WALKERTON CLEAN WATER CENTRE

2008–09 Annual Report

WCWC Walkerton Clean Water Centre
An agency of the Government of Ontario

CWAE Centre de Walkerton pour l'assainissement de l'eau
Un organisme du gouvernement de l'Ontario

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Message from the Chair

As Chair of the Board of the Walkerton Clean Water Centre, it is my pleasure to present its 2008–09 Annual Report. The Centre has now completed its fourth year of operation. It seems only yesterday that we opened our doors with a mandate to provide accessible, high quality training, information and education to drinking water system operators, owners, and operating authorities across the province.

The Walkerton Clean Water Centre has a goal to become recognized as a world-class operation.

The receipt of a Ministry of the Environment's 2008 Emerald Award for Innovation by our CEO Dr. Saad Jasim and staff at the Centre is evidence that our determination to be the best is paying off.

Our goal can only be achieved by harnessing the talents of a growing and skilled team of professionals in the water industry in Ontario and in some cases beyond. While our efforts are rooted in the exceptional efforts of our CEO Dr. Jasim, and our staff, the assistance we receive from the Ministry of the Environment, our trainers, the Ontario Clean Water Agency, the University of Guelph, Ridgetown Campus, Confederation College and Sault College is essential if the Centre is to become a world-class institute.

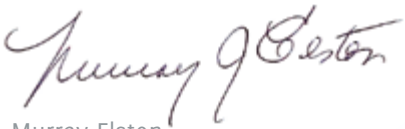
At this point, I also want to express our thanks to our trainees. Not only do they apply themselves during presentations of our training courses but they also make us better by being an integral part of the process of continual improvement. The trainees make suggestions to us on how to improve the courses we offer and identify their needs so that we can respond with effective courses.

The Centre takes its lead from the Board of Directors. I wish to thank my colleagues on the Board for their considerable efforts in overseeing the Centre's development to this point. The Board supports and encourages the innovative approach that Dr. Jasim has implemented and indeed has contributed immensely to setting goals that can only be achieved through innovative responses. In this regard I would like to thank both Dr. Bill Anderson and Dante Pontone, two Directors who have left the Board, for their contributions. Dante has been instrumental in building our governance policies and processes in our formative years. We are committed to building upon his excellent guidance in this area as we move forward.

As I present our Annual Report for 2008–09, I observe that this is just a snapshot in time that is useful to gauge our progress to date and to form the basis of our future endeavours. It is also an important report not only to the public but to our close partners in our operations, the Government of Ontario to whom we are indebted for their continued financial contributions and the Ministry of the Environment with whom we work closely on operational and strategic considerations.

As we approach our fifth year of business I am excited about the upcoming year when we will move into our permanent home that includes a new Technology Demonstration Facility. The Centre has excellent leadership from Dr. Jasim and exceptionally dedicated staff who together have built a reputation for excellence.

While a great deal has been achieved in a short time all of us know that more needs to be done. Our ultimate goal always will be to ensure that Ontario has high quality and clean drinking water.



Murray Elston
Chair, Board of Directors
Walkerton Clean Water Centre

Message from the CEO

Over the last four years I have had the privilege of leading a strong team of dedicated individuals who began with a concept and, in short order, created a training centre with world-class standing. We are honoured to have been recognized with a Ministry of the Environment's 2008 Emerald Award for our innovative achievements to date.

In 2008–09 fiscal year we reached some important milestones. This past year, the Centre trained more than 6,000 water professionals, an increase of over 1,300 trained from the previous year, for a total of over 16,000 trained in our four years of operation. We have also introduced a second Mobile Training Unit to our small systems training program.

We hosted important industry events. Our second annual seminar, focused this year on Climate Change and its impact on water systems was a great success, with over 80 water professionals participating. The event featured keynote speaker Ontario Environment Minister John Gerretsen. We also hosted our second annual Education and Industry Forum, which involved over 150 delegates from both the public and private sector. We were pleased to welcome Keith West, Ontario's previous Chief Drinking Water Inspector, as keynote speaker. We believe that these types of events are critical to keeping water sector professionals up-to-date with new technology, government regulations, forward thinking to the challenges ahead, and providing an excellent opportunity for networking.

And we are focused on the future. We have expanded our outreach to students by promoting careers in the industry and providing them with opportunities for experience in water treatment plants and in our Mobile Training Units.

I would like to take this opportunity to express my sincere gratitude to the Centre's Board of Directors for their guidance, to all my staff for their commitment and professionalism, to our partners in training for their support and contribution to another successful year and to Ministry staff for their continued support.

Dr. Saad Jasim, P. Eng.
Chief Executive Officer
Walkerton Clean Water Centre

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Our Vision

The vision of the Centre is to create a world-class institute, dedicated to safe and secure drinking water for the people of Ontario.

Our objective is to be renowned for our knowledge-based, innovative approach to training.

Our work will continue to support and complement that of the Ministry of the Environment, helping to ensure that Ontario residents can rely on a supply of drinking water that is of high quality.

Municipal Drinking Water Licensing Program training session.

Corporate Profile

The Centre is an operational service agency of the Government of Ontario, established in October 2004.

It is governed by a Board of Directors, comprised of a maximum of 12 members. The Centre is responsible for providing training to drinking water system operators across Ontario with a focus on smaller, remote and older systems, including First Nations systems. It also provides advisory support to Ontario's drinking water system owners, operators, and operating authorities. The interim Technology Demonstration Facility is a hands-on training tool that demonstrates leading-edge drinking water technologies. In addition, the Centre provides advice to the Minister of the Environment on research needs to achieve and maintain high quality drinking water. It is also responsible for delivering education, information and advice on water treatment, equipment, technology and operational requirements and environmental issues related to drinking water.

Located in the Town of Walkerton in the Municipality of Brockton, the Centre has both a local and a provincial profile, offering services throughout the province. As it expands its drinking water training programs and related services, the Centre's profile will continue to grow.

Mandate of the Walkerton Clean Water Centre

The Centre supports the Government of Ontario's priority of building a strong and growing economy to help create a green society and healthier, more sustainable communities by providing life-long learning activities that enhance the delivery of high-quality drinking water to Ontarians.

The mandate of the Centre is set out in Ontario Regulation 304/04 under the *Development Corporations Act,* which establishes the Centre and its objects:

1. To coordinate and deliver education and training for owners, operators and operating authorities of drinking water systems
2. To provide information, education and advice to owners, operators and operating authorities of drinking water systems and to the public about:
    i. the treatment of water necessary to ensure that drinking water is safe,
    ii. the equipment and technology used to ensure that drinking water is safe,
    iii. the operational requirements necessary to ensure that drinking water is safe, and
    iv. other environmental issues relating to drinking water.
3. To sponsor research into any activities related to its objects
4. To provide advice to the Minister on research and development priorities to achieve and maintain safe drinking water
5. To conduct such further activities, consistent with its objects, as are described in any policy direction issued by the Minister or as set out in any agreement with the Minister.

In addition to the objects in Ontario Regulation 304/04, the Centre's mandate also includes establishing a permanent facility headquartered in Walkerton, Ontario.

July 10, 2008 the Honourable John Gerretsen, Minister of the Environment has his first visit to the Centre. Accompanying him on a tour of the Technology Demonstration Facility is (left) Dr. Saad Jasim, Centre's CEO; Carol Mitchell, MPP Huron Bruce; Honourable John Gerretsen, Minister of the Environment and Murray Elston, Chair of the Board of Directors.

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Corporate Governance

On the recommendation of the Premier of Ontario and the Minister, the Lieutenant Governor-in-Council appoints the Centre's Chair and members of the Board of Directors. Under the leadership of the Chair, the Board is responsible for the oversight of the Centre's many and varied activities.

The Centre is governed by Ontario Regulation 304/04 (www.e-laws.gov.on.ca), as well as the Centre's By-laws, and a Memorandum of Understanding with the Ministry of the Environment. In addition, the Centre must comply with the Government of Ontario directives and guidelines including the *Agency Establishment and Accountability Directive* to meet the government's expectations of its operations.

Accountability

The Centre is committed to public transparency and accountability. It is accountable to the Ontario government and the citizens of Ontario.

The Board of Directors is responsible for ensuring that there is an annual audit of the Centre's accounts and financial transactions. This annual audit is subject to review by the Auditor General of Ontario. In addition, at any time, the Minister may request an audit of the Centre's operations.

In accordance with the requirements of Ontario Regulation 304/04, the Centre must submit an annual report each year. This annual report, which includes the Centre's audited financial statements, is part of the accountability structure. It is submitted to the Minister of the Environment who tables it in the Ontario legislature. The report is available to the public either in print or on-line at the Centre's website (www.wcwc.ca).

The 2007–08 Annual Report was tabled in the legislature in September 2008.

The *Agency Establishment and Accountability Directive* also requires that the Centre prepare a business plan with a three-year time horizon. The Board oversees and directs the development and implementation of business plans. This includes reviewing performance measures and outcomes in consultation with the Ministry. The Centre's 2009–12 business plan must be submitted to the Treasury Board/Management Board of Cabinet through the Minister. This occurs once every three years. The Centre's business plan covering this period was submitted to the Minister in March 2009.

In addition to the annual reports and business plans, the Centre is also responsible for developing and implementing the necessary policies and procedures to ensure transparency and accountability of its operations to follow government directives.

Dr. Saad Jasim, CEO and the Honourable John Gerretsen, Minister of the Environment during the Minister's visit on July 10, 2008.

Board of Directors

Members of the Centre's Board of Directors are appointed by the Government of Ontario. Members hold office for a term of up to two years and are eligible for reappointment for successive terms. The Board is accountable to the Ontario legislature through the Minister of the Environment. The Board of Directors is responsible for the overall supervision of the operations of the Walkerton Clean Water Centre.

The Board of Directors also contributes to the development of the rolling three-year business planning process by reviewing performance measures that are linked to the Centre's strategic directions.

The Board meets regularly at the Centre. In addition, the Board has seven committees, each chaired by a Board member.

Profiles

Murray J. Elston, Chair
President and CEO, Canadian Nuclear Association
Member (as Chair) since: October 12, 2004
Current term (as Chair): August 21, 2008 – August 20, 2009

Mr. Elston is President and CEO of the Canadian Nuclear Association. Mr. Elston is a former member of the Ontario legislature serving as the Minister of Health, Chair of the Management Board, Minister of Financial Institutions and Chair of the Public Accounts Committee. He sits on a number of boards including Hydro One and the Canadian Nurses Foundation. Mr. Elston is a past president of Canada's Research-Based Pharmaceutical Companies.

William (Bill) B. Anderson, Ph.D.
Research Associate Professor
Served as member: May 9, 2007 – October 9, 2008

Dr. Anderson is a Research Associate Professor at the Natural Sciences and Engineering Research Council (NSERC) Industrial Research Chair in Water Treatment at the University of Waterloo. He has been involved in water research for the past 29 years at the Universities of Regina, Alberta, and Waterloo and is particularly interested in multi-disciplinary research linking the detection of pathogens and compounds of human health significance to technologies for their removal from drinking water.

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Dr. Anderson currently serves on the Board of Directors of the Ontario Water Works Association (OWWA) and is a member of the NSF International Joint Committee on Drinking Water Treatment Units. He recently represented academia on the Stakeholders and Reviewers Group charged with responsibility for the revision and update of the Ontario Ministry of the Environment's Drinking Water Design Guidelines.

Charles Bagnato

Mayor, Municipality of Brockton
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2010

Mayor Bagnato resides in Walkerton and has been Mayor of the Municipality of Brockton since December 2003. As a municipal councillor in 2001–2003, Mayor Bagnato sat on the Walkerton Wastewater Treatment Plant Committee. For six years he was an active member of the Environmental Assessment Steering Committee regarding the Walkerton Long Term Water Strategy.

Mayor Bagnato currently sits on several other boards, including the Brockton Police Service Board, Westario Power Inc., Bluewater Radio and Chairs the Saugeen Municipal Airport Commission. Mayor Bagnato sits on some 15 municipal committees and is the current Chair of the Bruce County Agriculture, Tourism, Planning and Economic Development Committee. In 2008, he was the recipient of the Bruce County Federation of Agriculture's Award of Merit as a result of his commitment to the agricultural community.

Mayor Bagnato is Past Chair of the Grey Bruce Health Unit and is a Rotarian and an active community volunteer.

Cathie Brown

Source Water Protection Project Manager,
Ausable Bayfield Conservation Authority
Maitland Valley Conservation Authority Partnership
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2009

Ms. Brown is the Source Water Protection Project Manager for the Ausable Bayfield/Maitland Valley Source Protection Region. Previously she was the Executive Director of the Ontario Rural Council and was responsible for the overall leadership of this non-profit, province-wide organization that is dedicated to facilitating rural networks and coordinating working groups.

Lou Anthony D'Alessandro

Manager of Health Protection, Grey Bruce Health Unit
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2009

Mr. D'Alessandro is Manager of Health Protection for the Grey Bruce Health Unit. He manages several programs under the *Health Protection and Promotion Act*. Mr. D'Alessandro also sits on the advisory council for the local Source Water Protection Committee and on the Blue Flag Jury for Ontario beaches. A certified Public Health Inspector, Mr. D'Alessandro holds certification as a Water Quality Analyst (class 1); as a Chief Building Official (part 8 septic systems under the Ontario Building Code) and as a Small Water Systems Operator.

Rui De Carvalho, P. Eng., Vice Chair

Senior Vice-President, R.J. Burnside & Associates Limited and President, R.J. Burnside International Limited

Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2010

Mr. De Carvalho is Senior Vice-President of R.J. Burnside & Associates Limited and President of R.J. Burnside International Limited. He has over 30 years of experience in the water supply sector both in Canada and in other countries. Among his current responsibilities is the development and management of Burnside's international projects.

Mr. De Carvalho is a member of the American Water Works Association and the Water Environment Federation. He is an environmental engineer certified by the American Academy of Environmental Engineers.

Nancy Kodousek

Director of Water Operations, Region of Waterloo

Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2010

Ms. Kodousek has 24 years of operation and maintenance management experience with both municipal and private sector water and wastewater infrastructure systems. She is currently Director of Water Operations for the Region of Waterloo. She held similar manager-level positions at AWS (formerly Azuix and Philip Utilities Management) and with the Region of Ottawa-Carleton.

Ms. Kodousek is a member of the Professional Engineers of Ontario, Ontario Society of Professional Engineers, the Ontario Water Works Association and the American Water Works Association. She holds certification as an Operator Level IV in water treatment, water distribution, wastewater treatment and wastewater collection.

Ronald Leavoy

Chair, Concerned Citizens of Walkerton

Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2009

Mr. Leavoy, owner of Walkerton Graphics, a successful printing business in Walkerton, makes community service a priority. He is Chair of the Concerned Citizens of Walkerton.

Mr. Leavoy has served as President and Vice-President of the Optimist Club of Walkerton, President of the Walkerton Public Home and School Association, President of the Walkerton and District Chamber of Commerce, Chair of the Walkerton Economic Development Committee, Co-Chair of the Walkerton Birthday Bash 1996, and Co-Chair of three Greenstep Environmental Fairs. He is also a member of the Public Advisory Committee for the Walkerton Environmental Assessment and was on the Walkerton Homecoming 2006 Steering Committee.

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Wayne Manley
Consultant
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2009

Mr. Manley operates his own consulting company that provides training and services for various organizations and municipalities. He has been involved in water operator certification and training since the early 1980s when these programs were first developed. Mr. Manley has contributed his skills and experience as a volunteer trainer for water treatment operators at the Ministry's training centre for close to 20 years.

As the superintendent for the City of Peterborough's water treatment plant, Mr. Manley was responsible for the city's drinking water quality and quantity. He is a certified member—Category 3—*Occupational Health and Safety Act* and has a class IV water treatment certification.

Dante Pontone
President and CEO, Ontario Clean Water Agency
Served as member: October 12, 2004 – September 27, 2008

Mr. Pontone is President and CEO of the Ontario Clean Water Agency (OCWA). Mr. Pontone started his career with the Ontario Public Service in 1985 at the Ministry of the Environment. Mr. Pontone joined OCWA when the Agency was first created, and has served in a variety of capacities since, including Chief Information Officer and Interim Vice-President of Finance and Corporate Services. OCWA is the province's single largest provider of water and wastewater operations, maintenance and management services to Ontario municipalities and private industry.

Stephen Spitzig
Certified Management Accountant
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2010

Mr. Spitzig is the owner of Speedy Tax & Bookkeeping, a local accounting and income tax preparation company servicing many small businesses and farms in the Walkerton area. Mr. Spitzig is an accountant with 25 years of experience. Born and raised in the neighbouring town of Chepstow, Mr. Spitzig has strong ties to the Walkerton area.

Mr. Spitzig received his Certified Management Accountant (CMA) designation from the Society of Management Accountants of Ontario in 1999. He has an Honours Bachelor of Business Administration degree from Wilfred Laurier University and acquired his Life Insurance Licence in 2006 and his Mutual Funds Licence in 2008.

Staff of the Walkerton Clean Water Centre

Staff at the Walkerton Clean Water Centre are committed to working behind the scenes to ensure that the Centre provides world-class training to Ontario's drinking water owners and operators. Their commitment, professionalism and innovation were recognized this year during the Ministry of the Environment's 2008 Emerald Awards. The award for Innovation recognized the many creative ways the Centre has developed and implemented training to provide hands-on learning with leading-edge technology.

Emerald Award recipients included the Centre's CEO Dr. Saad Jasim, Linda Thompson, Maurice Oduor, Dr. Souleymane Ndiongue, and Dr. Housseini Coulibaly. Honourable mentions went to the Centre's Patricia Ruetz, Greg Hayes, Kelly Fransen, Corinne Louther, Carol Siegfried, Paula VanVeen, Devendra Borikar, Omar Alshikh, Nathan Pray, Lissa Irwin, Venkat Ramani, Ling Liu, Linda Cranston, and Katherine Campbell.

(left) Honourable John Gerretsen, Minister of the Environment, with award recipients Linda Thompson; Deputy Minister Gail Beggs, Ministry of the Environment; Dr. Saad Jasim; Maurice Oduor; Dr. Housseini Coulibaly; and Dr. Souleymane Ndiongue.

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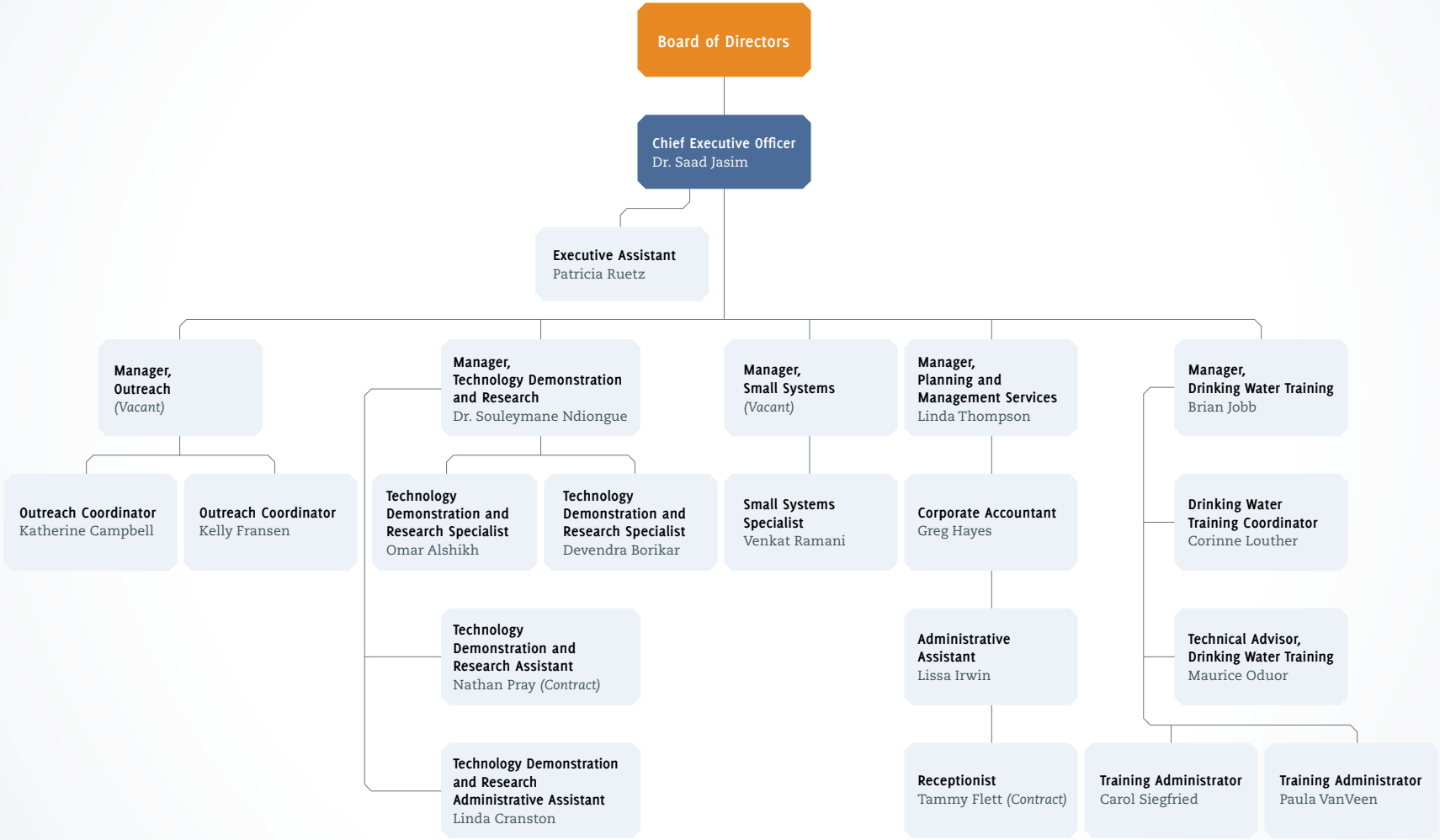
Walkerton Clean Water Centre Organizational Chart



As of March 31, 2009

Goals, Performance Measures, Activities and Outcomes

This section includes summary information on the Centre's activities over the last fiscal year and the measurement of its performance in eight categories. These categories are based on the following eight goals outlined in the Centre's 2008–11 Business Plan:

i. Training for operators, operating authorities and owners of drinking water systems
ii. Demonstration of leading-edge drinking water technology
iii. Information and advice for small, remote or older drinking water systems
iv. Sponsored research
v. Public outreach and education relating to drinking water
vi. Make available technical, scientific, and regulatory information on drinking water management and identify information gaps
vii. Education and training for future drinking water professionals
viii. Governance, accountability and operations.

Tracking activity and measuring performance in these eight categories drives the Centre's organizational effectiveness and the allocation of its staffing and financial resources.

The Centre's Training Group consists of: (front row left to right) Carol Siegfried and Paula VanVeen, Drinking Water Training Administrators; (back row left to right) Maurice Oduor, Technical Advisor, Drinking Water Training; Brian Jobb, Manager, Drinking Water Training; Corinne Louther, Drinking Water Training Coordinator.

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I) Training for operators, operating authorities and owners of drinking water systems

Goal and Performance Measures

The Centre's goal is to continue to deliver an appropriate mix of technical training (content, delivery methods, accessibility) and to assess its existing training capabilities and to identify specific training coordination and delivery roles for the Centre. This is to ensure that its training programs are effective and accessible to owners, operators, and operating authorities of drinking water systems. This objective responds to Recommendations 63, 64, and 92 of the Walkerton Inquiry related to the accessibility of training for operators in small and remote communities and the availability of training for First Nations operators.

Performance is measured against the Centre's progress in meeting the goals detailed in the 2008–11 Business Plan. Performance measures include the number of courses available, the number of locations in which training was made available, including their accessibility, and the number of individuals trained. In addition, course evaluations and surveys provide a qualitative assessment of the effectiveness of the training programs.

2008–09 Activities and Outcomes

Availability of Required and Specialized Training

In 2008–09, the Centre continued to deliver on its core mandate of making training available and accessible to owners, operators and operating authorities of Ontario's drinking water systems. This included three courses which are required by legislation to ensure Ontario has well trained and knowledgeable operators. These mandatory courses are the *Entry-Level Drinking Water Operator* course for operators-in-training, a course on *Safeguarding Drinking Water Quality,* and the *Operation of Small Drinking Water Systems* course for trained persons.

The Centre welcomed Brian Jobb as Manager, Drinking Water Training.

This past year, updates were made to mandatory courses. The Ministry of the Environment's Certificate Renewal course, *Preventing Waterborne Illnesses* was replaced with *Safeguarding Drinking Water Quality.* The course was offered as of January 2009 by correspondence and in classroom.

Students participated in the Basic Coagulation and Flocculation course on October 30, 2008, in Walkerton.

The Centre provided hands-on Leak Detection training at a fire hydrant in Walkerton on June 5, 2008.

The Centre developed new specialized courses in 2008–09, including (i) *Pathogen Removal and Inactivation in Drinking Water Systems;* (ii) *Managing Water Quality in Distribution Systems;* (iii) *Drinking Water Source Protection for Groundwater Systems;* (iv) *Introduction to SCADA Systems;* (v) *Groundwater, Wells and Well Pumps* (one day course); and (vi) *Formation and Control of Disinfection By-Products.*

The Centre, on behalf of the Ministry of the Environment, delivered a series of well attended courses to assist municipalities in the implementation of the Municipal Drinking Water Licensing Program. The three courses were offered throughout Ontario in 2008–09: *Drinking Water Quality Management Standard, Risk Assessment and Emergency Preparedness,* and *Internal Auditing for Ontario's Drinking Water Systems.* In total 934 participants attended in 29 locations across the province of Ontario.

In 2008–09, the Centre offered water treatment and distribution technical training to Public Health Inspectors (PHIs). This was part of an effort to assist PHIs in fulfilling their new obligations under Ontario Regulations 318/08 and 319/08 under the *Health Protection and Promotion Act,* to inspect and assess small drinking water systems. This included 10 three-day sessions on first level training, based on the Ministry's *Operation for Small Drinking Water Systems* course. An additional six two-day sessions were offered to provide second level training, which focused on groundwater, wells and well pumps as well as the removal and inactivation of pathogens.

Special Education and Training Events in 2008–09

The Centre held a number of specialized seminars in 2008–09.

In 2007, the Centre and the Ministry of the Environment entered into an Agreement with eight community colleges to incorporate drinking water curriculum into their environment programs. Under this agreement, in June 2008, the Centre hosted its second annual Ministry and Centre sponsored three-day 'train-the-trainer' session for Ontario's community colleges that provide the Ministry's *Entry-Level Drinking Water Operator* mandatory course. Training was provided by Ontario Clean Water Agency (OCWA) trainers. Instructors from the University of Guelph, Ridgetown Campus, St. Lawrence College, Georgian College and Humber College participated in the event. Offering the course at community colleges enhances the capabilities and qualifications of college graduates in the water quality field. This session also gave the college representatives the opportunity to receive their Operator-in-Training (OIT) certificates.

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The Centre held a Trainers' Gathering in December 2008. This event brought together 11 of the Centre's contracted trainers from across the province. The purpose of the gathering was to acknowledge the efforts of the trainers in successfully providing effective training and to provide statistics and feedback on the training that has been delivered to date. It also served to address any challenges the trainers were encountering. The day also included a review of administrative procedures and a section on training delivery practices with a focus on adhering to adult learning principles. The trainers, along with the Centre's training team members, shared practical approaches and techniques for effective training delivery. This was a day of learning, sharing and progressing in the consistency of training delivery for all of those involved. With the success of the event, there are plans to hold a similar event in 2009.

The Centre occasionally provides out-of-province training on a cost-recovery basis. In fiscal year 2008–09, the Centre delivered training in water quality sampling and monitoring in Moncton, New Brunswick and Halifax, Nova Scotia.

Attendance at Training

Compared to the previous fiscal year the Centre continued to increase its enrolment in most training categories. During fiscal year 2008–09, the Centre coordinated and delivered training for 6,148 individuals from across the province, an increase of over 1,300 from the previous year.

WALKERTON CLEAN WATER CENTRE COURSE ATTENDANCE IN 2008–09, COMPARED WITH PREVIOUS YEAR AND CUMULATIVE TOTALS

Courses	# TRAINED IN FY 2008–09	# TRAINED IN FY 2007–08	TOTAL CUMULATIVE # TRAINED OCT 05 – MAR 09
Entry-Level Drinking Water Operator	455	310	998
Preventing Waterborne Illnesses (classroom)*	519	1,154	4,594
Preventing Waterborne Illnesses (correspondence)*	70	108	337
Preventing Waterborne Illnesses (on-line)*	88	14	102
Safeguarding Drinking Water Quality (classroom)	670	n/a	670
Safeguarding Drinking Water Quality (correspondence)	33	n/a	33
Sub Total	**1,835**	**1,586**	**6,734**
Operation of Small Drinking Water Systems (correspondence)	1,224	1,086	3,783
Operation of Small Drinking Water Systems (classroom)	10	27	37
Specialized	1,464	1,345	3,542
Municipal Drinking Water Licensing Program (classroom)	934	544	1,478
Public Health Inspectors	524	n/a	524
Northern Centre for Advanced Technology (NORCAT)	157	233	390
TOTAL	**6,148**	**4,821**	**16,488**

* *Preventing Waterborne Illnesses* was replaced with *Safeguarding Drinking Water Quality* in January 2009.

Evaluation of Training

On completion of all courses offered through the Centre, all trainees are invited to evaluate and rate the training experience. The evaluation findings indicate a high level of satisfaction. The overall rating ranged from good to excellent (86–91 per cent) among participants. Instructors also received high ratings ranging from good to excellent (86–96 per cent).

Students at a hands-on training session included in the Internal Auditing course on November 26, 2008.

Accessibility of Training

The Centre continued to place a special emphasis on serving small and remote communities, including those in northern Ontario. Access to training was expanded to these communities through correspondence courses and on-line learning. The Centre continued to offer an on-line version of the mandatory certificate renewal course, *Preventing Waterborne Illnesses*. The on-line version offers access to operators in remote communities who may not easily have access to classroom training.

The Centre continued its agreement with the Northern Centre for Advanced Technology Inc. (NORCAT) to allow the Centre to facilitate registrations for NORCAT's Ministry-approved on-line health and safety training courses. The Centre now offers seven of NORCAT's on-line training courses.

First Nations Operator Training

First Nations operators routinely attend the Centre's publicly offered courses at locations across the province. The Centre continues to build on its relationship with First Nations to ensure its training programs are readily available and accessible. (See Goal III Information and advice for small, remote or older drinking water systems).

The Centre's interim Technology Demonstration Facility continues to provide hands-on training. It is a practical training tool for First Nations operators along with the Mobile Training Units (MTUs) located and available in northern Ontario.

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II) Demonstration of leading-edge drinking water technology

Goal and Performance Measures

The Centre's goal is to demonstrate the application and use of leading-edge technology to deal with emerging issues in water quality and treatment processes. The dedicated interim Technology Demonstration Facility in the Town of Walkerton features the full scope of the Centre's drinking water primary technology education and demonstration systems. This facility includes conventional and advanced water treatment processes, monitoring and control instruments, a display for distribution system and numerous types of operating devices such as valves and pumps.

Continuous improvements and an open-door policy to the Centre's interim Technology Demonstration Facility is providing opportunities for municipalities, students and researchers to test and assess water treatment options. The facility demonstrates the application and use of leading-edge technologies and provides a practical, hands-on training tool that helps operators, municipalities and others to become more familiar with the variety of treatment and delivery systems that are available. This open-door philosophy allows for greater collaboration between the Centre's scientific staff and municipal engineers and operators. The interim Technology Demonstration Facility is also a valuable resource to researchers and students interested in finding solutions to water quality issues.

Performance is measured by the number of visitors to the interim Technology Demonstration Facility; the variety of technologies available to visitors; the quality and value of newly donated equipment to the facility, and the number of upgrades and expansions to existing technology.

2008–09 Activities and Outcomes

Permanent Facility

The permanent facility is part of the Centre's mandate in establishing a permanent facility headquartered in Walkerton, Ontario. The design of the facility began in August 2007.

On October 17, 2008, a groundbreaking ceremony was held for the Centre's new permanent facility. The construction is scheduled to be completed in the fall of 2009. The new facility will ensure that the Centre remains a leader in providing learning opportunities for owners, operators and operating authorities of drinking water

The ceremonial groundbreaking at the future site of the Centre was well attended on October 17, 2008. Doing the honours: (left to right) Carol Mitchell, MPP Huron Bruce; Charles Bagnato, Mayor, Municipality of Brockton; Murray Elston, Chair of the Board of the Directors; and Dr. Saad Jasim, Centre's CEO.

systems by creating and enhancing its capacity to over 19,000 square feet, to conduct training, host seminars, provide hands-on technical training and research. The new facility is striving to meet the Leadership in Energy and Environmental Design (LEED) Gold standard, including construction materials, office, meeting and training room furniture and lighting fixtures. Heating will be generated through a geothermal system and will have a water retention cistern. The new Centre will feature three training rooms, a boardroom, and a larger Technology Demonstration Facility and offices. The building is being designed by AECOM, and constructed by Melloul-Blamey Construction; the project is managed by the Ontario Realty Corporation.

An open house is scheduled in fiscal year 2009–10.

Visits to the Interim Technology Demonstration Facility

Hands-on training through technology demonstration continues to be a critical component of the Centre's training activities. In fiscal year 2008–09, the facility was visited by 392 people, bringing the total since its opening in June 2006 to more than 1,700 visitors.

The purpose of the interim Technology Demonstration Facility is to demonstrate the application and use of leading-edge technologies to deal with water quality challenges and treatment requirements. With a larger, permanent Technology Demonstration Facility, the Centre will be able to construct a pilot distribution system required to enhance the practical training offered to operators and other professionals.

Construction of new facility from
Nov. 23/08; Feb. 18/09; and April 24/09.

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III) Information and advice for small, remote or older drinking water systems

Goal and Performance Measures

The Centre's goal is to enable owners, operators and operating authorities of drinking water systems to meet legislative requirements and to ensure high quality drinking water with a primary focus on remote and small drinking water systems, as outlined in Subsection 3(2) of Ontario Regulation 304/04. The demonstration of leading-edge drinking water technology is also part of the Centre's small, remote or older drinking water systems training strategy.

The availability of information is tracked and measured by the number of drinking water operators and operating authorities trained through the MTUs, and the number of events attended with the MTUs.

After two days of training, the Sault College representatives drove the MTU2 to Sault Ste. Marie to begin to provide hands-on training in northern Ontario communities.

2008–09 Activities and Outcomes

For small and remote systems, especially in the northern part of the province, there is little access to training and/or education due to their geographical isolation no-back-up personnel for operators, and cost constraints for travel and training. In order to better assist the small system owners, operators and operating authorities on training, education and advice to meet legislative requirements of drinking water, the Centre initiated a study titled "Assessment of information, advice and support needs for small, remote and older drinking water systems in Ontario" (the study). The study was completed in December 2008. The final report in March 2009 made several key recommendations that the Centre will be acting on.

Mobile Training Units

The Centre's first Mobile Training Unit (MTU) launched its community visits and training in northern Ontario in August 2007.

The MTUs have already helped to increase access to basic water technologies in northern Ontario including First Nations communities.

The Confederation College Mobile Training Unit (MTU1) provided training to Fort Frances, Red Rock and Dalles First Nations in Kenora. The MTU1 represented the Centre at First Nations high school career events and the MTU1 was also present at the Centre's 2008 Education and Industry Forum hosted in Walkerton.

Survey results of delivered courses provided by MTU1: overall good (12 per cent), excellent (80 per cent); instructor good (6 per cent), excellent (90 per cent); course content good (60 per cent), excellent (30 per cent).

A second MTU (MTU2) was launched at the 13th Canadian National Conference and 4th Policy Forum on Drinking Water held in Quebec City in October 2008. The Centre's staff made a presentation on accessibility of drinking water training in remote communities and provided a tour of the MTU to about 80 conference delegates. Officials from the governments of British Columbia and Alberta were so impressed with the Centre's MTU program that they requested guidance from the Centre to create similar provincial programs for their small and remote communities.

In November 2008, the MTU2 attended the Health Canada, First Nations and Inuit Health Annual Water Safety Workshop in Niagara Falls, Ontario. Over 60 delegates attended the conference.

(from left to right) The Centre's staff Venkat Ramani, Small Systems Specialist and Nathan Pray, Technology Demonstration and Research Assistant participate in the training of the two Sault College instructors: Barry Oja, Natural Environment and Outdoor Studies and Lynn Goulding, Environmental Technician – Water. Mike Buckley of Prominent Fluid Control also provided training.

Keith West, previous Chief Drinking Water Inspector (right) was the keynote speaker at the 2nd Annual Drinking Water Education and Industry Forum held on June 25, 2008 in Walkerton. Pictured with Mr. West is Dr. Saad Jasim, the Centre's CEO. - *John McPhee photo*

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In 2008, the Centre entered into an agreement with Sault College of Applied Arts and Technology to provide training in multiple locations in northern Ontario. Sault College representatives received training at the Centre in February, 2009.

For remote communities the MTUs are a cost-effective and efficient delivery method that reduce travel costs for system owners/ municipalities and enable staff of small operations to stay in the community while they train. This alleviates the staff shortages that have been problematic to small systems, when it is necessary to travel to training courses. The state-of-the-art MTUs also provide training which is focused on the needs of the individual communities and help them meet the province's rigorous drinking water standards and legislative requirements.

Availability of Information

In 2008–09, the Centre continued to offer assistance to small system operators through a Questions and Answers page on the Centre's website. This enables the Centre's specialists to respond to technical and/or training-related inquiries from operators and the public in an effort to provide them with timely help and guidance. Further information on the Centre's library resources can be found under Information Clearinghouse and Information Gaps at http://www.wcwc.ca/en/outreach/infoclearinghouse.asp.

Attendees at the 2nd Annual Drinking Water Education and Industry Forum.

Earl Were (left) and Ian Samuel from Smart Metering Inc. were two of the 29 vendors that participated in the Forum.

Graduate Student, Feisal Rahman conducting experiments at the Centre. Pictured with Dr. Saad Jasim, CEO.

Hands-on training for the *Entry-Level Drinking Water Operator* course at the interim Technology Demonstration Facility.

IV) Sponsored research

Goal and Performance Measures

The Centre's goal is to identify research needs and related funding requirements, to advise the Minister on research priorities and to respond to the resulting direction from the Minister to achieve safe drinking water in Ontario. The Centre also identifies and sponsors high-priority drinking water research initiatives that contribute directly to the Centre's training mandate.

Performance is measured by the number of researchers using interim Technology Demonstration Facility equipment, the total count of innovative research projects supported by the Centre, as well as research papers published. The level of engagement with stakeholders to identify and prioritize research and the degree of active support for specific research throughout the year is also an important indicator.

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2008–09 Activities and Outcomes

Sponsored Research

During fiscal year 2008–09, the Centre actively supported seven important research projects involving an impressive range of local, national and international research partners, including academic institutions, government, municipalities, consultants and private companies. These research projects addressed some of the most pressing issues facing the water industry today, such as pharmaceuticals and personal care products in drinking water, lead concentrations in drinking water and the delivery of safe drinking water in small communities. Universities participating in these research projects included University of Waterloo, University of British Columbia, University of Western Ontario, University of Windsor and University of Ottawa.

The results of this research were showcased in nine published papers co-authored by the Centre's research staff that appeared in leading research journals and were presented at major conferences, as follows:

S. Jasim, S. Ndiongue, B. Johnson, L. Schweitzer and D. Borikar, 2007. *Effect of Ozone on Cold Water Coagulation,* World Congress on Ozone and Ultraviolet Technologies Conference, International Ozone Association, Los Angeles, CA, August 27–29 (oral presentation and paper for proceedings)

S. Jasim, S. Ndiongue, B. Johnson, L. Schweitzer and D. Borikar, 2008. *The Effect of Ozone on Cold Water Coagulation, Ozone Science and Engineering* Volume 30:27–33 (journal paper)

I. Molnar, S.Y. Jasim, S. Ndiongue, D. Borikar, B. Walman, and E.K. Yanful, 2007. *Pilot Study to Investigate the Removal of Bacteria, Turbidity and Organics Using a Reverse Osmosis Packaged Plant,* OWWA/OMWA Joint Conference, Town of Blue Mountain (Collingwood), Ontario May 6–9 (poster)

S. Ndiongue, S. Jasim, D. Borikar, and L. Liu, 2008. *Investigation of the Effects of Ozone on Organics Removal and Trihalomethanes Reduction for a Groundwater Source,* Annual Conference, International Ozone Association, Orlando, Florida, Conference, August 24–27 (oral presentation and paper for proceedings)

S. Ndiongue, S. Jasim, D. Borikar, M.A. Mottalib, L. Liu, and B. Allen, 2008. *Pilot Demonstration Study to Evaluate the Performance of a Reverse Osmosis Package Plant for the Removal of Bacteria, Organics and the Levels of THMs.* 13th Canadian National Conference and 4th Policy Forum on Drinking Water, Quebec City, Quebec, October 4–7 (oral presentation and paper for proceedings)

M.F. Rahman, E.K. Yanful, S.Y. Jasim, S. Ndiongue, D. Borikar, and L. Bragg, 2008. *Advanced Oxidation Process in Removing EDCs and PPCPs from Drinking Water: Experience of a Canadian Pilot Scale Study,* 13th Canadian National Conference and 4th Policy Forum on Drinking Water, Quebec City, Quebec, October 4–7 (poster)

O. Alshikh, 2008. *Water Quality and Climate Change,* OWWA Ontario Pipeline, Volume 4 No 4 Pages 26–28 (article)

O. Alshikh, T. Robles, S. Ndiongue, S. Jasim, D. Borikar, and L. Liu, 2009. *Pilot tests to Evaluate the Performance of Cationic Activated Silica as Coagulant Aid,* 44th Central Canadian Symposium on Water Quality Research, Canadian Association on Water Quality, Burlington, February 23–24 (oral presentation)

M.F. Rahman, E.K. Yanful, S.Y. Jasim, 2008. *EDCs and PPCPs in the Aquatic Environment: Implications for Drinking Water Industry and Global Environmental Health, Journal of Water and Health,* 07–2, pp 224–243, International Water Association Publishing 2009

V) Public outreach and education relating to drinking water

Goal and Performance Measures

Working together with the Ministry of the Environment, the Centre's goal is to provide information, education and advice to the public about:

- The treatment of water necessary to safeguard drinking water
- The equipment and technology used to safeguard drinking water
- The operational requirements necessary to safeguard drinking water
- Other environmental issues relating to drinking water.

The Centre's outreach and education performance is measured by the range of events attended by the Centre's staff as well as events held by the Centre, articles on the Centre's activities, its outreach activities with schools, trade fairs, science fairs, and children's clean water festivals and sponsorship and scholarship programs.

The Centre's goal is to ensure that stakeholders, potential clients and the general public are aware of the Centre and its programs and services. This is achieved through improved local visibility, networking with key stakeholders and clients, and through broader communications.

Performance is measured by raising awareness through the Centre's participation at events, activity (see Goal VI Make available technical, scientific, and regulatory information on drinking water management and identify information gaps) and its progress on establishing a permanent facility in Walkerton.

2008–09 Activities and Outcomes

Activities and Events

In 2008–09, the Centre hosted a number of activities and participated in 45 events as an exhibitor (at 33 of the 45 events) or presenter (at seven of the 45 events), sponsor (at seven of the 45 events) or simply a delegate (at six of the 45 events). Attending these events is part of the Centre's public outreach program to seek networking opportunities, raise the Centre's profile and promote its training programs and the interim Technology Demonstration Facility.

The Centre hosted its second annual Drinking Water Education and Industry Forum in June 2008. Over 150 delegates, including representatives from 34 municipalities and 29 manufacturers came together to share information and expertise on the latest, most up-to-date water treatment technologies. The event helps keep drinking water sector professionals up-to-date with new technologies and government regulations, and provides an excellent opportunity for networking. Keith West, Ontario's previous Chief Drinking Water Inspector, was the keynote speaker and spoke on the findings of his annual drinking water report.

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The Centre also hosted a seminar on Climate Change and its Impact on Water Systems in September 2008, bringing together over 80 water professionals to learn from experts on issues relating to future water quality impacts and share ideas on developing viable solutions. Speakers represented a wide range of expertise in the best available scientific evidence on climate change and the implications for the water cycle, and the availability and quality of water resources. The event featured keynote speaker Ontario Environment Minister John Gerretsen.

The Centre participated in the 2009 Canadian Auto Workers/Windsor Regional Environment Council World Water Day celebrations. The annual event is an interactive exhibit to celebrate World Water Day by teaching the public about the critical importance of water and what can be done for its protection.

The Centre also welcomed foreign visitors interested in learning about the Centre's training and technology demonstration. Dr. Yang Farina Abdul Aziz, an Inorganic Chemistry Professor and also a research fellow in the School of Chemistry at the Centre for Water Research and Analysis, Universiti Kebangsaan Malaysia (National University of Malaysia) and Ms. Wan Farahiyah Wan Kamarudin, a research officer visited February 23, 2009. The purpose of the visit was to establish future training and research opportunities between Universiti Kebangsaan and the Centre.

On February 27, 2009, the Centre's CEO and staff welcome members of the Kenya delegation and Kenya High Commission, lead by the Honourable Elizabeth Ongoro Masha, Deputy Minister, Ministry of Nairobi Metropolitan Development (front row, 4th from left) toured the Centre to gain information in training and the Technology Demonstration Facility.

AquaSym Environmental Solutions Inc. visited the Centre to investigate future international opportunities.

Sponsorship of Water Related Events

The Centre promoted its activities by sponsoring several key municipal and water sector events in 2008–09 including the Ontario Water Works Association/Ontario Municipal Water Association's Joint Annual conference in May 2008; the Association of Municipalities of Ontario's (AMO) Large Urban Symposium, also in May; AMO's annual conference in August 2008; the 13th Canadian National Conference and 4th Policy Forum on Drinking Water in October 2008; the Federation of Northern Ontario Municipalities' Conference in May 2008; and the Canadian Association on Water Quality's (CAWQ) 44th Central Canadian Symposium on Water Quality in February 2009.

The Centre also promoted its activities through public outreach by sponsoring the Grey Bruce Children's Water Festival in September 2008. The festival, which is focused on children's education on water and the environment, is held over four days and reaches 3,000 enthusiastic water stewards, including students, teachers, parents, volunteers and community organizations.

In the News

The Centre's public outreach is actively promoted through the placement of articles on the Centre's activities. In 2008–09, the Centre's activities were featured in a number of publications. The launch of the second MTU was featured in the OWWA's Ontario Pipeline publication, as well as in the Sault Star. The Centre's 2008 Emerald Award recipients were featured in articles in the Walkerton Herald, the Cargill News, The Hanover Post, Environmental Science & Engineering, CWWA Bulletin, Opflow, and the International Ozone Association. The Drinking Water Education and Industry Forum was covered by the Ontario Pipeline. The Centre's groundbreaking ceremony was covered in the Ontario Pipeline as well as Canadian Water Treatment magazine. And Opflow, the publication of the American Water Works Association, featured an article on the Centre.

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On October 27, 2008 Devendra Borikar (on left) gave students from Dufferin District High School, Shelburne a tour of the interim Technology Demonstration Facility.

Annually the Centre presents university scholarships at the OWWA/OMWA Joint Annual Conference and Trade Show. Being presented their scholarships are left to right: Neville Hewage, Laurentian University; Jules Carlson, Trent University; Jennifer Ronholm, University of Ottawa with Dr. Saad Jasim, CEO of the Centre.

Outreach to Schools

A number of innovative initiatives involving students demonstrate the encouraging and inspiring impact the Centre and its team is having on the next generation of water professionals.

The Centre actively encourages high school tours to promote careers in the drinking water industry. Student tours of the interim Technology Demonstration Facility provides a learning experience that inspires some to consider careers in the water industry. In 2008–09, the Centre gave tours of the facility to five high schools, involving almost 100 students.

The Centre expanded its new *Drinking Water Quality and Treatment* course to 14 post-graduate students from the Civil and Environmental Department of the University of Western Ontario, offering advanced knowledge on drinking water treatment processes and technologies and providing hands-on learning experiences at the interim Technology Demonstration Facility. This allowed for a stimulating exchange of ideas and knowledge between staff and the next generation of drinking water professionals. This is the second year this program has been delivered.

Scholarships

Each year, the Centre's scholarship program sponsors graduate students from three universities. Each two-year scholarship is worth $10,000. The 2008–09 recipients were Jules Carlson from the Environmental and Resource Studies Program at Trent University in Peterborough, Jennifer Ronholm, from the Department of Biochemistry, Microbiology and Immunology at the University of Ottawa, and Neville Hewage, from the Department of Microbiology at Laurentian University in Sudbury.

VI) Make available technical, scientific, and regulatory information on drinking water management and identify information gaps

Goal and Performance Measures

The Centre's goal is to become a highly valued focal point and clearinghouse (directly and through alliances) for leading-edge research, best-practices and technical, scientific and regulatory information. This will enable the Centre to identify critical gaps in information about drinking water systems in Ontario, particularly among systems serving small municipalities, communal systems and stand-alone facilities (both private and non-private).

The Centre's performance as an information resource and clearinghouse is measured by the number of sessions/visits to its website, and its success in identifying and addressing information gaps, and in making available resources in its library.

2008–09 Activities and Outcomes

Information Clearinghouse, Library Resources

The Centre continues to build its capabilities and infrastructure including an information clearinghouse, to enhance information sharing related to:

- Training available for drinking water owners, operators and operating authorities
- The treatment of water necessary to safeguard drinking water
- The equipment and technology used to safeguard drinking water
- Operational requirements necessary to safeguard drinking water
- Other environmental issues relating to drinking water.

In 2008–09 the Centre published its WCWC Bulletin, an on-line publication that highlights its various programs/initiatives, services and news. The Bulletin, which began in the fall of 2007, is primarily targeted to drinking water system operators in small and remote communities to inform them of the training, advice, and support the Centre can offer. These bulletins are available on the Centre's website at www.wcwc.ca.

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The Centre's library houses a variety of useful resources for small system operators. Information is gathered and made available with their specific needs and challenges in mind. There are now several hundred drinking water related items available, ranging from books, research reports to booklets and brochures to CDs, and DVDs. The Centre's team strives to keep itself up-to-date on new publications, especially those originating from the American Waterworks Association (AWWA), and other internationally recognized leaders in production of drinking water scientific, technical, and educational literature. In 2008–09, there were 23 complimentary research reports ordered from The Water Research Foundation and 19 books and videos ordered from AWWA.

Website Visitor Sessions

In 2008–09, total website visitors for the fiscal year exceeded 80,000, for a daily average of 230 hits. This represented an additional 10,000 hits over 2007–08, and brings the total number of hits since the website was created in late 2006 to over 250,000.

Information Gaps

The Centre continues to identify and address information gaps on an iterative basis, through ongoing modifications to its training materials and courses.

Training session outside the interim Technology Demonstration facility.

VII) Education and training for future drinking water professionals

Goal and Performance Measures

The Centre's goal is to help ensure that Ontario's drinking water systems are staffed by highly skilled, well-trained drinking water operators. This is done through outreach and education with high schools, colleges and universities to provide career information to aspiring drinking water operators.

Performance is focused on outreach to students, and is measured in part by the number of schools that toured the Centre including the interim Technology Demonstration Facility, as well as by the number of information kits sent to schools. Further outreach is measured by the number of scholarships awarded to students, as described in Goal V.

2008–09 Activities and Outcomes

Human Resource Outreach

The Ministry and the Centre are working together to address issues concerning operator recruitment by working with colleges who offer programs in drinking water and wastewater related areas and allowing them to incorporate the Ministry's mandatory *Entry-Level Drinking Water Operator* course for operators into their college programs. In 2008–09, the Centre provided $3,500 per year per co-op program to each of the 12 colleges that currently provides the *Entry-Level Drinking Water Operator* course, including Durham, Northern, Mohawk, Sir Sandford Fleming, Centennial, University of Guelph, Ridgetown Campus, Canadore, Confederation, St. Lawrence, Georgian, Humber, and Sault College. The college co-op program enables students interested in careers in the water industry to experience work placement at water treatment plants across the province.

Confederation College focused its outreach to First Nations students. Five events were held in high schools in February 2008, in Thunder Bay, Lac La Croix, Whitefish Bay, Grassy Narrows, and Lac Seul.

The Centre continued its program to distribute drinking water information kits to schools. Ninety-two drinking water information kits were sent to high schools to foster water and environmental education and awareness and to attract future drinking water operators.

(from left) Professor Corrie Stender of Durham College, Angela Robert, WCWC's CEO Dr. Saad Jasim, Andy Seeley and Susan Todd, Associate Dean, School of Applied Sciences, Apprenticeship, Skilled Trades and Technology, Durham College. Robert and Seeley were honoured for their achievements in the Durham College Water Quality Technician program. The Centre's annual College Co-op funding was awarded to the two students.

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VIII) Governance, accountability and operations

Goal and Performance Measures

The goal of the Centre is to achieve success in program outcomes and initiatives approved by the Minister. It aims to create a world-class institute based in the Town of Walkerton dedicated to high quality drinking water for the people of Ontario. The Board and staff will ensure that the Centre operates in accordance with Ontario Regulation 304/04, the Memorandum of Understanding with the Ministry, its By-laws, government directives and other elements of an effective governance and accountability framework to deliver its planned results. This includes developing and implementing a business plan and putting effective controls and procedures and other actions in place to fulfill its mandate.

Core activities under this goal include audits, meeting outcomes from the business plan, publication of the annual report, best practices in human resources, such as staff development and recognition and good governance through regular Board and Board committee meetings, and professional development for the Board members.

2008–09 Activities and Outcomes

Accountability

In terms of accountability reporting, the Centre's 2008–11 Business Plan was approved by the Minister of the Environment on September 12, 2008. The Centre's 2007–08 Annual Report was tabled in Legislative Assembly on September 26, 2008.

The Ontario Internal Audit Division of the Ministry conducted an Operational Review of the Centre from December 2007 to March 2008 in accordance with Ontario Regulation 304/04 and the Memorandum of Understanding with the Ministry. In 2008–09, the Centre and the MOE completed the recommendations identified in the Operational Review Report.

Governance

The Centre's Board of Directors met regularly throughout 2008–09, both as a full Board, and in Board committees. In 2008–09, members of the Board participated in seven committees.

Board members continued their professional development in 2008–09, including procurement training and *Public Service of Ontario Act, 2006* training.

A Continuity of Operations Plan (COOP) was developed and approved by the Board. COOP is a comprehensive process that serves to assure the continuation of core organizational activities and functions before, during, and after a crisis or disaster.

Looking Forward

The Centre continues to build on its strengths. The next three years will be an exciting growth period for the Centre. The Centre will continue to develop and deliver both mandatory and specialized courses in order to provide drinking water operators, owners and operating authorities with a wide array of courses. Four significant developments are particularly important to the Centre:

- The coming fiscal year will see the completion of the permanent facility for the Walkerton Clean Water Centre. The new facility will significantly improve the Centre's capacity to conduct training, seminars, information sessions and research.
- The coming year should see a proposal to create regional training hubs that will enhance the facilitation of training for operators and improve the use of resources within the Centre and across the drinking water training industry.
- A third MTU will be built and available for training and outreach in Ontario by the fall of 2009.
- And finally, implementation of key recommendations from the Small Systems Needs Assessment study will enhance the Centre's ability to meet the training needs for small and remote drinking water system operators.

New address effective November 2009, 20 Ontario Road, Walkerton, Ontario N0G 2V0

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Management's Responsibility for Financial Information

Senior management and the Board of Directors are responsible for the financial performance of the Centre. The Board reviews and approves the Centre's financial statements and all information presented in the Annual Report. The Board of Directors is also responsible for ensuring that there is an annual audit of the Centre's accounts and financial transactions. The annual audit is subject to review by the Auditor General of Ontario.

Finance and Audit Committee's Responsibilities

The Board's Finance and Audit Committee receive and review the Centre's quarterly financial reports. The reports include variance summaries for the individual initiatives. The Centre's management team works closely with the Finance and Audit Committee on reviewing the variances.

The Finance and Audit Committee is also involved in the audit process by:

- Meeting to review with the Centre's management team and the external auditors any issues that need to be identified in the upcoming audit
- Reviewing the external auditor's evaluation of internal controls, together with management's response
- Reviewing the completed reports issued by the external auditors and management's response and subsequent follow-up to any identified weaknesses.

The 2008–09 fiscal year's financial statements were audited by BDO Dunwoody LLP. The chartered accountant's responsibility is to express an opinion on whether the financial statements are fairly presented in accordance with Canadian generally accepted accounting principles. The Auditors' Report outlines the scope of the firm's examination and opinion.

Governance

In 2008–09 staff from the Centre and Board members attended procurement training that was provided by the Ministry of the Environment's legal and procurement departments. The Centre has implemented the directives and uses the Ministry's procurement templates in procuring items for the Centre.

Financial Discussion

Revenue

Overall revenues grew slightly, from $6,417,931 in fiscal year 2007–08 to $6,977,063 in fiscal year 2008–09, an increase of 0.87 per cent. The Centre's main source of revenue included $5 million from the Government of Ontario, plus training delivery revenue of $1,666,916. The rise in revenue in 2008–09 is largely a result of a 22 per cent increase in training income due to higher than forecasted enrolment (over 1,327 participants). The introduction of the replacement mandatory course, *Safeguarding Drinking Water Quality,* and training of Public Health Inspectors significantly contributed to this increase.

Expenditures

The Centre's internal controls effectively monitor overall expenditures.

Expenditures increased from $3,870,928 in 2007–08, to $6,220,687 in fiscal year 2008–09. This was principally due to a payment of $1,378,070 to the Ontario Realty Corporation towards the design and construction of the Centre's new premises. The budget for the entire construction project is $8,272,929. The timeline for construction is on track for completion by the end of October 2009. It is anticipated that the construction project balance of $6,894,859 will be spent in the Centre's next fiscal year 2009–10. No additional expenditures have been identified at this time.

Training expenses also rose, largely as a result of the purchase of new course curriculum and increased enrolment, from $1,040,048 in fiscal year 2007–08 to $1,521,019 in fiscal year 2008–09.

The Centre's allocation of $1 million for research projects came in under budget at $200,000 as the Agency transformed its research application process.

Balance Sheet

The Centre continues to be in a strong financial position. It recognized a surplus of $16,458,981 as of March 31, 2009, representing a slight increase in the previous year's surplus of $15,348,608.

The Centre's capital assets declined in value slightly, due to amortization of technical equipment, software and furniture. The Centre's other assets increased slightly mainly due to the purchase of curriculum rights for new courses worth $93,250.

This year's surplus is sufficient to cover anticipated liabilities in the next fiscal year associated with completion of the new facility, including the remaining construction costs ($6,894,859), moving expenditures, additional equipment procurement, and the cost of property management for the new facility. Any remaining surplus will contribute to the Centre's ability to initiate new programs as it continues to expand training.

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Auditors' Report

BDO Dunwoody LLP
Chartered Accountants
and Advisors

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To the Board of Directors of Walkerton Clean Water Centre

We have audited the balance sheet of Walkerton Clean Water Centre as at March 31, 2009 and the statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the Centre's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2009 and the results of its operations and cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

BDO Dunwoody LLP

Chartered Accountants, Licensed Public Accountant
Walkerton, Ontario
April 29, 2009

Financial Details

BALANCE SHEET

March 31	2009	2008
ASSETS		
Current		
Cash (Note 5)	**$ 15,512,736**	$ 14,045,312
Accounts receivable (Note 5)	**182,072**	239,446
Prepaid expenses	**33,628**	79,979
	15,728,436	14,364,737
Capital assets (Note 3)	**1,143,933**	1,299,656
Other assets (Note 4)	**499,843**	406,593
	$ 17,372,212	$ 16,070,986
LIABILITIES AND NET ASSETS		
Current		
Accounts payable and accrued liabilities (Note 5)	**$ 610,495**	$ 211,330
Deferred revenue	**302,736**	511,048
	$ 913,231	$ 722,378
NET ASSETS		
Restricted	**3,775,901**	5,032,182
Unrestricted	**12,683,080**	10,316,426
	16,458,981	15,348,608
	$ 17,372,212	$ 16,070,986

On behalf of the Board:

Director Director

The accompanying notes are an integral part of these financial statements.

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STATEMENT OF CHANGES IN NET ASSETS

For the year ended March 31	Restricted	Unrestricted	2009 Total	2008 Total
Balance, beginning of year	$ 5,032,182	$ 10,316,426	$ 15,348,608	$ 12,313,837
Excess of revenue over expenditures	(1,256,281)	2,366,654	1,110,373	3,034,771
Balance, end of year (Note 5)	$ 3,775,901	$ 12,683,080	$ 16,458,981	$ 15,348,608

STATEMENT OF OPERATIONS

For the year ended March 31	2009	2008
Revenue (Page 6)	$ 6,977,063	$ 6,417,931
Expenses (Page 6)	6,220,687	3,870,928
Excess of revenues over expenditures from operations before donations and other income	$ 756,376	$ 2,547,003
Donation income	–	21,531
Interest and other income	353,997	466,237
Excess of revenues over expenditures for the year	$ 1,110,373	$ 3,034,771

The accompanying notes are an integral part of these financial statements.

SCHEDULE OF REVENUE AND EXPENSES

For the year ended March 31	2009	2008
REVENUE		
Province of Ontario transfer payment (Note 6)	**$ 5,000,000**	$ 5,000,000
Ministry of the Environment funding	**310,147**	59,853
Training registrations	**1,666,916**	1,358,078
	$ 6,977,063	$ 6,417,931
EXPENSES		
Advertising and promotion	**$ 211,762**	$ 175,463
Amortization	**305,930**	328,968
Bank charges	**2,232**	2,890
College support	**42,000**	28,000
Communications planning	**9,555**	1,040
Conferences	**46,228**	47,209
Consulting fees	**165,418**	139,836
Director fees	**16,488**	20,223
Donations	**40,000**	12,000
Employee benefits (Note 7)	**294,650**	255,661
Insurance	**30,302**	24,617

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SCHEDULE OF REVENUE AND EXPENSES

For the year ended March 31	2009	2008
EXPENSES – CONTINUED		
Office	**$ 106,987**	$ 98,931
Ontario Realty Corporation transfer payments (Note 5)	**1,378,070**	14,135
Professional	**17,525**	14,033
Professional development	**33,862**	26,460
Property maintenance	**10,494**	9,894
Rent	**122,400**	122,400
Repairs and maintenance	**21,444**	20,083
Research projects	**185,990**	67,630
Salaries	**1,366,582**	1,189,562
Subscriptions and memberships	**15,447**	13,322
Training	**1,521,019**	1,040,048
Travel	**102,395**	94,038
Telephone	**34,894**	31,646
Utilities	**9,909**	8,167
Vehicle	**86,661**	51,080
Website	**42,443**	33,592
	$ 6,220,687	$ 3,870,928

The accompanying notes are an integral part of these financial statements.

STATEMENT OF CASH FLOWS

For the year ended March 31	2009	2008
Cash provided by (used in)		
OPERATING ACTIVITIES		
Excess of revenues over expenditures for the year	**$ 1,110,373**	$ 3,034,771
Items not involving cash		
Amortization	**305,930**	328,968
Donated capital assets	**–**	(21,531)
	1,416,303	3,342,208
Changes in non-cash working capital balances		
Accounts receivable	**57,374**	152,778
Prepaid expenses	**46,351**	(4,080)
Accounts payable and accrued liabilities	**399,165**	127,343
Deferred revenue	**(208,312)**	53,368
	294,578	329,409
	$ 1,710,881	$ 3,671,617
INVESTING ACTIVITIES		
Acquisition of capital assets	**(153,722)**	(166,857)
Acquisition of curriculum rights	**(93,250)**	(136,593)
Proceeds on disposal of capital assets	**3,515**	–
	(243,457)	(303,450)
INCREASE IN CASH DURING THE YEAR	**1,467,424**	3,368,167
Cash, beginning of year	**14,045,312**	10,677,145
Cash, end of year	**$ 15,512,736**	$ 14,045,312

The accompanying notes are an integral part of these financial statements.

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NOTES TO FINANCIAL STATEMENTS

March 31, 2009

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Nature of Business

The Walkerton Clean Water Centre is an operational service agency of the Province of Ontario and was established on October 1, 2004 under the authority of *The Development Corporation Act*.

In accordance with the act, the Centre's objectives are to:

a) Coordinate and deliver training for drinking water system owners and operators.
b) Provide information, education and advice about drinking water science, treatment and technology, operational requirements, and environmental issues related to drinking water to owners, operators and the public.
c) Provide advice to the Minister of the Environment on research and development priorities to achieve safe drinking water and sponsor drinking water research within the Centre's mandate.

The Centre is exempt from Federal and Provincial income taxes.

Restricted Net Assets

The Centre has committed to transfer funds to the Ontario Realty Corporation for building a new administration, conference, and Technology Demonstration Facility. Part of the Centre's net assets have been restricted for this purpose.

Capital Assets

Purchased capital assets are recorded at cost. Donated capital assets are recorded at the estimated fair market value upon donation. Amortization is based on the estimated useful life of the asset and is calculated with a half year provision as follows:

Computer equipment	*33% declining balance*
Computer software	*50% declining balance*
Leasehold improvements	*3, 4 and 5 years straight-line*
Office furniture and equipment	*20% declining balance*
Signs	*20% declining balance*
Technical equipment	*20% declining balance*

Other Assets

Curriculum rights are recorded at cost. Since they have an unlimited useful life, the rights have not been amortized. Annually the cost of the curriculum rights will be tested for impairment.

Revenue Recognition

Government assistance is recognized when the amount is known and collectability is reasonably assured. Revenue from training registrations is recognized when payment is receivable and the course has been completed. Interest revenue is recognized as it is earned over the period of investment. Donation revenue is recognized once the Centre has possession of the goods donated.

Use of Estimates

The preparation of financial statements in accordance with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. The principal estimates used in the preparation of these financial statements are the determination of the estimated useful life of property, plant and equipment, and valuation of property, plant and equipment and deferred revenue. Actual results could differ from management's best estimates as additional information becomes available in the future.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

Financial Instruments

The Centre utilizes various financial instruments. Unless otherwise noted, it is management's opinion that the company is not exposed to significant interest, currency or credit risks arising from these financial instruments and the carrying amounts approximate fair values. The fair values of cash, accounts receivable and accounts payable and accrued liabilities approximate their carrying amounts because of the short term maturity of these instruments.

All transactions related to financial instruments are recorded on a trade date basis.

The Centre classifies its financial instruments into one of the following categories based on the purpose for which the asset was acquired. The Centre's accounting policy for each category is as follows:

a) Held-for-trading – This category is comprised of cash. It is carried on the balance sheet at fair value with changes in fair value recognized in the statement of operations. Transaction costs related to instruments classified as held-for-trading are expensed as incurred.

b) Loans and receivables – Accounts receivables and other assets have been classified as loans and receivables. They are initially recognized at fair value and subsequently carried at amortized cost, using the effective interest rate method, less any provision for impairment. Transaction costs related to loans and receivables are expensed as incurred.

c) Other financial liabilities – Other financial liabilities include all financial liabilities other than those classified as held-for-trading and comprises accounts payable and accrued liabilities. These liabilities are initially recognized at fair value and subsequently carried at amortized cost using the effective interest rate method. Transaction costs related to other financial liabilities are expensed as incurred.

New Accounting Pronouncements

a) Cash Flow Statements – Section 1540 was amended to include not-for-profit organizations within its scope. This standard is effective for interim and annual financial statements relating to fiscal years beginning on or after January 1, 2009. The organization is currently assessing the impact of the new standard.

b) Financial Statement Presentation by Not-for-profit Organizations – Section 4400 has been amended for the treatment of net assets invested in capital assets and for the presentation of revenues and expenses. The new standard is effective for interim and annual financial statements relating to fiscal years beginning on or after January 1, 2009. The organization is currently assessing the impact of the new standard.

c) Capital Assets Held by Not-for-profit Organizations – Section 4430 has been amended to provide additional guidance with respect to the appropriate use of the exemption from recognizing capital assets for smaller entities. The changes are effective for interim and annual financial statements beginning on or after January 1, 2009. The organization is currently assessing the impact of the new standard.

d) Disclosure of Related Party Transactions by Not-for-profit Organizations – Section 4460 has been amended to make the language in Section 4460 consistent with Related Party Transactions, Section 3840. The changes are effective for interim and annual financial statements beginning on or after January 1, 2009. The organization is currently assessing the impact of the new standard.

e) Disclosure of Allocated Expenses by Not-for-profit Organizations – This new Section 4470 establishes disclosure standards for not-for-profit organizations that choose to classify their expenses by function and allocate expenses from one function to another. The changes are effective for interim and annual financial statements beginning on or after January 1, 2009. The organization is currently assessing the impact of the new standard.

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March 31, 2009

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

Change in Accounting Policy

Effective April 1, 2008, the company adopted the new recommendations of the CICA Handbook Section 1535, Capital Disclosures, requiring disclosure of information about an entity's capital and how it is managed in order for a user of the financial statements to evaluate the entity's objectives, policies and processes for managing capital (Note 2).

2. CAPITAL MANAGEMENT

The company considers its capital to be its restricted and unrestricted net assets. The organization's objectives when managing its capital are to safeguard its ability to continue as a going concern so it can continue to provide services. The company monitors its capital to ensure that it is at an appropriate level.

3. CAPITAL ASSETS

	2009		2008	
	Cost	**Accumulated Amortization**	Cost	Accumulated Amortization
Computer hardware	**$ 174,792**	**$ 103,053**	$ 138,114	$ 76,752
Computer software	**36,028**	**21,221**	20,843	14,008
Furniture and fixtures	**207,970**	**92,011**	186,711	65,679
Leasehold improvements	**197,845**	**133,896**	197,845	92,923
Signs	**33,049**	**14,094**	31,540	9,545
Technical equipment	**1,396,973**	**538,449**	1,321,398	337,888
	$ 2,046,657	**$ 902,724**	$ 1,896,451	$ 596,795
Net book value		**$ 1,143,933**		$ 1,299,656

March 31, 2009

4. OTHER ASSETS

	2009	2008
Curriculum rights, at cost	$ 499,843	$ 406,593

During the year, curriculum rights in the amount of $93,250 were purchased (2008 $136,593).

5. RESTRICTED NET ASSETS

	2009	2008
Opening balance	$ 5,032,182	$ –
Province of Ontario transfer payment	–	5,000,000
Interest income	121,789	32,182
Transfers to Ontario Realty Corporation	(1,378,070)	–
	$ 3,775,901	$ 5,032,182

At March 31, 2009, the restricted fund bank account balance was $4,173,574 (2008 $5,016,999), the accounts receivable resulting from the restricted fund totalled $3,434 (2008 $15,183) and the accounts payable amounted to $401,107 (2008 $NIL).

6. GOVERNMENT ASSISTANCE

During the year, the Centre received $5,000,000 (2008 $5,000,000) in transfer payments from the Province of Ontario.

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NOTES TO FINANCIAL STATEMENTS

March 31, 2009

7. PENSION PLAN

The Centre provides pension benefits for all its full-time employees through participation in the Public Service Pension Plan which is a multi-employer defined benefit pension plan administered by the Ontario Pension Board. This plan is accounted for as defined contribution plan, as the Centre has insufficient information to apply defined benefit accounting to the plan. The Centre's contribution related to the pension plan for the period was $90,919 (2008 $77,408) and is included in employee benefits in the Statement of Revenue and Expenses.

8. COMMITMENTS

The Centre has entered into a lease for their current premises. The building is leased at $6,600 per month for a five year term under a lease expiring November 30, 2009. The minimum annual lease payment for next year is $52,800 (2008 $79,200). The Centre has the right to cancel the agreement at any time on or after November 30, 2006 upon six months' prior written notice.

The Centre has entered into a contract with the University of Guelph, Ridgetown Campus to coordinate mandatory training courses. The four year contract began January 2, 2009 and will expire December 31, 2012. For each mandatory course Ridgetown administers, Walkerton Clean Water Centre pays $1,298 per classroom course or $73 per correspondence course.

Walkerton Clean Water Centre has entered into six vehicle operating leases. These leases end May 2010, June 2010, two end August 2010, December 2010 and March 2011 and are for monthly payments of $436, $975, $1,174, $1,445, $858 and $890 respectively. Minimum annual vehicle lease payments for 2010 are $5,236, $11,696, $14,087, $17,340, $10,297 and $10,679 for a total of $69,334.

The Centre has entered into a month-by-month rental lease agreement for the interim Technology Demonstration Centre with monthly payments of $3,600.

The minimum annual lease payments on the vehicles for the next two years are as follows:

2010 **$ 69,334**
2011 **$ 29,515**

The Centre has committed to transfer funds estimated at $8,300,000 to the Ontario Realty Corporation for building a new administration, conference, and Technology Demonstration Facility. During the year, the Centre has transferred $1,378,070 (2008 $14,135) on design and construction costs. The transfer payments have been recognized as an expense in these financial statements.

WALKERTON CLEAN WATER CENTRE
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