



**Walkerton
Clean Water Centre**

An agency of the Government of Ontario

**Centre de Walkerton
pour l'assainissement de l'eau**

Un organisme du gouvernement de l'Ontario

MOE *Safeguarding Drinking Water Quality* Course For Drinking Water Operators Registration Guide

COURSE DELIVERY DETAILS

- Managed by: **Walkerton Clean Water Centre (WCWC)**
- Co-ordinated by: **University of Guelph Ridgetown Campus
(U of G Ridgetown)**
Ridgetown, ON N0P 2C0
519-674-1590 / 1-866-879-6663
- Training delivered by: **Ontario Clean Water Agency (OCWA)**

Introduction

Ontario Regulation for the Certification of Drinking-Water Operators and Water Quality Analysts (O. Reg. 128/04) requires drinking water operators and water quality analysts take a mandatory Ministry developed training course as a condition of certificate renewal. The *Preventing Waterborne Illnesses* certificate renewal course has been available since January 2006. Effective January 1, 2009, this course has been replaced with a new certificate renewal course, *Safeguarding Drinking Water Quality*, to ensure operators have access to the latest developments in drinking water.

The *Safeguarding Drinking Water Quality* course focuses on the essentials of safe drinking water, drinking water inspections, making water safe through adequate treatment, maintaining drinking water quality by ensuring distribution system integrity, and the roles and responsibilities of drinking water operators.

Operators are required to verify that they have taken a specified amount of Director Approved continuing education training, including having completed either the *Preventing Waterborne Illnesses* course or the *Safeguarding Drinking Water Quality* course (as of January 1, 2009) in the past three years, in order to have their certificate renewed.

For further information or answers to your questions, please contact
U of G Ridgetown at:
Tel: 1-866-879-6663 or 519-674-1590

Questions about the Course

Q. Do I have to take the *Safeguarding Drinking Water Quality* Course?

Operators whose certificates expire on or after August 1, 2006 are required to verify that they have completed either the *Preventing Waterborne Illnesses* course or the *Safeguarding Drinking Water Quality* course in the past three years, in order to have their certificate renewed. As of January 1, 2009, *Safeguarding Drinking Water Quality* replaces *Preventing Waterborne Illnesses* as the mandatory Ministry training course currently being offered.

The *Safeguarding Drinking Water Quality* course is available as a one-day classroom training course or as a correspondence course. An on-line version of the course will be available in the future.

Q. How many continuing education credits (CEUs) will I receive for successfully completing this course?

You will receive 0.7 CEUs.

Q. Is the course available in French?

Yes, a French version of the course is available. You can request a French version by contacting the WCWC.

Option A: One-day Classroom Training Course

1. When and where are courses held?

The *Safeguarding Drinking Water Quality* classroom training course is held at locations across Ontario throughout the year. A course schedule is posted on the Walkerton Clean Water Centre (WCWC) website at www.wcwc.ca.

2. How long is the course?

The classroom training course is one day in length. Training will take place from 8:30 a.m. to 4:30 p.m.

3. How do I register for a course?

To apply for the *Safeguarding Drinking Water Quality* Course, complete the Application Form found on the WCWC website at www.wcwc.ca

Select the training location you wish to attend from the posted schedule. Indicate your first and second choice of date/location, in case your first choice is unavailable.

Return the completed Application Form, with your payment, to U of G Ridgetown by fax or mail.

Register for the session **at least four weeks before** the date when the session is scheduled to be held.

4. Will I receive confirmation of my training course?

You will be sent a **Course Confirmation** to confirm your classroom training course date, time, and location. If you do not receive this confirmation letter at least one week before the course date you requested, please call **1-866-879-6663 or 519-674-1590**.

Make sure that your personal information on the Course Confirmation is correct, and matches the information on your Operator Certificate. If there is an error, please call the number above immediately.

5. Can I reschedule my classroom training course after I have applied?

You may reschedule a classroom course without a penalty only once, provided that you notify us at U of G Ridgetown at least 5 business days before the course date for which you are registered. If you do not notify us at least 5 business days before the course date, you will forfeit your fee.

We may cancel a training course due to circumstances such as insufficient registration or extreme weather conditions. If this happens, you will be contacted by a course co-ordinator and you will be rescheduled into another date and location.

Option B: Correspondence Course

If you choose to take the correspondence course, you must:

- read the study manual you are sent,
- answer the Self-Study Questions, and
- complete and return the Hand-In Questions to OCWA within a specified time period.

1. How do I apply for the correspondence course?

To apply for the correspondence course, complete the Application Form found on the WCWC website at www.wcwc.ca . Return the form with your payment to the address on the form.

Incomplete applications or applications without payment will not be processed.

2. When will I receive my study material?

Your study material will be sent out to you within 5 business days of when your application is received.

3. Is there help available while I complete the correspondence course?

WCWC has hired the Ontario Clean Water Agency (OCWA) to deliver this course. A trainer from OCWA will support you while you study. This means they will answer questions to clarify content, help you answer the Self-Study Questions, and help you understand areas where you may be having difficulty.

When you receive your course manual, you will receive information about who to contact at OCWA for support in completing the correspondence course and how to reach them. Support will be available in the evening after business hours and on the weekends if required. Your OCWA trainer will outline specifics of when they are available.

4. How long do I have to complete the correspondence course?

You have three weeks to complete the correspondence course. As part of the correspondence course, you will need to answer Hand-In Questions and return them to OCWA.

A letter will be sent with your study manual indicating the date your Hand-In Questions must be returned to OCWA.

5. What happens if I don't complete the correspondence course within three weeks?

You must return the Hand-In Questions to OCWA by the date indicated in your study package (must be postmarked by this date). If you do not return the Hand-in Questions by this date, you will not have met the course requirements and will not receive credit for completing the course.