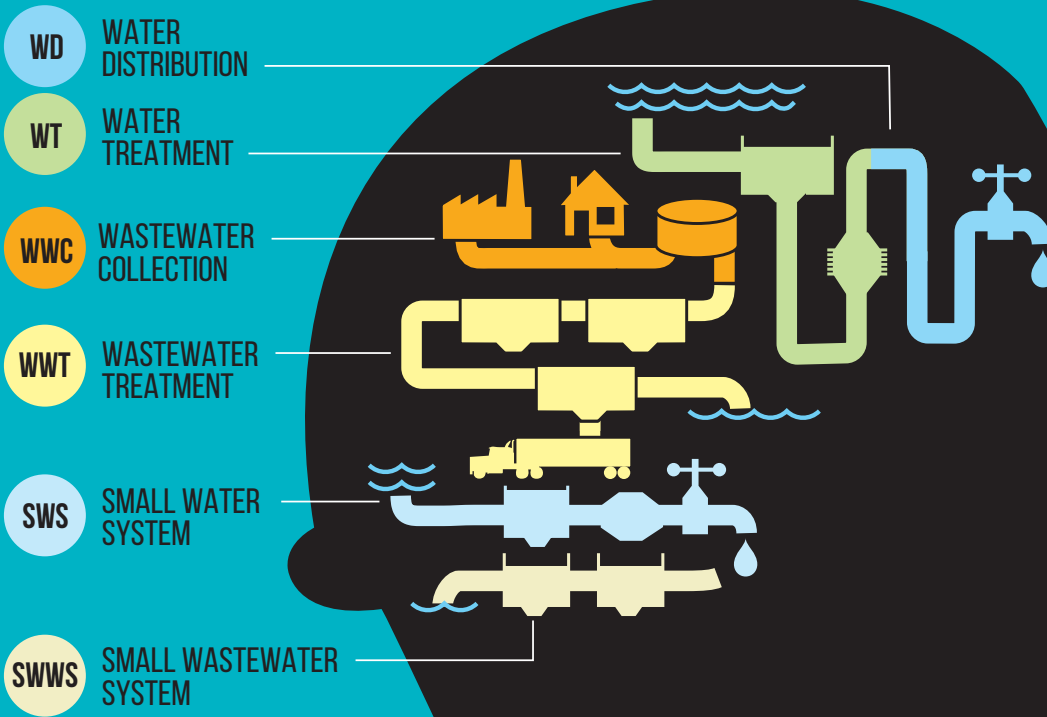




# EOCP

Environmental Operators  
Certification Program

# ANNUAL REPORT 2016



## CAREER MANAGEMENT SYSTEM

# 50 YEARS AND BEYOND

— MOVING FORWARD →



Pat Miller, Chair



Kalpna Solanki, CEO

## MESSAGE FROM THE DIRECTORS AND STAFF

Dear Friends

The British politician and writer Benjamin Disraeli declared: "Change is inevitable. Change is constant." and that certainly has been the case at the EOCP this past year.

Our new IT system will be going live on July 5th, 2017, and will provide a seamless interface between facility classification, Operator certification, and our new Career Management System (formerly the Training Registry). This new IT system will provide more accurate and timely management of information for staff, Operators, employers, training providers, and ministry staff, and will assist the EOCP in its mandate of certifying Operators and classifying facilities to enable the prudent management of water and wastewater in British Columbia and Yukon.

Our new Facility Classification models have received very positive feedback when presented to stakeholders, and we are planning on a roll-out in early September. These new models – for Water Treatment, Water Distribution, Wastewater Collection, and Wastewater Treatment – have an audit trail that shows how the final score is attained, allows for consistency in the evaluation

process, and the outputs are more defensible than the currently used simple checklists.

In collaboration with Operators and ministry staff, our new Competency Framework has been developed. This is the first of its kind in North America – a competency framework that is for Operators, by Operators. In the Fall, consultation sessions will be held with Operators and employers in four areas of BC to seek additional input before finalizing the framework.

A major initiative this year has been to increase the number of Operators who are in 'Good Standing'. We appreciate the response from Operators, employers, and ministry staff that has enabled us to ensure that Operators are adequately trained and certified to complete the very important work that they do.

The Water Workforce Strategies project that the EOCP and the BCWWA collaborated on is about to embark on the next phase. Several goals have been identified for this phase, specifically related to competencies, succession planning, increasing the awareness of careers in the water/wastewater sector, and working with employers to build a sustainable workforce.

Looking ahead, the EOCP is very well positioned to implement the strategies developed over the past year. We will continue working with our stakeholders – Operators, employers, training providers, and government ministries – to ensure we have a workforce that is bar none when it comes to the protection of public health and the environment.

A huge thank-you to all of you who continue to work to enhance the role of Operators and the EOCP - our success is a reflection of your very generous efforts.

Kalpna Solanki, Chief Executive Officer  
Pat Miller, Board Chair

**Water is life's matter  
and matrix, mother  
and medium. There is  
no life without water.**

Albert Szent-Gyorgyi

# EOCP BOARD OF DIRECTORS



**Peter Coxon**

Peter has more than 30 years of experience consulting on all aspects of water system planning, supply, treatment, design, and construction management.

He has worked for a wide variety of municipal, First Nations, and private clients in South Africa, Ontario, USA, British Columbia, and Alberta. Peter has been with Urban Systems in Kamloops since 1993, and is currently a senior project leader and principal. Peter also assists with the leadership of the various education and development programs undertaken by the Urban Systems Foundation in Uganda.

Peter was elected to the EOCP Board of Directors in May 2016.



**Mike Firlotte**

Mike Firlotte started his career in water quality in 1998 at the Okanagan College Water Quality Program. Since graduating, he has worked in many different capacities

in the water and wastewater industry. 11 years ago, Mike was hired as an operator for the City of Kamloops, and worked his way into a management position overseeing the utility services division. In 2016, Mike moved to his current role at the City of Abbotsford as the Drainage Manager. Mike also contracts his services to different instruction providers to teach water treatment and small water system courses.

Mike was elected to the EOCP Board of Directors in May 2017.



**Jeff Culhane**

Jeff has worked for the Township of Langley for 15 years. Jeff has worked as Utilities maintenance

worker, relief foreman, Junior water system operator, and currently he is the Intermediate Water Systems Operator. Jeff has been a Certified Operator since 2008, and currently holds WD Level IV and WT Level II Certifications, and recently received his diploma from the Thompson Rivers University's Water Treatment Program.

Jeff was elected to the EOCP Board of Directors in May 2017.



**Rob Fleming**

Rob worked as Environmental Health Officer for 20 years with a focus on the water and wastewater industry, and applicable legislation. He has built many

successful relationships with a collaborative approach when working with municipal, regional and senior government staff, as well as with other internal and external stakeholders. Rob brings energy and passion for water and wastewater management to the Board along with his perspective as a regulator on system operations, and the challenges experienced regarding Certification and Classification.

Rob was elected to the EOCP Board of Directors in May 2015.



**Brian Dean**

Brian runs a small operations and training company (Dean Environmental Inc.) which

operates out of Summerland B.C. After graduating from Okanagan University College in Water Quality Technology in 1994 Brian has been training First Nations both in resources based surveillance techniques and infrastructure operation. Currently, Brian is active as a water and wastewater operations and repair contractor.

Brian was elected to the EOCP Board of Directors in May 2016.



**Jim McQuarrie**

Jim has worked with Metro Vancouver in the Wastewater Treatment Division for the past 34 years. He has held a Level IV Municipal Wastewater Treatment Operator

Certificate since 1998. During his career as an Operator he has seen the EOCP grow, and has directly benefited from the professional respect and increased career advancement opportunities the Program has provided. Jim has volunteered with the Training Registry as a Subject Matter Expert (SME), and most recently has volunteered his time during the development and pilot-testing of EOCP's new Facility Classification models.

Jim was re-elected to the EOCP Board of Directors in May 2017.





**Parrish Miller**

Parrish has been an Operator since 1997, and is a Certified Operator

with certificates in Water Distribution Level II, Water Treatment Multi-Utility I, and Wastewater Treatment Level II. He is currently the Foreman of the Works and Services crew for the Regional District of Kitimat-Stikine, which services the largest Regional District in British Columbia, and looks after a variety of utilities.

Parrish was elected to the EOCP Board of Directors in May 2017.



**Pat Miller**

Pat joined Sun Peaks in 1996 to manage water, wastewater, and gas utility services for the resort community. In 2002, Pat became a Certified Operator, and holds a Level III in Water Treatment,

Level II Certificates in Water Distribution, Wastewater Treatment, and Wastewater Collection, and a Level I Compost Operator Certificate.

Pat cares passionately about Operators and passes forward her knowledge through teaching water and wastewater courses. Pat became the first female Operator to sit on the Board of EOCP, and was instrumental in bringing in the Multi-Utility Certification that benefits smaller utilities.

Pat was first elected to the EOCP Board of Directors in 2004.



**Maurice Valcourt**

Maurice has been with Big White Ski Resort for 34 years. He has 24 years of experience in the utilities arena, and has been certified in the

following areas: Level 3 Water Distribution, Level 2 Water Treatment, Level 2 Wastewater Collection, and Level 2 Wastewater Treatment. Maurice was appointed Vice-President of Utilities in 1997 and has overseen the expansion and development of the Water, Sewer and Gas companies at the Resort.

Maurice was elected to the EOCP Board in May 2016, and he looks forward to continue working with, and providing feedback to both the Board and its members.



**Kim Eames**

Kim Eames is the Office Manager and Board Secretariat at the EOCP, and has been with the organization for 14 years. Her primary roles at the EOCP include reviewing applications for certification, and providing support related to Board meetings. Kim holds a Diploma in Finance from the Northern Alberta Institute of Technology. She is married and has an 8-year-old son.



**Heather Reynolds**

Heather Reynolds started part-time with the EOCP in June 2007, and full-time as of September 2010. Her main responsibilities pertain to CEU Entries, Facility Classifications, and Operator Renewals. When you call the Office, you will probably hear her cheerful voice greet you, and direct your call. Beyond EOCP, Heather is a Caller/Cuer for two Square Dance clubs in the Vancouver Region.



**Stephanie Hall**

Stephanie Hall started with EOCP in August 2008 on a temporary basis as a maternity leave replacement, and accepted a full-time position in August 2009. Her main tasks involve co-ordinating web-based exams throughout BC and Yukon, and issuing official letters and certificates for operator exam results. Stephanie finds that web-based exams enable operators to write their exams closer to home, and reduce travel. Results then also appear on screen within minutes, instead of weeks!.



**Kalpna Solanki**

Kalpna Solanki holds an MBA and a BSc from Simon Fraser University, and a Diploma in Environmental Health from the British Columbia Institute of Technology. Since Kalpna started at the EOCP in 2016, she has led the organization through several changes including new branding, Constitution and Bylaws, development and deployment of an IT system, as well as work on Facility Classification, Workforce Strategies, and a Competency Framework. Kalpna is also the new Chair of the Canadian Water and Wastewater Operator Certification Committee.

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Statement of Revenues and Expenditures**  
**Year Ended December 31, 2016**

	2016	2015
<b>RECEIPTS</b>		
Member dues	\$ 365,086	\$ 299,793
Services	449,468	218,058
Investment income, Grants, dividends and other	159,877	254,058
	<b>974,431</b>	771,909
<b>DIRECT COSTS</b>	<b>26,380</b>	41,923
<b>GROSS PROFIT (97%; 2015 - 95%)</b>	<b>948,051</b>	729,986
<b>EXPENSES</b>		
Advertising and promotion	11,663	1,318
Amortization	13,010	-
Bad debts	5,247	22,500
Exams, taxes, licenses and memberships	102,297	55,412
Conference expenses	2,596	1,099
Delivery, freight and express	12,074	8,477
Equipment rentals	4,044	3,185
Insurance	2,728	2,876
Interest and bank charges	255	-
Legal fees	-	5,225
Meals and entertainment	2,299	481
Meetings and travel	42,522	49,709
Miscellaneous	979	2,525
Office and computer supplies	44,313	20,072
Personnel costs	275,432	252,320
Professional growth	1,207	7,765
Professional services	53,892	154,941
Utilities	4,099	4,000
Occupancy costs	61,302	27,210
Repairs and maintenance	3,879	2,993
Sub-contracts	55,196	12,563
Supplies	408	-
	<b>699,442</b>	634,671
<b>EXCESS OF RECEIPTS OVER EXPENSES FROM OPERATIONS</b>	<b>248,609</b>	95,315
<b>OTHER INCOME (EXPENSES)</b>		
Foreign exchange gain/loss unrealized	(6)	(1,883)
<b>EXCESS OF RECEIPTS OVER EXPENSES</b>	<b>\$ 248,603</b>	\$ 93,432

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Statement of Changes in Net Assets**  
**Year Ended December 31, 2016**

	Unrestricted Net Assets	Capital Assets Fund	2016	2015
<b>NET ASSETS - BEGINNING OF YEAR</b>				
As previously reported	\$ 460,059	\$ 20,635	\$ 480,694	\$ 366,627
Change in accounting policy for capital assets	-	-	-	20,635
As restated	460,059	20,635	480,694	387,262
EXCESS OF RECEIPTS OVER EXPENSES	248,603	-	248,603	93,432
INTERFUND TRANSFER - AMORTIZATION	13,010	(13,010)	-	-
INTERFUND TRANSFER - TRANSFER TO CAPITAL FUND	(143,629)	143,629	-	-
INTERFUND TRANSFER - DEFERRED CAPITAL CONTRIBUTION (Note 9)	(139,430)	-	(139,430)	-
<b>NET ASSETS - END OF YEAR</b>	<b>\$ 438,613</b>	<b>\$ 151,254</b>	<b>\$ 589,867</b>	<b>\$ 480,694</b>

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Statement of Financial Position**  
**December 31, 2016**

	2016	2015
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 454,417	\$ 271,147
Marketable securities (Note 5)	256,761	505,396
Accounts receivable (Note 6)	19,685	45,743
Goods and services tax recoverable	2,042	-
Prepaid expenses	3,973	2,700
	736,878	824,986
<b>TANGIBLE CAPITAL ASSETS (Notes 2, 7)</b>	<b>151,254</b>	<b>20,635</b>
	<b>\$ 888,132</b>	<b>\$ 845,621</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable	\$ 65,414	\$ 17,952
Goods and services tax payable	-	7,806
Deferred income (Note 8)	93,417	339,169
	158,831	364,927
<b>DEFERRED CAPITAL CONTRIBUTION (Note 9)</b>	<b>139,434</b>	<b>-</b>
	<b>298,265</b>	<b>364,927</b>
<b>NET ASSETS</b>	<b>589,867</b>	<b>480,694</b>
	<b>\$ 888,132</b>	<b>\$ 845,621</b>

LEASE COMMITMENTS (Note 11)

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Statement of Cash Flow**  
**Year Ended December 31, 2016**

	2016	2015
<b>OPERATING ACTIVITIES</b>		
Cash receipts from contributions and members	\$ 749,489	\$ 753,009
Cash paid to suppliers and employees	(394,731)	(686,602)
Interest paid	(258)	(993)
Goods and services tax	(9,848)	3,340
<b>Cash flow from operating activities</b>	<b>344,652</b>	<b>68,754</b>
<b>INVESTING ACTIVITIES</b>		
Purchase of tangible capital assets	(143,630)	-
Reassignment of capital assets from prior period	(20,635)	-
Term deposits	-	23,498
<b>Cash flow from (used by) investing activities</b>	<b>(164,265)</b>	<b>23,498</b>
<b>FINANCING ACTIVITY</b>		
Deferred income	(245,752)	4,973
<b>INCREASE (DECREASE) IN CASH FLOW</b>	<b>(65,365)</b>	<b>97,225</b>
Cash - beginning of year	776,543	679,318
<b>CASH - END OF YEAR</b>	<b>\$ 711,178</b>	<b>\$ 776,543</b>
<b>CASH CONSISTS OF:</b>		
Cash	\$ 454,417	\$ 271,147
Marketable securities	256,761	505,396
	<b>\$ 711,178</b>	<b>\$ 776,543</b>

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Notes to Financial Statements**  
**Year Ended December 31, 2016**

**1. PURPOSE OF THE SOCIETY**

Environmental Operators Certification Program Society (the "society") is a not-for-profit organization incorporated provincially under the Society Act of British Columbia. Management has determined that they are exempt from payment of income tax under Section 149(1) of the Income Tax Act.

The society's mandate is to protect human health, the environment and the investment in facilities through increased knowledge, skill and proficiencies of the members of the program in all matters relating to water treatment and distribution and wastewater collection, treatment and disposal.

**2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFO) and, in management's opinion, with consideration of materiality and within the framework of the following accounting policies:

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

Foreign currency translation

Accounts in foreign currencies have been translated into Canadian dollars using the temporal method. Under this method, monetary assets and liabilities have been translated at the year end exchange rate. Non-monetary assets have been translated at the rate of exchange prevailing at the date of transaction. Revenues and expenses have been translated at the average rates of exchange during the year, except for amortization, which has been translated at the same rate as the related assets.

Foreign exchange gains and losses on monetary assets and liabilities are included in the determination of earnings.

Cash and cash equivalents

Cash includes cash and cash equivalents. Cash equivalents are investments in treasury bills and are valued at cost plus accrued interest. The carrying amounts approximate fair value because they have maturities at the date of purchase of less than ninety days.

Investments and other non-cash assets

All gains and losses from the sale, collection, or other disposition of investments and other non-cash assets are accounted for in the fund that owned the assets.

Ordinary income from investments, receivables, and similar assets is accounted for in the fund owning the assets, with the exception of income derived from investment of endowments funds. Unrestricted endowment fund investments are accounted for as revenue of the operation fund or, if they are restricted, as deferred amounts until the terms of the restriction have been met.

Tangible capital assets

Tangible capital assets are stated at cost or deemed cost less accumulated amortization. Tangible capital assets are amortized over their estimated useful lives on a straight-line basis at the following rates and methods:

Computer equipment	30%	straight-line method
Computer software	20%	straight-line method
Furniture and fixtures	20%	straight-line method

The society regularly reviews its tangible capital assets to eliminate obsolete items. Government grants are treated as a reduction of tangible capital assets cost. As at December 31, 2016 no capital assets had been identified which required a write-down.

Tangible capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

(continues)

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Notes to Financial Statements**  
**Year Ended December 31, 2016**

**2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

Net assets

- Net assets invested in property and equipment represents the organization's net investment in property and equipment which is comprised of the unamortized amount of property and equipment purchased with restricted funds.
- Internally restricted net assets are funds which have been designated for a specific purpose by the organization's Board of Directors.
- Unrestricted net assets comprise the excess of revenue over expenses accumulated by the organization each year, not of transfers, and are available for general purposes.

Revenue recognition

Environmental Operators Certification Program Society follows the deferral method of accounting for contributions.

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Endowment contributions, if and when applicable, are recognized as direct increases in net assets.

Membership fees are accrued in the year to which they are applicable.

Restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

Contributed services

The operations of the organization depend on both the contribution of time by volunteers. The fair value of donated services cannot be reasonably determined and are therefore not reflected in these financial statements.

**3. CHANGE IN ACCOUNTING POLICY**

During the year, the Society changed its accounting policy with respect to capitalization of tangible capital assets. The Society now shows these assets on the balance sheet. The Statement of Changes in Net Assets prior year has been adjusted to reflect this.

**4. GOVERNMENT ASSISTANCE**

During 2016, the society and the Province of British Columbia executed an agreement under which the Province shared the costs of certain capital and non-capital expenditures incurred by the society in its operations to 2016.

Government assistance in the amount of \$150,000 was received during the year of which \$150,000 was applied to reduce the cost of wages and upgrading the new computer system.

**5. MARKETABLE SECURITIES**

	2016	2015
Home Trust GIC	\$ 100,808	\$ 505,396
Investors Income Plus Portfolio B	155,953	-
	<b>\$ 256,761</b>	<b>\$ 505,396</b>
Cost	<b>\$ 251,122</b>	<b>\$ 505,396</b>

**6. ACCOUNTS RECEIVABLE**

	2016	2015
Membership dues receivable	\$ 42,531	\$ 61,766
Other accounts receivable	4,901	6,476
Subtotal	47,432	68,242
Allowance for doubtful accounts	(27,747)	(22,500)
	<b>\$ 19,685</b>	<b>\$ 45,742</b>

**7. TANGIBLE CAPITAL ASSETS**

	Cost	Accumulated amortization	2016 Net book value	2015 Net book value
Computer equipment	\$ 4,195	\$ 629	\$ 3,566	\$ -
Computer software	139,434	-	139,434	-
Furniture and fixtures	20,635	12,381	8,254	20,635
	<b>\$ 164,264</b>	<b>\$ 13,010</b>	<b>\$ 151,254</b>	<b>\$ 20,635</b>

The following assets included above are not yet in use and thus no amortization has been recorded for them.:

	Cost	Accumulated amortization	2016 Net book value	2015 Net book value
Computer software	\$ 139,434	\$ -	\$ 139,434	\$ -

**ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**  
**Notes to Financial Statements**  
**Year Ended December 31, 2016**

**8. DEFERRED INCOME**

Balance - beginning of year	\$ 339,169	\$ 334,196
Membership fees collected prior to year end	135,290	98,390
Membership fees recognized as revenue	(213,560)	(93,417)
Expenses recognized as revenue	(167,482)	-
	<b>\$ 93,417</b>	<b>\$ 339,169</b>

**9. DEFERRED CAPITAL CONTRIBUTION**

Deferred capital contribution represents funding received from the Ministry to acquire a new member software system. The deferred contribution is amortized to operations on the same basis as the related software amortization.

	2016	2015
Deferred capital contribution - addition and closing balance	\$ 139,434	\$ -

**10. INTERFUND TRANSFERS AND INTERNALLY RESTRICTED NET ASSETS**

In the prior year, the Society's Board of Directors removed the restriction on funds of \$838,513. This amount has been re-allocated from the internal restriction to the unrestricted Net Assets.

**11. CONTRACTUAL OBLIGATIONS**

The Society entered into a lease agreement for premises with the Salvation Army expiring June 30, 2019 with a five year option for renewal on terms to be negotiated. Rent is calculated at 6% of gross receipts with a minimum monthly rental of \$1,400 or \$16,800 per annum. In addition, the lease requires payment for strata fees and property taxes of \$938 per month.

Contractual obligation repayment schedule:

2017	\$ 16,800
2018	16,800
2019	8,400
	<b>\$ 42,000</b>

**12. FINANCIAL INSTRUMENTS**

The society is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the society's risk exposure and concentration as of December 31, 2016.

**(a) Credit risk**

Credit risk arises from the potential that a counter party will fail to perform its obligations. The society is exposed to credit risk from customers. In order to reduce its credit risk, the society reviews a new customer's credit history before extending credit and conducts regular reviews of its existing customers' credit performance. An allowance for doubtful accounts is established based upon factors surrounding the credit risk of specific accounts, historical trends and other information. The society has a significant number of customers which minimizes concentration of credit risk.

**(b) Liquidity risk**

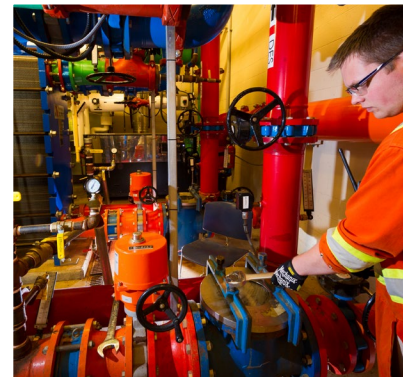
Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The society is exposed to this risk mainly in respect of its receipt of funds from its customers and other related sources, and accounts payable.

Unless otherwise noted, it is management's opinion that the society is not exposed to significant other price risks arising from these financial instruments.

**13. GOING CONCERN**

The accompanying financial statements have been prepared on the going concern assumption that the society will be able to realize its assets and discharge its liabilities in the normal course of operations.





# STATISTICS

From June 24, 2016 to June 2, 2017

## Exams

- 796 Exams
- 584 Web Based
- 212 Paper Based

## Continuing Education Units (CEUs)

- 8,213 CEU submissions
- 14,153.8 CEUs earned
- 141,538 hours spent in training by Operators

## Facilities

- 102 facilities were added or upgraded during this time period

## Definitions

WT	Water Treatment
WD	Water Distribution
WWC	Wastewater Collection
MWWT	Municipal Wastewater Treatment
IWWT	Industrial Wastewater Treatment
BWD	Bulk Water Delivery
SWS	Small Water System
SWWS	Small Wastewater System

## FACILITY CLASSIFICATION to June 2, 2017

Classification	IV	III	II	I	Other	Total
WT	19	43	129	46		237
WD	33	54	175	163		425
WWC	14	20	79	97		211
WWT	25	36	133	99		293
IWWT	2	2	6			10
SWS					858	858
SWWS					229	229
Total	93	155	522	405	1,087	2,263

## OPERATOR CERTIFICATION to June 2, 2017

Classification	IV	III	II	MUII	I	MUI	OIT	Total
WT	49	78	238	9	425	12	79	890
WD	88	224	988	10		24	96	2,506
WWC	13	78	578	8	854	21	59	1,611
WWT	131	161	273	9	386	21	77	1,058
IWWT		4	19		26			49
BWD								64
SWS								1,258
SWWS								413
Total								7,849