

# Ontario Municipal Water Association (OMWA)

## Sudbury Education Days: Draft Agenda

Tuesday & Wednesday, November 20 & 21, 2018

Holiday Inn Sudbury

1696 Regent St, Sudbury, ON, 1 (877) 660-8550

### DAY 1: Tuesday, November 20, 2018

7:00 a.m.	Registration & Check-in Opens
7:00 a.m. – 8:00 a.m.	Breakfast
8:00 a.m.	Three Concurrent CEU Technical Training Sessions begin
<b>Concurrent Session 1</b> 8:00 a.m. – 4:00 p.m.	<b>Acts &amp; Regulations for Water &amp; Wastewater Systems (0.7 CEUs)</b> <b>Presented by: Cole Training &amp; Operations</b> <i>Facilitator – Kelly Stewart</i> This one-day course is designed to introduce the water and wastewater operator to the Ontario Acts, Regulations & Guidelines which pertain to the operation of both water and wastewater systems. This course will cover approvals, adverse conditions, noncompliance, licensing and best practices. Actual case studies and regulatory documentation will be used to reinforce many of the teaching points. <b>Limited Room Capacity</b>
<b>Concurrent Session 2</b> 8:00 a.m. – 4:00 p.m.	<b>Distribution of Valves / Valve Box Lockout Operations &amp; Repairs (0.7 CEUs)</b> <b>Presented by: Cole Training &amp; Operations</b> This one-day course is designed for the Distribution Operator to be aware of and understand the need for Maintenance Programs such as the Valve Exercise Program and the Valve Box Lock-Out Program. Both are vital to the maintenance and integrity of the Distribution System. Not only to be aware of and understand the programs but gain the knowledge to be able to identify and repair any deficiencies in the Valves or the Valve Boxes. Also discusses how to implement a Lock-Out system for worker protection and to prevent any unauthorized operations of the Valve. <i>Facilitator – Roger Drake</i> <b>Limited Room Capacity</b>
<b>Concurrent Session 3</b> 8:00 a.m. – 4:00 p.m.	<b>Understanding System Hydraulics (0.7 CEUs)</b> <b>Presented by: World Water Operator Training Company (WWOTC)</b> The objective of this one-day course is to understand how a distribution or collection systems works, a basic understanding of Hydraulics is essential. This course will allow operators to better understand how water moves through pipes. How pressure, size, and biofilm can affect system operations. It contains information on potential and kinetic energy within these systems, and how the amount of energy at any point can be determined and how we use that energy to distribute water. Students will also have a clear understanding of simple math calculations as they relate to day to day operations. <b>Limited Room Capacity</b>
10:00 a.m. – 10:15 a.m.	Networking Coffee Break

10:15 a.m. – 12:15 p.m.	Concurrent Sessions 1, 2 & 3 Continue
12:15 p.m. – 12:45 p.m.	Networking Lunch
12:45 p.m. – 2:45 p.m.	Concurrent Sessions 1, 2 & 3 Continue
2:45 p.m. – 3:00 p.m.	Networking Coffee Break
3:00 p.m. – 4:00 p.m.	Concurrent Sessions 1, 2 & 3 Continue
4:30 p.m. – 5:30 p.m.	Trade Show Opens. Mix & Mingle on Trade Show floor
5:30 p.m. – 7:30 p.m.	Dinner and access to Trade Show

## DAY 2: Wednesday, November 21, 2018

8:00 a.m. – 9:00 a.m. Breakfast on Trade Show floor

9:00 a.m. Sessions begin

9:00 a.m. – 1:30 p.m. **Standard of Care – Safe Drinking Water Act (0.3 CEU's)**  
**Presented by: Walkerton Clean Water Centre (WCWC)**  
*Facilitator – Brian Jobb*

This course is designed to inform mayors, and municipal officials with oversight responsibility for drinking water treatment and/or distribution systems of their oversight responsibilities under Section 19 of the Safe Drinking Water Act (SDWA). Severe penalties are possible for municipal officials who fail to act in good faith and do not exercise honesty, competence and integrity to ensure the protection and safety of the users of municipal drinking water systems. Several examples of waterborne disease outbreaks are examined which highlight the importance of competent oversight.

Areas of study include:

- Understanding your oversight responsibilities as a councillor
- Section 19 of the SDWA – legal responsibilities and due diligence
- The multi-barrier approach to drinking water safety
- Risk management & risk assessment
- Challenges to providing safe water
- Pathogenic organisms: the greatest tangible risk
- Case studies of waterborne disease outbreaks
- Achieving a culture of prevention & eliminating complacency
- Additional resources & specialized training will also be discussed

9:00 a.m. – 10:00 a.m. **Utility Management and the Future of Training**  
**Presented by: Cole Training & Operations**  
*Facilitator – Ian Smith*

Explore the current training challenges, consequences and solutions of the vacuum being created in the industry by a large population of aging and retired Water Quality Professionals. How to minimize those negative consequences through appropriate training initiatives.

**Limited Room Capacity**

- 10:00 a.m. – 10:30 a.m.**      **MEARIE Training Session 1 – Employee Engagement – How to Make it Work Presented by the Municipal Electric Reciprocal Insurance Exchange (MEARIE)**  
*Presenter – Peter Barrow*  
Everyone talks about Employee Engagement – but very few organizations practise it and even fewer employees believe it. Find out why, and what to do about it in this practical, do-able and thought-provoking session.
- The difference between employee satisfaction and employee engagement
  - What sets an engaged employee apart from the rest
  - Five Key benefits of a strong engagement program
  - The seven drivers of engagement – how do you stack up?
  - How to plan and begin a true employee engagement program
- 10:30 a.m. – 11:00 a.m.**      **Networking Coffee Break**
- 11:00 a.m. – 12:00 p.m.**      **Standard of Care – Safe Drinking Water Act continues**
- 11:00 a.m. – 11:30 a.m.**      **MEARIE Training Session 2 – The Changing, Challenging World of Customer Service Today**  
*Presenter – Peter Barrow*  
Contemporary technology and demographics have turned long-standing customer service practices on their head. Today, the customer rules like never before – and failure to adapt to this reality is costing organizations dearly. Learn what drives customers – and how organizations need to adapt FAST in order to survive.
- A new definition of “who is the customer”?
  - The profile of a “typical customer” today
  - How technology has changed all the rules – and how to respond
  - What separates a customer-driven company from others?
  - Practical ways to re-focus your customer service program successfully.
- 11:30 a.m. – 12:00 p.m.**      **MEARIE Services & Offerings to OMWA Members Presented by the Municipal Electric Reciprocal Insurance Exchange (MEARIE)**  
*Presenter – Peter Barrow*
- 12:00 p.m. – 1:00 p.m.**      **Networking Lunch on Trade Show floor**
- 1:00 p.m. – 1:30 p.m.**      **Standard of Care – Safe Drinking Water Act continues**
- 1:00 p.m. – 1:30 p.m.**      **Utility Infrastructure Awareness Presented by Own Your Safety**  
*Presenter – Grant Piraine*  
Our Course will help prevent infrastructure damages, it covers:
- Risks associated with excavation around buried utilities
  - Legislation, guidelines and Best Practices companies need to follow
  - Above ground utility structures and how they help you understand what is underground
  - The public locate process, documentation, how to read, find errors, organize etc.
  - The private Locate process, how to qualify, read, find errors, organize
  - Locate Markings and Technology
  - Subsurface Utility Engineering

- Knowledge Test

**1:30 p.m. – 2:30 p.m.**

**Supplier Presentations - TBA**

**2:30 p.m.**

**Brief Closing Remarks & Reverse Draw Prizes**