



Operator Education, Training & Certification Program

A unique approach to
training in
Newfoundland and
Labrador



OETC

The first of its kind
in North America

- Properly trained and certified operators are vital in protecting public health
- Launched in 2001 – 2002
 - Phase 1 – classroom style education
 - Phase 2 - three mobile training units (MTU) provided to the program for Hands-on Training

MANDATE

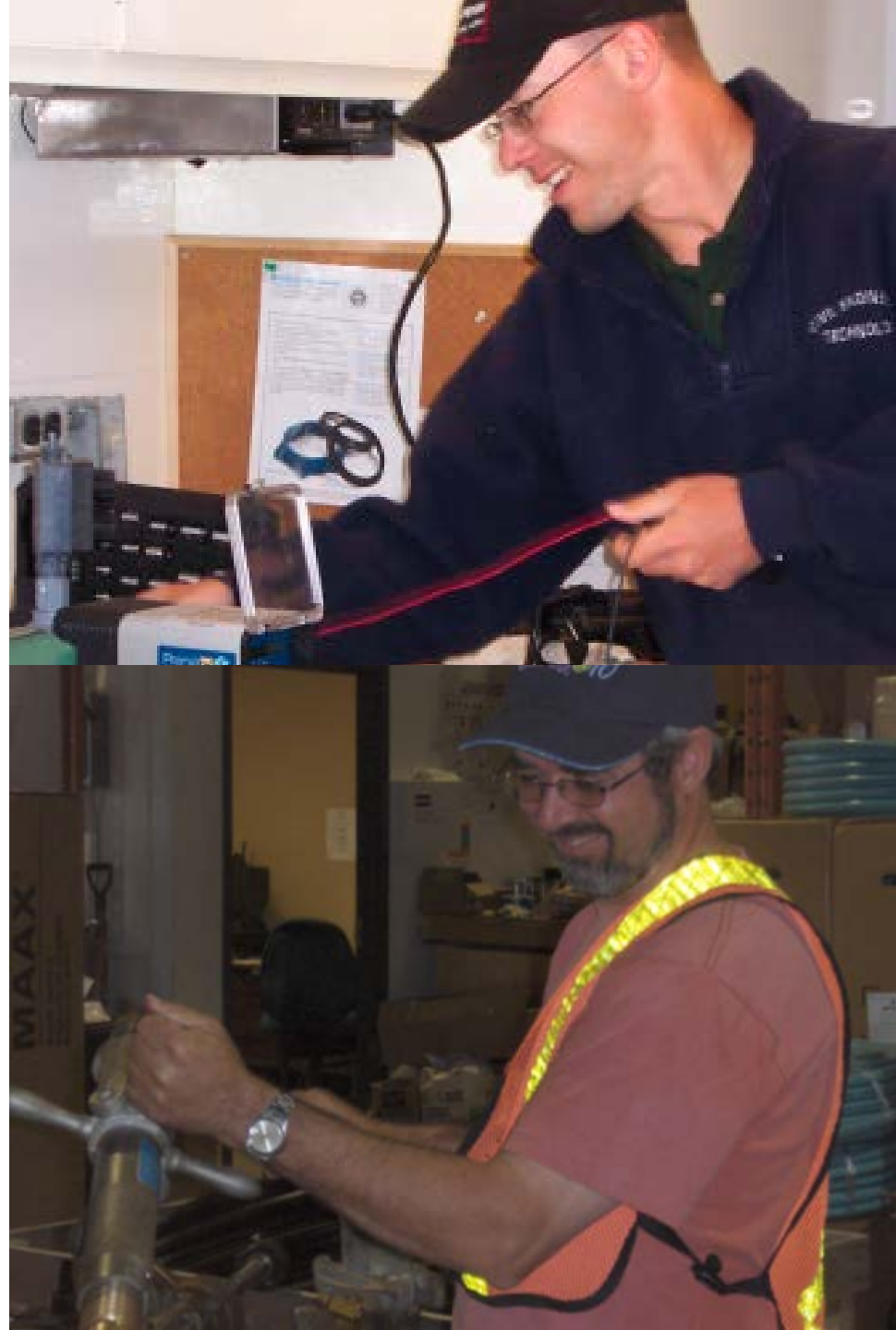
Provide operators with education and training opportunities focused on:

- Job competency
- Drinking water safety
- Environmental protection
- Infrastructure sustainability



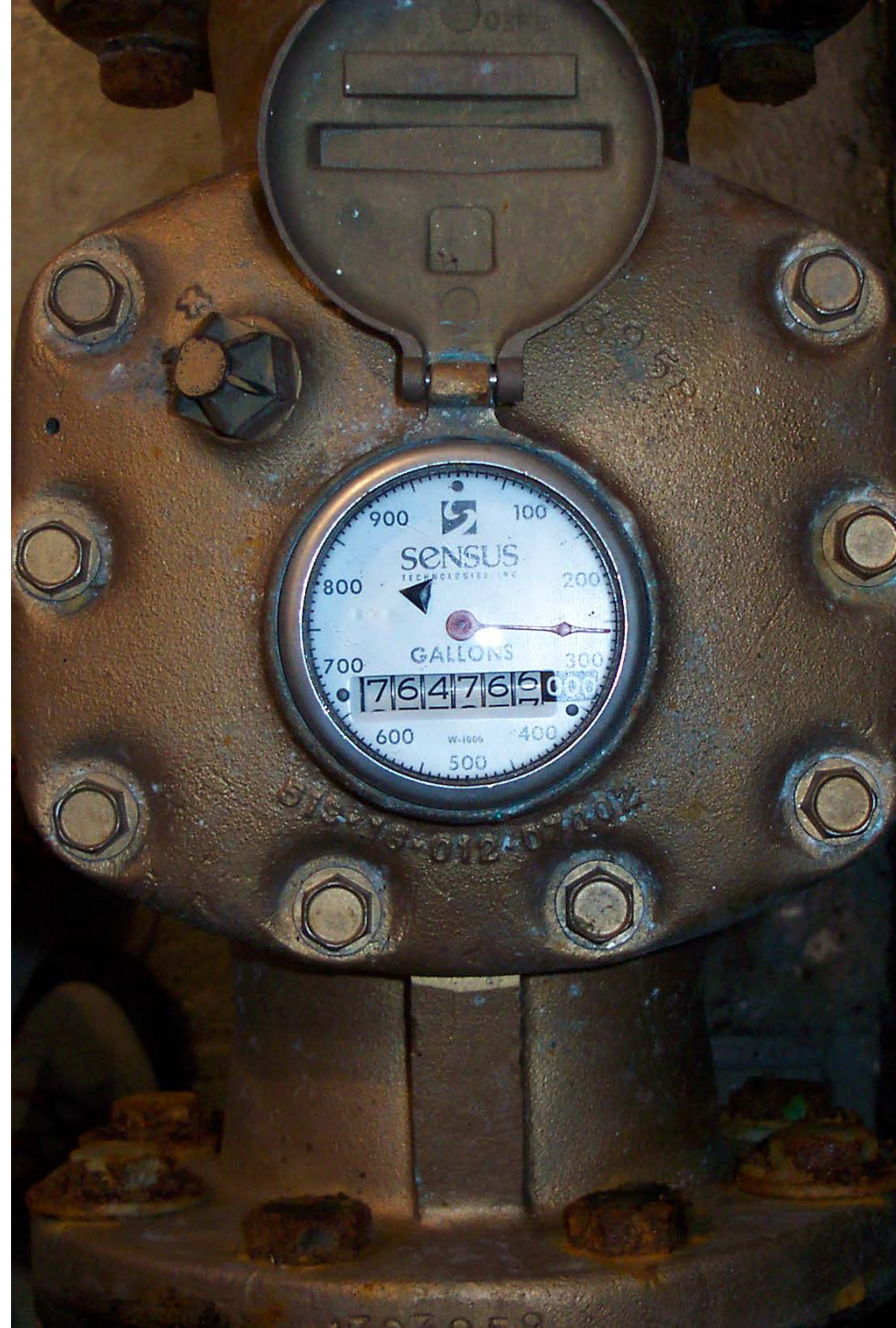
OETC MEMBERS

- Deneen Spracklin
 - Program Lead
- Gerry Lahey
 - Operator Trainer (Western/ Lab)
- Jim Pollett
 - Operator Trainer (Central)
- Darren Patey
 - Operator Trainer (Eastern)
- Chris Blanchard & Genny DeCoste
 - Assist with chlorine handling course



OPERATOR EDUCATION

- Classroom-style seminars provide operators with the theory required to operate water and wastewater systems
- Unique approach:
 - Instructors travel to locations near participants
 - Free seminars



OPERATOR EDUCATION

- **Water Distribution**
 - Water Distribution System Basics
 - Water System Hydraulics
 - Water Quality Issues
 - Proper Handling of Chlorine & Chlorine Containers
 - Source Water Protection
 - Community Information Session: NL Water Resources Portal
 - Waterborne Pathogens*
- **Water Treatment**
 - Level I and II
 - Potable Water Dispensing Units



OPERATOR EDUCATION

- Wastewater Collection
 - Wastewater Collection Basics
 - Wastewater Collection Part 2
- Wastewater Treatment
 - Level I and II

Spring/ Summer 2019
Schedule at registration desk





CLEAN AND SAFE DRINKING WATER WORKSHOP

An educational and networking
opportunity held every year
since 2001

- Approximately 300 people
- Operators, municipal staff, elected officials, government departments, consultants, etc.
- Technical presentations and tradeshow exhibits
- Operator of the Year Awards

WORKSHOP SUBSIDY

- No registration fee
- MAE provides a subsidy to municipalities and LSDs to offset expenses of attending workshop
 - Island: up to \$400 per community.
 - Labrador: up to \$700 per community.





ON-SITE TRAINING

Hands-on training
provided to operators in
their own community

- 3 Mobile Training Units (MTUs)
- MTUs are portable classrooms equipped with various water and wastewater system tools
- Based in St. John's, Grand Falls-Windsor, and Corner Brook

ON-SITE TRAINING SESSIONS

- Disinfection
- Liquid Chlorination
- Gas Chlorination
- Hydrant Maintenance
- Control Valve Maintenance
- Pipe Tapping
- Pipe Location
- Leak Detection
- pH Adjustment
- Water Distribution System Flushing
- Flow Meters
- Storage Tank O&M**





WATER DISTRIBUTION SYSTEM WORKING MODEL

- Designed and created to enhance on-site training
- Includes various appurtenances found in a distribution system:
 - Hypochlorinator, backflow preventer, pressure reducing valve, air relief valve, curb stop, wye strainer, flow meter, etc.

OPERATOR CERTIFICATION



- Certification is mandatory for communities that have:
 - Water or wastewater treatment plant
 - Serviced population > 1000 people
- Certification is strongly encouraged for operators that work for a community that has a serviced population < 1000 people
- Very Small Water System category is available for communities with < 500 people

CHALLENGES

- **Operator Turnover and Retirement**
 - High demand for education and training sessions
 - Notification of new operators
- **Convincing Operators and Communities**
 - Some communities remain skeptical & are hesitant to participate
- **Direct Communication with Operators**
 - Notification of new operators
 - Getting to the operator



A photograph of three men in a workshop or office setting. They are wearing safety gear: blue hard hats and high-visibility orange and yellow safety vests. The man in the foreground is wearing a plaid shirt and is looking at a laptop. The other two men are looking on. On the desk, there is a laptop, a piece of electronic equipment with a blue display, and a small antenna. The background shows white cabinets and a window.

QUESTIONS??