chief Operator' or 'Person in Charge' for the facility you want to access
3. Find the pending application under 'Action Items', 'Applications'
4. Complete the form, upload your facility schematic, pay the re-classification fee, submit.

For detailed information on how to complete a facility classification online, please refer to the article originally published in the Summer 2018 edition of the Operator

Digest, available here: <https://eocp.ca/wp-content/uploads/2018/07/2018-Summer-Operator-Digest2.pdf>

If you need assistance, please contact Jenni Green at jgreen@eocp.ca or 604.874.4784 x225.

You can also check out one of our monthly webinars on how to use the CRM. Details can be found on our website.

We'd like to take the opportunity to thank all Operators, owners, government representatives, and industry stakeholders for their continued patience and support as we launch the CRM and continue to be on the leading edge of water and wastewater certification in North America.

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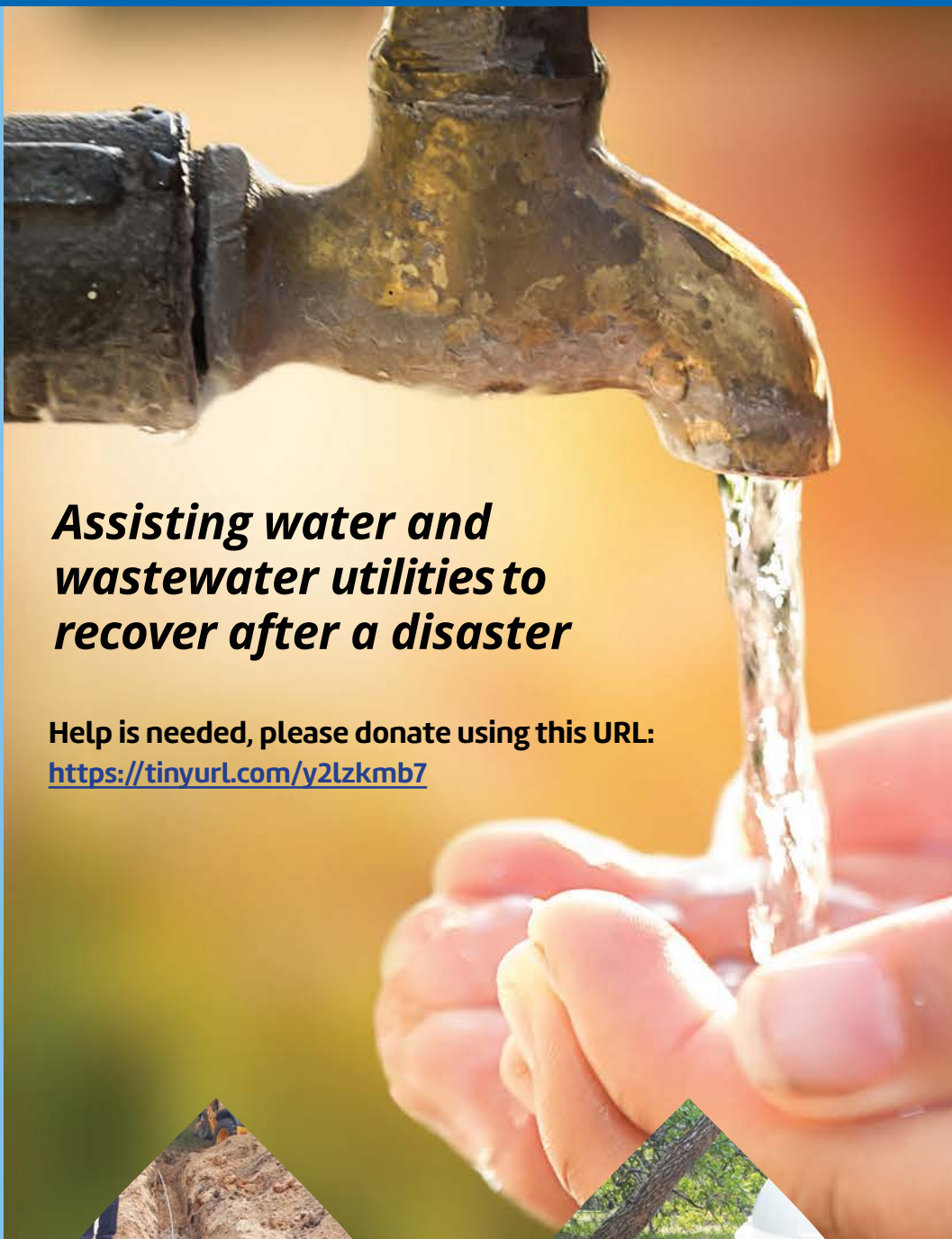
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What do you do when you aren't working? I am just sort of trying to get back into the swing of hobbies again. I took a solid two years off due to school and having my kids most of the time. I was really big into CrossFit, so I really hope to get back into that sometime soon. I loved the competitiveness and community of it, so I really miss having that outlet! I have started reading again, which I missed (aside from school work, of course), so I feel like I am still working my brain, but just not quite as intensely!

What else can you tell us about working as an Environmental Operator? Right now, I don't have a ton of experience, so I am just really excited to start out and broaden my range of knowledge.

Whom would you recognize as a mentor? Definitely my instructor (and head of our program from the college) Allison O'Neill. She helped me so much and really is the definition of a strong empowering woman. She was able to relate to my experience as a mother, and really helped guide me through some challenges in school. I was so lucky to have her as a teacher, and she is one of those people that I can say really impacted my life in a positive way. I am really grateful for her insight and help over the two years I was in the WET program.

DID YOU KNOW:

70% of the human brain is water?



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H₂O/20

SHARED PERSPECTIVES, CLEAR VISION

48th ANNUAL CONFERENCE
& TRADE SHOW

NOW NOVEMBER 2 - 4, 2020 | PENTICTON, BC

THERE'S SO MUCH FOR OPERATORS TO LEARN AND DO AT THE RESCHEDULED 2020 BCWWA ANNUAL CONFERENCE & TRADE SHOW

The schedule at our 2020 Annual Conference & Trade Show is packed with informative education sessions, networking opportunities and demonstrations of the latest technologies in the water sector. While all of the content is applicable to anyone working in the water sector, we have developed significant portions of the program specifically for operators:

OPERATOR EDUCATION PROGRAM

An entire day of programming has been curated for operators of all kinds of water systems. These workshop-format sessions will include best practices and real-life scenarios to help you get the job done.

OPERATOR CHALLENGE

This friendly competition is designed to recognize the outstanding performance of water and wastewater operations professionals, while sharing skills and knowledge in a high-energy environment. Teams of three operators will compete in four round robin events and a trivia challenge to find out which will be crowned the 2020 champions!

OPERATOR RECEPTION

Connect with other operators from across BC and the Yukon and see the crowning of the Operator Challenge champions. A reception ticket is included with all Operator Delegate passes.

SAVE THE DATE: BCWWA'S ANNUAL CONFERENCE HAS BEEN RESCHEDULED TO **NOVEMBER 2 - 4, 2020**

UPGRADE YOUR SKILLS.
ADVANCE YOUR CAREER.

More information available at
bcwwa.org

STATISTICS

1st January 2020 to 31st March 2020



EOCP

Environmental Operators
Certification Program

The figures in the Operator certification report reflects those Operators who have met their certification requirements for the 2018-2019 reporting period, as well as having paid their 2020 Operator dues.

696 Operators submitted training in the first three months of 2020, with 1,978 CEUs earned. That's 19,780 hours of training!! Thanks for getting your certificates to us.

Those of you who haven't submitted course completion certificates for the 2018 - 2019 period should do so as soon as possible. You can check your status by logging into your profile at <https://crm.eocp.ca/> and clicking on ACCOUNT to see if your dues have been paid, and CEU under the LEARNING STATUS tab to confirm that your CEUs have been met. If your CEUs have not been met your

status will be red flagged and you will be listed as not certified.

Exam Statistics

- **231** Operators wrote certification exams in 70 exam sessions between January 1, 2020 and March 20, 2020.

Facilities

- **52** facilities were newly classified or reclassified from January 1, 2020 and March 31, 2020.

Level IV Operators

Did you know that there are 184 certified Operators who hold level IV certificates? There are two with three level IV certificates and twenty-two with two level IV certificates. There are two female Operators with two level IV certificates.

FACILITY CLASSIFICATION as of March 31, 2020

Classification	IV	III	II	I	Other	Total
WT	21	41	119	70		251
WD	33	65	177	136		411
WWC	5	20	83	120		228
WWT	30	34	96	65		225
SWS					911	911
SWWS					228	228
Total						2,254

OPERATOR CERTIFICATION as of March 31, 2020

Classification	IV	III	II	MUII	I	MUI	OIT	Total
WT	46	98	215	8	329	18	39	753
WD	76	164	725	13	754	24	28	1,784
WWC	14	57	422	12	657	20	26	1,208
WWT	96	121	219	9	284	18	34	781
BWD								56
SWS								744
SWWS								300
Total								5,626

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14 - 16 SEPTEMBER 2020



EOCP TRADESHOW AND CONFERENCE

Designed for Operators, by Operators

REGISTER NOW! <https://tinyurl.com/y59b46p9>



2018 CONFERENCE FEEDBACK

“Great job, especially for a first conference! As a speaker I found the experience very professional, well organised and useful. It was an excellent opportunity to meet operators in BC and learn from them.”

- Presenter

“The conference was well organized and thought out. Can't wait for the 2020 conference.”

- Conference Delegate

“You guys raised the bar – this was an excellent tradeshow. We will be back!”

- Vendor

“Very well organized and structured! Kudos to all the EOCP staff and volunteers!”

- Conference Delegate

WATER



TRANSPORT

LEADERSHIP

WASTEWATER

CONFERENCE THEME

LEADING EDGE

4 LEARNING STREAMS

- water
- wastewater
- transport
(distribution and collection)
- leadership

VENUE: Marriott Pinnacle Hotel
Vancouver, BC.

Wastewater workshop at 2018 conference.