

ANNUAL REPORT 2020



EOCP

Environmental Operators
Certification Program

WE ARE IN THE MIDST OF A PANDEMIC... WHY ARE CEUS STILL NEEDED?

Soon after the pandemic was declared in March 2020, we started getting enquiries about whether the CEU requirements for Operators would be relaxed or waived.

Staff and board discussions were held, and the decision was made to not make any changes to CEU requirements, for several reasons:

1. Operator training is a fundamental tenet of the Operator certification program across North America;
2. Completion of the necessary CEUs ensures that Operators continue to be competent in their profession. The number of CEUs need for maintaining Operator certification is lower than for some other professions – some have a minimum requirement of 30 hours per year;
3. Most professions require professional development and have not relaxed this rule. In fact, many organizations say that the number of online training options have increased significantly since the pandemic began;
4. Ensuring Operators have access to ongoing training has been a hard-won battle, and relaxing of these requirements would require many years of negotiations to ensure reinstatement;

5. Between conferences and the training organizations providing courses across BC and YK, there is no shortage of opportunities to get the CEUs needed by the end of this reporting period which ends on the 31st of December 2021.

We therefore reached out to training organizations to find out what they were doing to provide training during the pandemic, and this is what they had to say...

“Within just 7 days after complete shutdown due to COVID-19, we deployed our very first one day instructor-led virtual course on March 26th, 2020. Once we determined that the delivery method was well received by the instructor and the attendees, our MTS team went on to convert a majority of our other courses into this delivery platform, from our accredited half-day CEU courses to our 4.5-day exam-prep courses.” – MTS Training

“Our classes are taking place in real-time, with knowledgeable instructors who bring real-world experience and can bring learning to life for students. We wouldn’t achieve the same response by offering book and quiz learning with limited instructor contact.” – Yukon University

Alison Anderson, Yukon University program coordinator, at new mobile plant.



MESSAGE FROM THE DIRECTORS AND STAFF

Dear Stakeholders of the EOCP

2020 is being termed a year like no other, and what an apt term that is!

To ensure continuity of operations, several changes were made at the EOCP, including updating the EOCP's COVID-19 Safety Plan as circumstances changed to ensure safety of staff and stakeholders. Although we lost some momentum in April 2020, we more than made up for it during the remainder of the year.

Working collaboratively, we navigated through pandemic restrictions, managed to pivot as necessary to meet every one of our targets, and also accomplished some major goals.

The EOCP supported the work of Metro Vancouver and BCIT in the development of a new program for Operators: [Associate Certificate in Fundamentals of Water and Wastewater Operations](#). The program launched in September 2020 with a full cohort of 22 students.

Working together with the City of Vancouver and Vancouver Coastal Health, the EOCP developed a new [Building Water Systems](#) certification – a first in North America. The EOCP is currently accrediting courses related to this certification and the certification exams are available in web-based and written formats.

A Communication Project that was started with the Ministry of Health and Health Authorities in 2018 continued, and enabled even more facilities to be in compliance with the pertinent regulations.

Although the CRM has been in place for almost four years, to ensure all stakeholders are up to date on the use of it, several webinars are now available on a regular basis and the schedule can be viewed at the EOCP's [Events Calendar](#). The webinars cover subjects such as:

- CRM Basics
- Exam Application
- Facility Classification

Despite the pandemic, we were able to hold elections and welcome to the board our directors:

- Chris Kerman
- Ben Kineshanko
- Jim McQuarrie (returning for a second term)

Using the Operator Peer Network created in 2019, we were able to work with BC's Provincial Health Officer to develop a plan to provide assistance to any communities that may be affected by Operator absence due to COVID-19. This resulted in the dissemination of a memo from Dr. Bonnie Henry to all water suppliers.

A new [Code of Ethics and Standards of Practice for Environmental Operators](#) encompassing best practices from several professional organizations was developed and implemented.

Last but by no means least, we had tremendous feedback on our conference, #EOCP2020 – North America's first fully virtual conference for Operators – and we met our targets for number of delegates and revenues! You can view some of the presentations from #EOCP2020 at our [YouTube](#) channel. Plans are already underway for #EOCP2021, which will be in a virtual format again due to ongoing uncertainties about the pandemic. The theme for #EOCP2021 is 'Promote – Protect – Evolve' so please save the date: 14th and 15th September 2021 – we expect this one to be even better, and bigger! In the meantime, [meet our keynote Eric!](#)

We have worked together to make it through 2020 – the year like no other. We are stronger, more resilient, and well positioned to pivot through what challenges the future may bring.

Chris Lawrence, Chair, Board of Directors
Kalpna Solanki, Chief Executive Officer





EOCP

VIRTUAL CONFERENCE

Designed for Operators, by Operators

14TH AND 15TH SEPTEMBER 2021

2021 CONFERENCE THEME

PROMOTE PROTECT EVOLVE

4 LEARNING STREAMS

**Accessible anywhere
with an internet
connection!**

For more information and
to register, check out

<https://tinyurl.com/EOCP2021>

WATER

WASTEWATER

**TRANSPORT
DISTRIBUTION
& COLLECTION**

LEADERSHIP

2020 VIRTUAL CONFERENCE FEEDBACK

“ The EOCP has this modern- day energy emitting from it. You're onto something really good with how you're doing business... Very happy to be part of this Team. ”

“ Keep up the great work and very slick delivery of this virtual conference. ”

“ This virtual conference has exceeded my expectations. It is very well done and easy to navigate! ”

“ The operators in my community enjoyed the conference and thank EOCP for all its efforts. ”

www.eocp.ca
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EOCP BY THE NUMBERS

EXAMS



850 exam applications processed

279 exam sessions offered

828 exams taken

FACILITIES



516 facilities re/classified

20 facilities preclassified

CONTINUING EDUCATION UNITS (CEUs)

2,232 Operators submitted CEUs

9,923 CEUs earned

OUTREACH



539 Facebook



364 Twitter



210 LinkedIn



38 Instagram

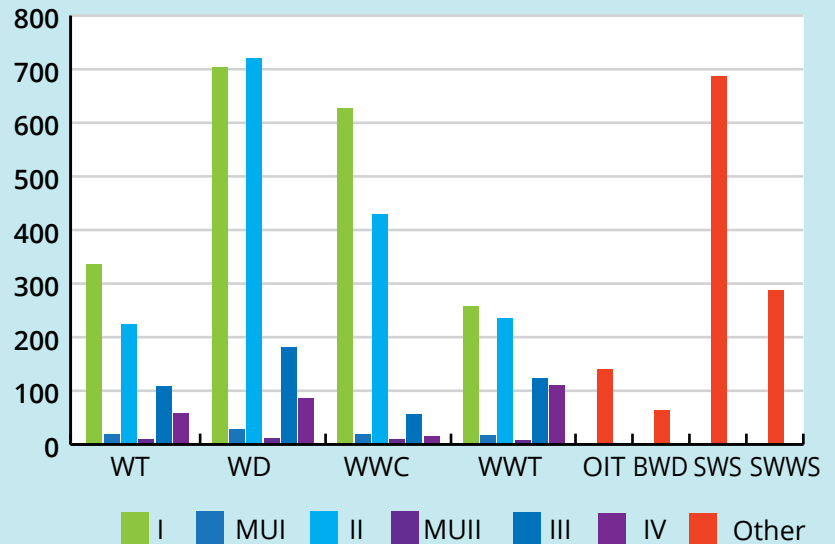


18 YouTube



7,805 Operator Digest

OPERATOR CERTIFICATION (2020)

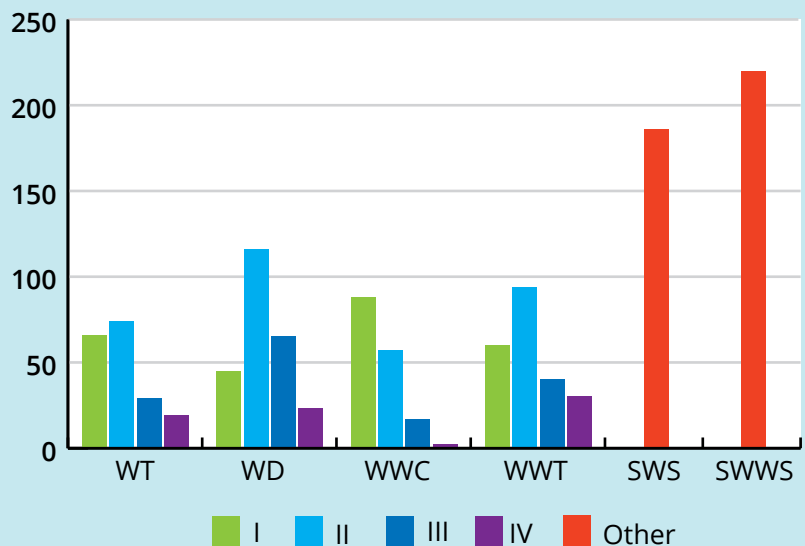


DEFINITIONS

WT Water Treatment
WD Water Distribution
WWC Wastewater Collection
WWT Wastewater Treatment
OIT Operator In Training

BWD Bulk Water Delivery
SWS Small Water System
SWWS Small Wastewater System
MUI Multi Utility Level 1
MUII Multi Utility Level 2

FACILITY CLASSIFICATION (2020)



GOVERNANCE

In accordance with the Constitution and Bylaws (ratified by the EOCP's membership in June 2016), the EOCP is governed by a board of directors that reflects the water and wastewater industry.

The directors of the EOCP board are:



Chris Lawrence
Chair

Manager of Operations,
District of Houston



Krista Derrickson
Chair-elect

Manager of Utilities
and Public Works,
Westbank First
Nation



Mike Firlotte,
Past-Chair

Water Quality
Supervisor,
City of Penticton



Allison O'Neill,
Treasurer

Water Engineering
Technology
Department Chair
and Professor,
Okanagan College



Chris Kerman,
Secretary

Chief Operator
FCPCC, Regional
District of Nanaimo



Anna Agnew

Chief Operator,
Town of Gibsons



Ben Kineshanko

Technical Operations
Manager, District of
Squamish



Peter Coxon

Senior Project
Leader/Principal,
Urban Systems



Rob Fleming

Acting Manager,
Drinking Water
Safety Program,
First Nations
Health Authority



Jim McQuarrie

Retired

OPERATIONS

In accordance with the Constitution and Bylaws, the day-to-day Operations of the EOCF are run by the CEO and her staff.

The EOCF staff team comprises of:



Kalpna Solanki,
President and Chief
Executive Officer



Kim Eames,
Director of
Operations



Jenni Green,
Technical
Specialist



Stephanie Hall,
Exam
Specialist



Lachlan Manser,
Administrative
Specialist



Heather Reynolds,
Administrative
Specialist

EOCF AWARDS

Each year, the EOCF presents awards to notable individuals and organizations. The awards process is adjudicated by the Awards Team and is no small task as each of the nominations is so strong, and each nominee is worthy of an award. However, difficult as it is, decisions need to be made. For 2020, the Awards winners are (the links are for the associated press releases):

The Bert Caine Award was presented to Jim McQuarrie: <https://tinyurl.com/bertcaine>

The Corporate Recognition Award was presented to Integrated Water Services at the Capital Regional District: <https://tinyurl.com/corprecognition>

The Operator of the Year Award was presented to Dean Brown at the City of White Rock: <https://tinyurl.com/operatoroftheyear>

The Innovation Award was presented to the Drinking Water and Watershed Protection Program at the Regional District of Nanaimo: <https://tinyurl.com/yxutjqvy>

Three Okanagan College Students were presented with Outstanding Student Awards: <https://tinyurl.com/eocfstudent>

RECOGNIZING 30 YEARS OF DEDICATION

Each year, the EOCF sends out 30-year pins and pens to those have contributed to the industry for 30 years. For 2020, we would like to thank the following for their dedication and commitment:

Grant Wawryk
John McAuley
Ted MacKay
Michael Godfrey
Todd Betts
Arvid Bensler

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY

Statement of Financial Position

December 31, 2020

	2020	2019
ASSETS		
CURRENT		
Cash	\$ 329,939	\$ 57,178
Accounts receivable (Note 3)	127,173	111,715
Prepaid expenses	45,943	42,779
	503,055	211,672
TANGIBLE CAPITAL ASSETS (Net of accumulated amortization) (Note 4)	19,531	21,180
INTANGIBLE CAPITAL ASSETS (Net of accumulated amortization) (Note 5)	424,969	531,211
	\$ 947,555	\$ 764,063
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 62,481	\$ 55,393
Goods and services tax payable	18,981	13,355
Wages payable	16,093	2,697
Deferred income	319,462	377,599
	417,017	449,044
CANADA EMERGENCY BUSINESS ACCOUNT LOAN (Note 6)	40,000	-
	457,017	449,044
NET ASSETS	490,538	315,019
	\$ 947,555	\$ 764,063

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**Statement of Revenues and Expenditures****Year Ended December 31, 2020**

	2020	2019
REVENUES		
Member dues	\$ 391,639	\$ 302,155
Services	228,478	278,102
Contracts	300,500	150,000
Investment income	(492)	3,246
Conference revenues	93,780	-
	1,013,905	733,503
DIRECT COSTS	11,548	4,782
GROSS PROFIT (98.86%; 2019 - 99.35%)	1,002,357	728,721
EXPENSES		
Advertising and promotion	12,305	12,733
Amortization of tangible capital assets	3,076	12,545
Amortization of intangible capital assets	106,242	132,803
Bad debts (recovery)	(39,332)	38,172
Business taxes and licences	-	933
Conference expenses	74,140	11,383
Delivery, freight and express	14,933	13,080
Equipment rentals	3,461	3,552
Exams, taxes, licenses and memberships	58,932	80,962
Insurance	3,378	3,409
Interest and bank charges	14,580	11,745
Meals and entertainment	3,833	5,561
Meetings and travel	19,577	46,563
Miscellaneous	-	292
Occupancy costs	38,157	37,769
Office and computer supplies	127,470	41,732
Personnel costs	351,174	322,667
Professional growth	506	463
Professional services	29,895	37,222
Repairs and maintenance	4,207	3,842
Sub-contracts	50,520	40,270
Supplies	2,574	2,468
Utilities	3,722	3,793
	883,350	863,959
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	119,007	(135,238)
OTHER INCOME		
Canada Emergency Wage Subsidy	31,992	-
Forgivable portion of CEBA (Note 6)	20,000	-
Temporary Wage Subsidy	5,408	-
Gains (losses) on disposal of assets	(888)	-
	56,512	-
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 175,519	\$ (135,238)

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**Statement of Changes in Net Assets****Year Ended December 31, 2020**

	2020	2019
NET ASSETS - BEGINNING OF YEAR	\$ 315,019	\$ 450,257
EXCESS OF REVENUES OVER EXPENSES	175,519	(135,238)
NET ASSETS - END OF YEAR	\$ 490,538	\$ 315,019

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY**Statement of Cash Flows****Year Ended December 31, 2020**

	2020	2019
OPERATING ACTIVITIES		
Cash receipts from customers	\$ 979,642	\$ 844,442
Cash paid to suppliers and employees	(793,013)	(756,305)
Forgivable portion of Canada Emergency Business Account Loan (Note 6)	20,000	-
Canada Emergency Wage Subsidy	31,992	-
Temporary Wage Subsidy	5,408	-
Canada Emergency Business Account loan (Note 6)	40,000	-
Interest paid	(14,580)	(11,746)
Goods and services tax	5,626	3,624
Cash flow from operating activities	275,075	80,015
INVESTING ACTIVITIES		
Purchase of tangible capital assets	(2,667)	(12,149)
Net change in marketable securities	353	8,606
Purchase of intangible capital assets	-	(131,400)
Cash flow used by investing activities	(2,314)	(134,943)
INCREASE (DECREASE) IN CASH FLOW	272,761	(54,928)

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM SOCIETY

Notes to Financial Statements

Year Ended December 31, 2020

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:

Revenue recognition

Environmental Operators Certification Program Society follows the deferral method of accounting for contributions, which include government contracts. Contracts are recorded as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Unrestricted contributions are recognized as revenue when initially recorded in the accounts.

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

Externally restricted contributions are deferred when initially recorded in the accounts and recognized as revenue in the year in which the related expenses are recognized.

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.

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.

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 or 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.

Financial assets measured at amortized cost include cash and accounts receivable.

Financial assets measured at fair value include marketable securities.

Financial liabilities measured at amortized cost include accounts payable.

Measurement uncertainty

When preparing financial statements according to ASNFO, management makes estimates and assumptions relating to:

- reported amounts of revenues and expenses
- reported amounts of assets and liabilities
- disclosure of contingent assets and liabilities.

Estimates are based on a number of factors including historical experience, current events and actions that the society may undertake in the future, and other assumptions that management believes are reasonable under the circumstances. By their nature, these estimates are subject to measurement uncertainty and actual results could differ. In particular, estimates are used in accounting for certain items such as allowance for doubtful accounts.

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.

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 at the following rates and methods:

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

The society regularly reviews its tangible capital assets to eliminate obsolete items. As at December 31, 2020, 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.

Intangible capital assets

Intangible capital assets are stated at cost or deemed cost less accumulated amortization. Intangible capital assets are amortized over their estimated useful lives at a 20% diminishing balance method.

Comparative figures

Certain comparative amounts have been reclassified to conform to the current year's presentation. The cash flow has been presented to more closely match current year requirements.

Contributed services

The operations of the society depend on 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. ACCOUNTS RECEIVABLE

	2020	2019
Membership dues receivable	\$ 136,122	\$ 148,954
Allowance for doubtful accounts	(8,949)	(37,239)
	\$ 127,173	\$ 111,715

4. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2020 Net book value	2019 Net book value
Computer equipment	\$ 33,513	\$ 20,423	\$ 13,090	\$ 13,129
Furniture and fixtures	25,888	19,447	6,441	8,051
	\$ 59,401	\$ 39,870	\$ 19,531	\$ 21,180

5. INTANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2020 Net book value	2019 Net book value
Computer software	\$ 848,992	\$ 424,024	\$ 424,969	\$ 531,211

6. CANADA EMERGENCY BUSINESS ACCOUNT LOAN

During the year, the Society was in receipt of a Canada Emergency Business Account loan in the amount of \$60,000. This loan incurs a 0% per annum interest until December 31, 2022 and 5% per annum interest starting on January 1, 2023. Repayment of the outstanding balance of the loan on or before December 31, 2022 will result in a single tranche of loan forgiveness up to \$20,000.

7. CONTRACTUAL OBLIGATIONS

The Society entered into a lease agreement for premises with The Salvation Army expiring June 30, 2022. At the balance sheet date, the base rent per month is \$2,200. In addition, the lease requires payment of additional rent and utilities of approximately \$1,192 per month.

The Society entered into a lease agreement for the use of an office photo copier with CBSC Capital Inc. expiring October 31, 2023. The term of the lease is 66 months constituting a total of 22 quarterly payments of \$567, plus applicable taxes.

The Society entered into a lease agreement for the use of an office postage meter with Pitney Bowes Leasing expiring July 31, 2021. The term of the lease is 60 months constituting a total of 22 quarterly payments of \$214.

Contractual obligation repayment schedule:

2021	\$ 30,185
2022	16,452
2023	1,820
	\$ 48,457

8. 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, 2020.

(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 members. In order to reduce its credit risk, the society reviews a member's credit history before extending credit and conducts regular reviews of its existing member's 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 members 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 members and funders and other related sources.

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

9. 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.

10. REMUNERATION

During the year, the Society paid compensation in excess of \$75,000 to one employee. The total amount paid was \$129,255. This disclosure is in accordance with a new requirement of the BC Societies Act which came into effect November 28, 2016.

11. WORLD HEALTH PANDEMIC

On March 11, 2020, the World Health Organization declared a world health pandemic named COVID-19. The resulting shut-downs have had a significant impact on the market sectors in which the Society operates. The Society has taken the following steps to mitigate against the risks involved with the pandemic:

- Deployment of work from home protocols for Society employees that are able to do so
- Limits placed on in-person exam writing

I am unable to estimate the direct financial effect that this world health pandemic will have on the future operations of the Society.

The Society continues to monitor the impact that the pandemic has on its operations and assess any need to adjust the implemented steps in order to ensure compliance with health orders and continuity of operations.



VISION

A Canada where all people have access to safe drinking water and good sanitation. We firmly believe that this is possible.