



A Newsletter for Water and Wastewater Treatment Plant Operators!

THE WATERDRUM

October 2021

Inside this issue:

Exam Prep Week Sudbury	1
About Us	2
History of Water Challenge Cup Spring	3
AWWAO Certification Week	4-8
WWOTC Thrilled to Welcome New York State Water Operators to its Webinar	9
After 24 years of water advisories, Shoal Lake 40 First Nation can drink from the tap	10-12
Who Are Operators	13-14
Steps to Becoming an OIT	15-16
Renewing Your Certificate of Licence	17-18
Operator Workforce Matching Portal	19-20



Is it my imagination, or does this fill up every time the toilet is flushed?

Exam Prep Week Sudbury

Holiday Inn Sudbury
1696 Regent Street,
Sudbury, ON P3E 3Z8



Exciting News!!! AWWAO is also hosting a Southern
Exam Prep Week in Sudbury, ON
(November 15-19, 2021)

We will be offering:

- WDI &I
- WTI &I
- WWTI&I

Limited openings, registration will be on first come –first serve basis

Sponsored by: Indigenous Services Canada and First Nations Inuit Health Branch



The meaning of the AWWAO logo as described by the artist:

- Tree—represents Mother Earth*
- Sun—brings Life to our Environment*
- Eagle—watches over the Environment*
- Sky—ensures the Cycle of Water*

ABOUT US

The Aboriginal Water & Wastewater Association of Ontario is an information source for water environment and Operator training and certification issues and technology. AWWAO's members include professionals from Ontario First Nations, Environmental Health Officers, Tribal Councils, Municipal Suppliers and some Government Agencies.

AWWAO is dedicated to the transfer of information and concepts regarding all areas of the water environment. As members of the American Water Works Association (AWWA), the Ontario Water Works Association (OWWA), the Water Environment Federation (WEF) and the Water Environment Association of Ontario (WEAO), we provide an invaluable network for those involved in water and wastewater industry. AWWAO, through a partnering agreement with Keewaytinook Okimakanak and Health Canada co-operates and liaises with the above noted associations, and all provincial and federal government agencies. AWWAO has a volunteer seat on many of the various association's committees.

AWWAO offers its members the opportunity to:

- ◆ Be updated and informed about issues that affect the water environment.
- ◆ Interact with persons in various fields of water expertise.
- ◆ Promote concerns of the membership through a collective voice.
- ◆ Exchange information and ideas to other members, the public and Chiefs and Council.

To date, the AWWAO consistently rank the training and certification of Plant Operators as its top priority. The attainment of Certification is widely recognized as essential to performing a good job, at a high level, in the water and wastewater treatment plant operations, and an indicator of a responsible and contributing community member.

MEMBERSHIP

\$200.00 Membership Fee for First Nations Water and Wastewater Treatment Plant Operators per operator. This Membership entitles the Operator(s) to the AWWAO Newsletter, monthly bulletin, Annual Report and the Annual General Assembly and Training Conference cost reimbursement, if applicable.

\$400.00 Membership Fee for Non-Operator, Public Works Management, Administration and Management of a First Nation or Non-First Nation. This Membership entitles the Member to the AWWAO Newsletter, monthly bulletins, Annual Report and invitation to the Annual General Assembly and Training Conference.

Please Print

Name: _____

Name: _____

Name: _____

Name: _____

First Nation/Business: _____

Address: _____

Phone: _____ Fax: _____

E-mail: _____

VISION

Our Vision is to be the Association that best understands and satisfies the training, education, certification and licensing needs of Operators of Ontario First Nations. Our dedication to supporting Operators touches not only health, but safety, spirit and empowerment ... most of all knowledge.

OBJECTIVES

- ◆ To act as a voice and forum for First Nation Plant Operators in Ontario, publish a newsletter, promote communications and networking among Plant Operators and other persons interested in AWWAO's objectives;
- ◆ Promote the importance of a safe and potable water supply and the highest standard of wastewater operations;
- ◆ Promote the development and delivery of continuing education and training programs for Plant Operators and others involved in water and wastewater treatment;
- ◆ Promote the importance of technical training in maintaining and upgrading the Operator's knowledge of proper water and wastewater operation and maintenance requirements;
- ◆ Promote the importance of involving qualified Operator's in the design, construction or upgrading of water and wastewater treatment plants;
- ◆ Promote the importance of proper training, certification and licensing of Operators;
- ◆ Promote the importance of enhanced lab testing of potable water and monitoring of wastewater effluents; and
- ◆ Promote the importance of establishing an effective Operations & Maintenance Management Plan to ensure proper care is performed for the assets.

MISSION STATEMENT

We are a member oriented, non-profit Association, providing province-wide and year-round high-quality services and an annual forum for the First Nations Water and Wastewater Treatment Plant Operators, allowing for networking opportunities at the same time. We are committed to providing high quality information on the water and wastewater industry through the quarterly newsletter. We are dedicated to promoting, preserving and protecting the water, natural resources and environment through the education, training and networking of the Ontario First Nations Water and Wastewater Treatment Plant Operators.

Aboriginal Water and Wastewater Association of Ontario's newsletter is published quarterly by the AWWAO at Box 20001, RPO, Riverview Postal Outlet
 Dryden, ON P8N 0A1
 Tel: (807) 216-8085
 E-mail: info@awwao.org

Advertising opportunities and/or submission or request of information, please contact the Association Coordinator.

History of Water Challenge Cup Spring 2013

In 2011, First Nations in Northwestern Ontario banded together and decided to make pursuit into entering their waters in the “Northwestern Ontario Water & Wastewater Conference’s (NWOWWC) Water Taste Challenge Test. With five entries from Treaty #3 communities (Kenora/Dryden area), Eagle Lake, Iskatewizagegaan (Shoal Lake #39), Ochii'chagwe'babigo'ining Ojibwe Nation (Dalles), Wabauskang and Wabigoon Lake and one from Nishnawbe Aski Nation-NAN, Kingfisher Lake: First Nation’s put their waters to the test in a record setting 19 entrants. The taste challenge winners are awarded at the finale of the conference and this event is usually the highlight of the conference: seeing which community will take home the title and bragging rights for the next year.

Our First Nation delegates and entrants were delighted when our First Nations took three of the top five places with Ochii'chagwe'babigo'ining Ojibwe winning the title. Wabauskang finishing third and Eagle Lake coming in fifth. This win was very gratifying as it was our First Nations first attempt and because of the record number of entrants! It also put First Nations on the map and raised awareness to our communities and their water systems with NWOWWC. Former four-time winter Terrace Bay finished in second.

In 2012, First Nations from Treaty #3 returned to reclaim the title and did so with Wabigoon Lake Ojibway Nation – WLON taking home the trophy and tile. Marcel Shabequay, operator from WLON was on a hot streak and he also won the conference top prize of an iPad. Our First Nations have represented their communities and waters well at NWOWWC and are now taking their rightful place at this conference reminding everybody that we have water systems and were making pretty tasty water too!

The success of these victories has inspired AWWAO to introduce its own inaugural event for best First Nations water: what will be known as the “Water Cup Challenge (WCC)”. Our WCC will be slightly different from the taste test of NWOWWC as the waters entered will first be tested for coliforms: passing waters will then be judged on clarity, color, smell and taste. Entrants' water will be verified with required copies of log records for their treated water for the month of March.

These new awards are to inspire all seven sacred teachings in regards to caring for water and are to motivate our First Nations and others to champion the water by protecting it and keeping it pristine to the very best of our abilities. Keeping with the tradition of AWWAO, these cups will be presented every year to the best cared water in the north and south by our First Nations: and it will serve as acknowledgement and credit for what our First Nations and operators are doing for our people in regards to water and health for our communities.

The Water Challenge Cups will be slightly different and will be named in honor of great people that have come to represent our water with First Nations and AWWAO.

The Water Challenge Cups will also honor and tribute the founders of AWWAO and its past directors. Winners of the WCC can also expect their First Nation community, operator and winning year will be engraved on their winning cup. We will share these victories with our partners in water from Health Canada, Ogemawahj Tribal Council and our supporters who come to help us at AWWAO.

In a word where we must do more with less, we do our best to meet these challenges and we continue to find creative ways to have success. We are sure the “Water Challenge Cup” will become a new tradition to AWWAO and our First Nations in celebrating our water in Ontario!



AWWAO Certification Week

AWWAO held a one week certification and CEU session (September 20-25) in Thunder Bay for First Nation Operators culminating in the OWWCO Exam. There was a total of 29 operators in attendance. World Water Operator Training Company Inc. (WWOTC) and Keewaytinook Centre of Excellence provided the training for this week.

The courses and instructors for the certification week were: Charles Friday (OIT) , James Haskell (WT I & II) and Mike Lukvich WTIII & IV.

AWWAO Chairperson, Ian Fortin presented the gift cards to the instructors.

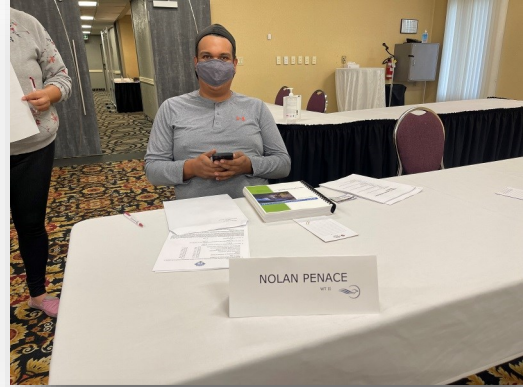


From left to right: Jonathan Riberdy (Director), Steve Laronde (Treasurer), James Haskell (WT I & II Instructor), Mike Lukich (WTIII & IV Instructor), Charles Friday (OIT Instructor), Ian Fortin (Chairperson) and Sara Campbell (AWWAO Coordinator).

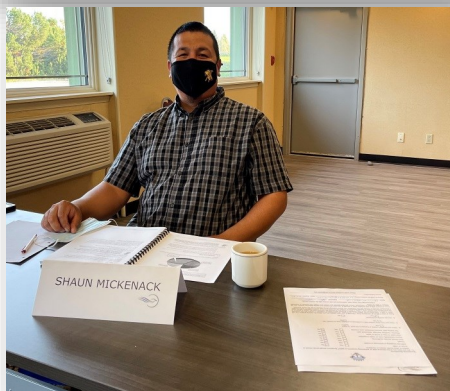
Cont'd



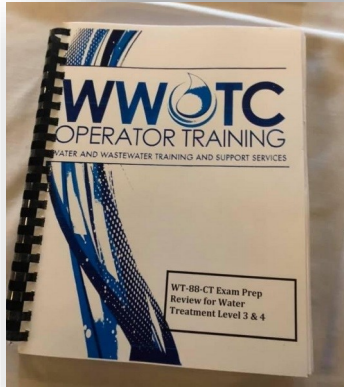
Cont'd



Cont'd



Cont'd



CLASSES



'Really good news': Clean water a reality for 2 northwestern Ontario Indigenous communities

Boil water advisory for Regina Bay lifted in August; treatment plant in Windigo Island nearing completion

CBC News · Posted: Sep 20, 2021 4:30 PM ET | Last Updated: September 20



A boil water advisory in the northwestern Ontario Indigenous community of Regina Bay was lifted last month following the completion of a new water treatment plant. A second boil water advisory, in Windigo Island, will be lifted in October, after another new treatment plant goes online. (CBC)

After years of boil water advisories, clean drinking water is a reality for two northwestern Ontario Indigenous communities.

A new water treatment plant in Regina Bay went online at the end of August, bringing an end to boil water advisories in the community.

Another water treatment plant is nearing completion in Windigo Island, where the boil water advisory is expected to be lifted in early October.

"It's going to open the door for a lot of things, economically and opportunities," said Linda McVicar, chief of Animakee Wa Zhing #37 First Nation, which includes both Windigo Island and Regina Bay.

"We couldn't even have an ice rink because we didn't have water pressure," she said. "Everybody's happy."

McVicar said the two communities have been on boil water advisories on and off for "many years." The two new treatment plants replace interim solutions that were implemented in 2008.

Relearning drinking-water safety

McVicar said the First Nation will focus on education about the safety of drinking water in the communities.

"You can't get around a generation who's never trusted the water, right?" she said. "They don't even know what it means to turn the tap on, and drink the water and feel confident."

"I think we'll get there with education."



After 24 years of water advisories, Shoal Lake 40 First Nation can drink from the tap

New \$33M water treatment facility opens in community on Ontario-Manitoba border

[Sarah Petz](#) · CBC News · Posted: Sep 15, 2021 3:06 PM CT | Last Updated: September 15



From left: Federal Indigenous Services Minister Marc Miller, Herb Redsky, an elder from Shoal Lake 40 First Nation, and Vernon Redsky, chief of Shoal Lake 40 First Nation, enjoy a glass of tap water to celebrate the lifting of water advisories for the community. (Sarah Petz/CBC)

After more than two decades without clean drinking water, Shoal Lake 40 First Nation on the Ontario-Manitoba border is celebrating the opening of a water treatment facility and the end of water advisories for the community.

Despite drawing water from the same source as the City of Winnipeg, Shoal Lake 40 has never had a centralized water treatment facility.

Construction of the new \$33-million water treatment facility and system started in 2019.

Now all the homes in the community are hooked up to clean drinking water from the plant.

"It's unbelievable and it's also about damn time," said Vernon Redsky, chief of Shoal Lake 40 First Nation.



An aerial view of the new water treatment facility in Shoal Lake 40 First Nation. An all-season road connecting the community to the Trans-Canada Highway was completed in 2019, removing a key barrier to building the facility. (Tyson Koschik/CBC)

The end of water advisories for the community was officially announced at an event Wednesday morning in the First Nation.

About two dozen people from the community as well numerous dignitaries, including federal Indigenous Services Minister Marc Miller, attended the event.

"This is a new day for Shoal Lake 40," Miller said. He said there was no excuse for the federal government allowing the water advisories to go on for so long.

Cont'd

About two dozen people from the community as well numerous dignitaries, including federal Indigenous Services Minister Marc Miller, attended the event.

"This is a new day for Shoal Lake 40," Miller said. He said there was no excuse for the federal government allowing the water advisories to go on for so long.

"This is not a victory of the federal government, this is a victory of the community."

Shoal Lake 40, which straddles the Ontario-Manitoba border, has 667 registered members, including about 300 who live on reserve.

It has been under drinking water advisories since 1997.

Until two years ago, the only way to get in or out of the community was across the lake on a summer barge or winter road, making it too expensive to haul in construction material to build a water treatment plant.

That changed with the completion of Freedom Road in 2019, a 24-kilometre all-season road connecting the community to Trans-Canada Highway.

'We're just catching up'

The length of the boil water advisories means there are young people in the community who have never known a time when they didn't have to boil their water or drink bottled water, and caused many to move away.

Chevonne Greene, 26, said she can't remember a time when Shoal Lake 40 wasn't under water advisories.

She lives in Kenora, Ont., with her four-month-old baby girl but wants to move back to her home community now.

"For us, today we're just catching up."



Chevonne Greene (right) with her four-month-old daughter Talia Henry, and her great grandmother Lillian Henry, 77 (far left) and Danny Gattie, 77. Greene, 26, says she wants to move back to Shoal Lake 40 now that the community has clean drinking water and a new school. (Karen Pauls/CBC)

The opening of the plant also represents a homecoming for the man hired to run it.



Cont'd

40 now that the community has clean drinking water and a new school. (Karen Pauls/CBC)

The opening of the plant also represents a homecoming for the man hired to run it.

Anthony Green was living in Kenora before moving back with his three-year-old son to take the job as water plant operator.



Anthony Green is the Shoal Lake 40 water treatment plant operator. The community that straddles the Ontario-Manitoba border has been under a boil water advisory for 24 years. (Karen Pauls/CBC)

He said he's been working in the industry for about 10 years, but never thought he'd be able to do so in his home community.

"It's rough not being able to drink our own water, and knowing that hundreds of thousands of people are drinking our water without a care, and we're here stuck with boiled water advisories for the last almost 30 years," he said.

"It just feels amazing that we can finally do all that."



Green, the Shoal Lake 40 water treatment plant operator, tests for chlorine. (Tyson Koschik/CBC)

Still, many First Nations across Canada are still facing boil water advisories — 32 as of Aug. 28, according to Indigenous Services Canada.

Miller says the Liberals are still committed to meeting their goal of ending all of these advisories, although he can't say by when.

Who Are Operators

In Ontario, persons performing operational duties in a regulated drinking water system or wastewater facility – whether it’s municipally or privately owned – are required to hold a valid operator certificate or licence to perform their duties. Below are three main operator categories and the types of systems/facilities they work in:

1. **Drinking Water Operators** –water treatment, distribution, or distribution and supply subsystems;
2. **Wastewater Operators** –wastewater treatment or collection facilities;
3. **Limited System Operators** –small drinking water systems (e.g. mobile parks, camp grounds, designated facilities) whose source water is either surface or groundwater.

Certified operators are responsible for performing such duties as: conducting operational checks; adjusting, testing, or evaluating a process that controls the effectiveness or efficiency of a drinking water subsystem or wastewater facility; adjusting or directing flow, pressure, or quality of water or wastewater.

Individuals who only conduct drinking water testing services must still be certified. They require a **Water Quality Analyst (WQA)** certificate. While WQAs are not considered “operators”, they can perform a limited number of drinking water testing services which can also be performed by certified operators.

Different Types of Certificates and Licenses

Within drinking water systems and wastewater facilities, individuals may be certified in 7 different types of subsystems:

- Water Treatment,
- Water Distribution and Supply,
- Water Distribution,
- Wastewater Treatment,
- Wastewater Collection,
- Limited Surface Water, and
- Limited Groundwater

These subsystems may employ different types of operators, ranging from new operators who hold an Operator-in-Training (OIT) certificate, to those who have progressed through higher class levels and are generally required to operate more complex systems and facilities.

Individuals who only conduct drinking water testing services must still be certified. They require a Water Quality Analyst (WQA) certificate.

Drinking water systems and wastewater facilities are classified according to their relative operational complexity, based on a scale of Class 1 to 4 (with “1” being the simplest and “4” the most complex). Operator certificates and licences are leveled in the same way. The certification and training requirements for each class of certificate and licence are directly related to the classification of the system or facility they work in.

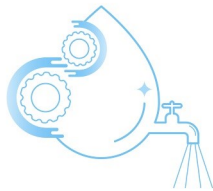
Operators wishing to upgrade to a higher class of certificates and licences must pass additional exams and acquire more training and experience.



Cont'd

Most operators hold multiple types of certificates or licences as they operate in multiple subsystems, such as water treatment AND water distribution, however, an operator can only hold one certificate or licence of each type. For example, an operator with a Class 2 Water Treatment certificate cannot also hold the Class 1 Water Treatment certificate. In addition, operators may only upgrade to a higher class if they hold the lower class certificate or licence. The chart below illustrates all of the possible certificates and licences that may be required to operate and/or provide testing services in the province of Ontario.

SYSTEM/FACILITY	SUBSYSTEM	CLASS				
		Operator-in-Training	1	2	3	4
DRINKING WATER SYSTEM	Water Treatment	x	x	x	x	x
	Water Distribution/Supply	x	x	x	x	x
	Water Distribution		x	x	x	x
	Limited Surface Water	only one certificate				
	Limited Groundwater	only one certificate				
Water Quality Analyst		only one certificate				
WASTE-WATER FACILITY	Wastewater Treatment	x	x	x	x	x
	Wastewater Collection	x	x	x	x	x



Regulations

Operators working in Ontario are governed by the following regulations and acts:

- Certification of Drinking Water System Operators and Water Quality Analysts, Ontario Regulation 128/04 of the Safe Drinking Water Act
- Licensing of Sewage Works Operators, Ontario Regulation 129/04 of the Ontario Water Resources Act
- The Safe Drinking Water Act (SDWA)
- The Ontario Water Resources Act (OWRA)
- Drinking Water Systems Regulation, Ontario Regulation 170/03 of the Safe Drinking Water Act

Steps to Becoming an OIT

Background

Operator-in-Training (OIT) certificates and licences are for those who wish to work in one or more of the following areas:

Water Treatment
Water Distribution or Distribution and Supply
Wastewater Treatment
Wastewater Collection

An individual holding an OIT certificate or licence is considered an operator and can obtain valid operational experience to upgrade to a class 1.

The OIT Exam

To obtain your OIT certificate/licence in one or more of the four system/facility types, you must first apply to write the OIT exam by completing the Operator-in-Training Examination Registration Form. With your application you will need to provide proof of grade 12 or equivalent and submit a payment.

In addition to 40 general questions, the OIT exam consists of four sections or modules: Water Treatment, Water Distribution/Supply, Wastewater Treatment and Wastewater Collection.

Each module corresponds to a type of drinking water certificate or wastewater licence. For example, if you choose to only write the wastewater treatment module and pass it, you are only eligible for the wastewater treatment licence. You may choose to write any combination of the above modules from one to all four in a single exam session, however, the exam is marked as a whole and you will receive a single mark. Passing the exam allows you to obtain the certificate or licence for each module you wrote.

Regardless of how many modules you choose, the examination is 3 hours in length, and the fee to write the exam remains the same. See the fees and forms in the Application Fees, Process, and Forms section below. You must indicate which modules you would like to write in Part B of the Operator-in-Training Examination Form.

Exam applications must be submitted at least one month in advance of the date you wish to write. You can view upcoming examination dates on the OWWCO Examination Schedule.

Study manuals for the OIT exam are available for purchase through the OWWCO office.

When applying to write the OIT exam, you may also apply for your OIT certificate(s) by completing Part C of the Operator-in-Training Examination Form. Payment can be made by Visa, MasterCard, cheque, or money order. If paying by cheque or money order, please make the payment out to the Minister of Finance.

Exam applications may take up to 30 days to process, and OIT certificate issuance may take up to 7 business days on receipt of a COMPLETE application and payment of the correct fee. Incomplete applications may be returned.

Getting your Drinking Water OIT Certificates and Wastewater OIT Licences

To get your OIT certificate(s) and licence(s), you must apply for them. This can be done in one of two ways:



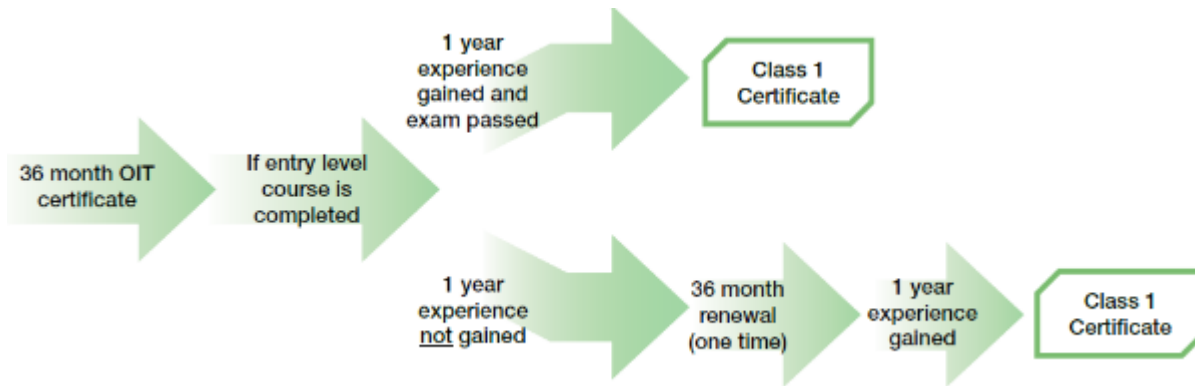
Cont'd

1. by submitting the Operator in Training Certificate and Licence Issuing Form after you have written and passed either of the drinking water modules of the OIT exam; or,
2. by completing Part E of the Operator-in-Training Examination Registration Form at the time you are applying to register for the OIT exam .

Wastewater OIT licences are valid for 3 years and may be renewed at the end of that period regardless of whether you have gained operational experience or not.

OIT certificates may take up to 7 business days to process on receipt of a COMPLETE application and payment of the correct fee. Incomplete applications may be returned.

Drinking Water OIT certificates are valid for 3 years and may only be renewed once with a valid Entry Level Course (ELC) certificate.



The Mandatory Entry Level Course

The Entry Level Course (ELC) is required for all drinking water operators.

Next Steps

Once your OIT certificates or licences have been issued, you are eligible to obtain operational experience. A minimum of one year of experience is required for any Class 1 certificate or licence. For example, if you are working in water treatment, you must have one year of operational experience in water treatment under a valid water treatment OIT certificate before you can consider upgrading to a Class 1. Visit the Upgrading Your Certificate/Licence section of our website for more information.

Please note: Rewriting the OIT examination will not result in the reissuance of an expired certificate. See Guideline 2.4 – Drinking Water OIT Requirements for more information.

Once you have obtained your certificate or license, you are eligible to register to use the Operator Workforce Matching Portal to let system owners seeking staffing resources know that you are available for employment. Qualified operators must register with their contact information and certification credentials to become validated. Once registration is complete, system owners will be able to search for operator profiles by certificate type, availability and location, and can directly contact operators with potential employment opportunities.

Renewing Your Certificate of Licence

Certificates and licences issued in Ontario are generally valid for a period of three years. If at the end of this period you would like to continue to hold the same class of certificate or licence, you are required to meet specific experience and training requirements, and you must apply to renew them. There are different requirements for drinking water certificates and wastewater licences.

As an operator, you are responsible for ensuring you renew your certificates and licences before they expire. If you continue to operate while holding an expired certificate or licence, you are out of compliance. As a reminder, courtesy renewal notifications are mailed to operators three months prior to a certificate or licence expiring. If you do not receive your renewal notice, you are still responsible for renewing your certificate and licence on time.

Renewal applications will only be processed within 3 months of the expiry of the current certificate or licence.



Steps to Renewing a Certificate or Licence

Drinking Water Certificate Renewal Requirements

All Class 1 – 4 drinking water certificates require the following to have been obtained within the last three years:

1. a minimum of three months of valid operational or related experience;
2. successful completion of the Mandatory Certificate Renewal Course; and,
3. completion of the set number of Director Approved Continuing Education Units (CEUs), and on-the-job practical training.

The amount of training you are required to complete over the three year period is based on the highest class of drinking water facility you operate, not the certificate you are renewing. For example, if you are renewing your Class 2 Water Distribution certificate, but you also work in a Class 4 Water Treatment subsystem, your renewal requirements will be based on a Class 4 certificate. If you hold multiple certificates, training will only be checked for one of the certificates. Your renewal notification will indicate whether training is required to be submitted with your application.

If you plan on renewing a drinking water certificate, start by finding the highest class of drinking water facility you operate in the table below (regardless of the type) to see what your renewal requirements are.



Cont'd

	Highest Class of Drinking Water Facility Operated					
	Class 1	Class 2	Class 3	Class 4	Limited	WQA
Director Approved CEUs	2.1	3.6	4.2	4.2	2.1	2.1
On-the-Job Hours	69	69	78	108	39	39
Total	90	105	120	150	60	60

Additionally, every drinking water operator must complete the [Mandatory Certificate Renewal Course](#) within each renewal period. This course is coordinated by the [Walkerton Clean Water Centre \(WCWC\)](#) and is available in two formats: classroom and correspondence. The course content is changed every three years, and is meant to ensure that all operators are kept up to date on emerging issues within the industry. This course will count as part of the Director Approved CEU requirements as 0.7 continuing education units (CEUs) or 7 hours. For information on how to register for this course please visit the WCWC web site at www.wcwc.ca.

Director Approved CEUs: only courses on the [Director Approved Course Listing](#) may be used to meet the requirements for Director Approved CEU training. Copies of your certificates of completion for these courses must be submitted along with your renewal application. Wastewater training cannot be used to renew drinking water certificates.

On-the-Job Training: on-the-job training must be documented and verified by your manager or supervisor if it is to be included in your renewal application. This can be done on the training record supplied with the application form, or on a signed training log, record or letter from your employer or training provider. If you do not have enough on-the-job training, you may substitute excess Director Approved CEU training to meet the requirements. Please note that 0.1 Director Approved CEU = 1 hour of on-the-job training.



Operator Workforce Matching Portal

The Ministry of the Environment, Conservation and Parks launched the [Operator Workforce Matching Portal](#) to help system owners and operating authorities find available certified and licensed operators.

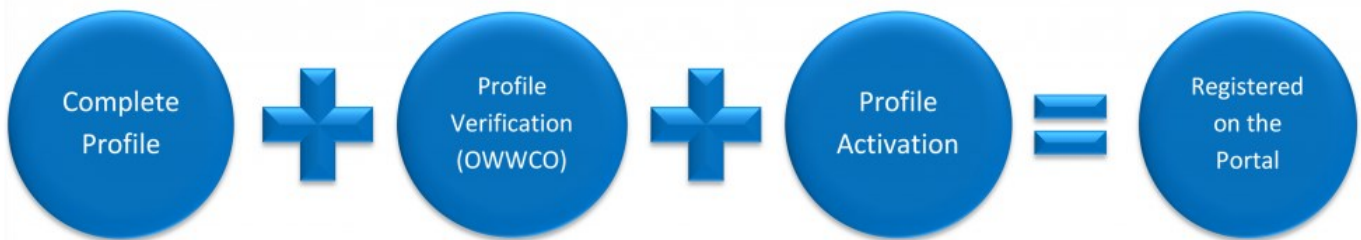
Certified operators are invited to register, including Operators-in-Training and Class I to IV operators. System owners and operating authorities can use the portal to search for operators by location, certificate class and type and location, and connect directly with them. All registrations are verified by OWWCO for accuracy.

The Operator Workforce Matching Portal is a free, online tool developed and administered by the Ministry of the Environment, Conservation and Parks to help connect system owners seeking staffing resources with water operators who are available for employment.

How does the Operator Workforce Matching Portal work?

All certified and licensed operators can register on the portal with their contact information and certification credentials. Once the certification credentials are validated by the Ontario Water Wastewater Certification Office (OWWCO), registered system owners will be able to search for operator profiles by certificate type, availability and location. System owners with staffing needs will then be able to directly contact operators with potential employment opportunities.

Steps to register on the portal



The following steps must be completed:

1. Enter your contact information and certification credentials (operators) or water system information (system owners).
2. OWWCO will verify submitted information with Ministry database to ensure operator and system owner profiles are accurate.
3. You will receive an email notification from OWWCO once the verification is complete and your profile is active.

Portal registration step-by-step guide

Operators

To register for the portal, you must hold a **valid** drinking water certificate(s) or wastewater licence(s).

1. On the [Operator Workforce Matching Portal](#) homepage, go to the “Operators” section and click **Register**.



Cont'd



2. Fill in your current contact information, ensuring all sections with * are filled out accurately for account logins and to allow employers to contact you. When completed, click **Create Account**.
3. You will be redirected to My Profile page. Please enter your **Operator ID** (check the [Operator Listing Report](#) if unknown).
4. Next, go to “My Certificates” section and click **+ Add**.
5. A pop-out window will appear. Please enter your **Certificate number, type, class and expiry date**. When completed, click **Add** to complete the certification entry.
 6. If you have more than one certificate or licence, repeat step 5. If you make a mistake, you can edit or delete your certification entry using options under “Action”. Review your profile carefully then read and check off the User Agreement statement under “Profile Submission” to submit your profile.

Note: The User Agreement statement must be unchecked for you to edit your information.

7. You will be redirected to the Account Overview page and your profile will be **Pending Verification**. After your information is verified, you will receive an email from OWWCO confirming that your profile is active.
8. Once your profile is active, you can enter your availability and location preferences on the Account Overview page. Click **Save Changes** to submit.

