

# the pipeline

Summer 2021 ~ 25th Edition

SASKATCHEWAN WATER AND WASTEWATER ASSOCIATION



# content

June 2021 - Summer

## On the Cover

Saskatchewan Sky

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kelly kish

SWWA Pipeline Editor

Looking back over this past year, we have learned a lot. We have gone from in class in person training to webinar training and learning Zoom, and other online platform versions. While in some ways – like cost and time effectiveness webinars are great. They allow you to take a couple hours and learn and then work, no travel, no mileage, no hotel. Plus, the price is cost effective too.

What have we missed? The comradery, networking with our peers, talking through problems/issues we are facing, learning about new technologies through demonstrations and trying things out and meeting with our suppliers at the annual tradeshow and with visits to our communities and workplaces.

As a board we are super excited for this years golf tournament – restrictions are lifting, and things are going back to normal? What is normal? What is our industry going to look like moving forward?

This issue we are looking at what things are looking like, how people coped, how people are feeling and what we think things are going to look like moving forward.

For the association, the webinar workshops did so well that we will be incorporating them into how we offer CEU options for workshops. Conference though will always be an in-person event, we need to have a place where we can interact, learn, network, and talk to others who understand the job ups and downs.

This issue we also have some new contributors: Shelley Howe – who did our Psychological First Aid course this Spring, Teresa Walker has been added to the lineup as a regular contributor and Keesha Rosario is going to be contributing to the Pipeline on a regular basis.

We would love to hear what you think about the issue, I can be reached at (306)736-8805 or kellykish@swwa.ca.

New this year – the buy & sell – you have something to sell submit before the deadline and hopefully you will find a buyer.

Until next time, I hope to see you all out for golf at Dakota Dunes.



19 Partially corroded vertical turbine pump column



susan  
dobrowney  
SWWA President

## Opening Saskatchewan

Things are opening up in Saskatchewan, we are currently in phase one of the “re-open Saskatchewan plan” and soon to be in phase two.

Summer is on its way and promises more freedom and things familiar.

Many of us are ramping up for the busiest time of year, maximum flows, equipment running at its maximum, seasonal sites opening, irrigation of parks, golf courses and gardens, and pools opening are just some of the things that we look forward to this time of year, (some more than others). We hope that the worst is behind us and we are moving forward to a new normal.

Some changes are happening with the certification exams;

ABC standardization certification exams will be adopted in the fall of 2021, with the exception of small wastewater systems. There may also be an opportunity to write web-based exams at Saskpolytech facilities.

The workshop on August 20th “**ENERGY MANAGEMENT** how to respond to stress & rapid change by building energy health & resilience for work & life” will be our last workshop until the fall. Covid forced us to change how we deliver our training and provided new challenges for us all. Thanks to everyone who attended in our web training, both participants and presenters. Much work was put into providing a variety of training topics and securing the presenters. We have received positive feedback from the sessions.

The SWWA annual conference is going to be an in person event this November 3rd to 5th. You can look forward to great technical sessions and workshops as well as opportunities to meet with suppliers. Please note that we will not be accepting any walk-up registrations this year, so make sure you register prior to the event. All information will be on the SWWA website at <https://www.swwa.ca>.

Our next SWWA event will be our annual golf tournament. This year at Dakota Dunes on August 20th. The day will start off with our workshop with golf and BBQ to follow. We look forward to seeing many of you there. The course is situated in a beautiful setting at Whitecap and proving challenges for any golfer.

Enjoy the beautiful warm weather of the season, keep hydrated and protect yourself from over exposure to the hot sun and insect bites.

Stay safe and keep healthy.



dawn  
dierker

Training Manager  
ATAP Infrastructure Management Ltd.

## Finding the Positive of the Past 18 Months & Moving Forward to the Future

It was time for the water and wastewater industry to enter the world of virtual training and we rose to the occasion.

I am sure that when most of us look back on the last 18 months of “pandemic life” that our thoughts will turn to the restrictions and isolation that most of us endured. However, when we look at some of the outcomes of having to restrict gatherings and to isolate there has been some huge advancements in technology and, even though we may have been unwilling to adopt some of these new technologies in the past we were forced to. In the world of training we had some fast and difficult growth during the pandemic but it will be beneficial moving into the post pandemic world.

Until we were forced to utilize online training most of us were of the mindset that “this is how we have always done training”. It meant a trip to the city for a few days, a hotel room and some nice meals out. It also meant that a replacement had to be found for the community operator while people were away for training. And, for the most part it worked quite well for the past 20 years.

Then almost overnight we were faced with no travel, no contact and this meant no training. Some of the larger institutions had experience with online classes but smaller training providers were still delivering curriculum the old-fashioned way; in the classroom and on paper.

For the most part the technology required to communicate with each other was already available; it was just a matter of teaching our students to access it and to modify it to create a virtual classroom that the instructors felt comfortable in as well as the learners. It was a huge learning curve for both teacher and student. Trying to modify existing curriculum to suit the new delivery method was done on the fly and quizzes were modified to be delivered via electronic means. Each platform had its pros and cons in terms of delivery and there were many foibles and bloopers in the early days. Students had varying levels of comfort operating computers so the first day of any course could

take a considerable amount of time to get everyone logged on and proficiently muting and unmuting, using the chat function and turning their video on and off. By the fall sessions the confidence level was building in both student and instructor and the Microsoft Teams platform was showing that it had the capabilities required to deliver the best educational experience for operators.

Now, 18 months into the pandemic, students are proficient in online training, instructors are improving their virtual teaching by being able to use electronic pads to solve math problems on the electronic white board and being able to play videos without losing their audience. Online learning may not take the place of classroom learning entirely, but it will be a valuable tool to help train operators in remote locations, operators that are unable to leave their community and water professionals that want to accelerate their career. We are living in the age of technology and it may have taken a pandemic to spur us into using virtual training. What’s going to be next for the operators of Saskatchewan? Could it be online certification exams? Stay tuned for more updates.

# introduction to...ENERGY MANAGEMENT

## how to respond to stress & rapid change by building energy health & resilience for work & life

How are you coping with stress & responding to ups and downs in your energy? How is it affecting your performance and the performance of your team and your business?

Optimal health & performance are not just about hard work and accountability, they are also about being human and managing the normal limits of output.

Forward thinking individuals, businesses & organizations respond proactively to health concerns like burnout and fatigue, hot topics today, as we are looking to support people at a human level, while striving for higher performance.

Joe Roberts brings you the latest from Dr. Sean Richardson's doctoral research on overtraining, burnout & energy management to show you how to develop discipline around recovery and build resilient mindsets and behaviors to boost productivity and stress-proof your life.

In this session we look at the links between stress, energy demands, health and performance in your life, including the following...

### Science of multi-category stress and recovery

### Skills to prevent burnout and build your energy health Developing & applying resilient mindsets to work & life

### Exploring strategies to reduce stress and support energy recharge

This program shows you how not only to respond to stress & burnout effectively, but how to prevent negative outcomes, & build personal resilience, leading to:

1. More productivity
2. Increase in mental & physical health
3. Decrease in sick leave



Joe Roberts aka The Skidrow CEO is an expert on resiliency and change. Having experienced both catastrophic failure and extraordinary success Joe teaches how to overcome the roadblocks that get in the way of high performance. He helps companies and individuals redefine what's truly possible by confronting limiting mindsets. Participants at Joes' events leave inspired and moved to action.

What is most amazing about Joe is that in 1989 he was living on the streets of Vancouver as a homeless skid row addict. Through perseverance, determination and his resilient human spirit, Joe pulled himself out of the darkness and despair, to become a highly respected business and community leader.

Joe's message is relatable, humorous, honest, raw and unforgettable. He tackles the stigma associated with mental health and addiction in a straight forward authentic way that comes from his personal life experiences.

Since 1989, Joe has acquired two college diplomas, became the CEO of one of Vancouver's leading multimedia companies, walked across Canada and achieved more success than he could ever have imagined. Joe has been recognized by MacLean's Magazine as one of "10 Canadians who make a difference," won the BC Courage to Come Back Award, received The Ontario Premier's Award for Business, was given an Honorary Doctorate from Laurentian University and was recognized by the

Senate of Canada with their Canada 150 Medal. Recently Joe was awarded the Meritorious Service Medal (MSM) from The Governor General of Canada.

Joe's business solutions have made millions of dollars for his clients, across a variety of business sectors. It is from this experience that Joe draws when addressing Fortune 500 companies, professional associations and organizations internationally.

Joe is also the Executive Director and Co-Founder of The Push for Change Foundation, a charity advocating for youth homelessness prevention. Joe walked 9041KM across Canada from May 1, 2016 until September 29, 2017, pushing a shopping cart to raise money and awareness about youth homelessness.

## In person workshop or webinar workshop options available for 0.3 CEU's

jenna  
furseth

Senior Water and Wastewater Program Analyst

## Water Security Agency Update

The Water Security Agency (WSA) has seen many changes over the past year, especially during Covid-19 with the unique work environment the pandemic has created. WSA appreciates all the hard work and dedication that waterworks and sewage works operators and staff have made to ensure safe drinking water and the protection of the environment. It is imperative that the residents of Saskatchewan have access to safe drinking water and that we protect the environment, so WSA is thankful for all the efforts made to provide this critical service within the province.

I am pleased to provide an update on several recent personnel changes within WSA's drinking water and wastewater management team. In December 2020, the new Interim President and Chief Executive Officer for WSA, Shawn Jaques, was announced. Early in 2021, Sam Ferris announced his retirement which led to Thon Phommavong taking the role of Acting Vice President of the Regulatory Services Division. Following this change, Jeff Paterson back filled Thon's position as the Acting Executive Director for the Environmental and Municipal Management Services Branch.

In April, Barry Wright, the North Environmental Project Officer (EPO) Manager retired; his successful replacement is the transfer of Greg Holovach in July. Greg will be

located in the Saskatoon office and WSA is currently working on filling the South EPO Manager position. The northern EPOs remain the same. The southern EPOs have seen a number of changes starting with Sandeep Dangeti in January in the Shaunavon subregion, Rod Broughton joining in April as a term position in the Strassbourg subregion and Michael Kardash starting in May in the Moose Mountain subregion following the retirement of Rod Broadfoot. The Engineering and Approvals Section is working to fill the vacant Senior Approvals Engineer position. If you are unsure who to contact within WSA, feel free to send us an email at [comm@wsask.ca](mailto:comm@wsask.ca) or call us at 306-694-3900.

In other exciting news, the SaskH2O website is currently undergoing major changes to migrate over to the Government of Saskatchewan website [www.saskatchewan.ca](http://www.saskatchewan.ca). Watch for these changes over the summer months. Also, coming this summer, the 2020-21 State of Drinking Water Quality in Saskatchewan report will be available on the Water Security Agency website.

Earlier this spring, WSA held a two-day online workshop in conjunction with the Saskatchewan Water and Wastewater Association to educate operators on several of the regulatory programs

within the agency. This included information on the drinking water and wastewater program as well as research projects, water rights licensing, aquatic habitat protection permitting, the liquid domestic waste program, aquatic nuisance control permitting, emergency response plan requirements, and Environment and Climate Change Canada presented on upcoming changes to the Wastewater System Effluent Regulations (WSER). It was great to reconnect with operators in a training atmosphere and we hope to participate in the SWWA Conference this fall.

WSA continues to work hard to ensure Saskatchewan's water resources are safe for users and our wastewater is safe for the environment. We appreciate the diligence of all those involved in helping us achieve these goals.





keesha  
dorosz

## The Power of the Pandemic On Water After All is Changed, We Will Meet Again

It's hard to believe that an entire year and a few months have whipped by without a conference to bring all of us happily together. The province of Saskatchewan is slowly opening back up and we are all crossing our fingers that we do not have to endure another pandemic wave. Not only have all of our lives changed with regards to new ways and new environments, but some of us have also become more introverted whether we intended to or not. Our work and home lives have transitioned, some for the better, some for worse and for some it is much different.

As November sneaks up on us, we are anticipating meeting again in Saskatoon for our SWWA conference and most are optimistic that we will let our hair down and dance like we never have before! To realize we have taken for granted that we once sat side by side in chairs, listening to speakers and instructors on stage, seems a bit of a distant memory. This year, many of us participated in other virtual conferences trying to do the best we can with social distancing and technology.

Do you recall the first 1-2 months when you would observe the dry and cracking hands of others due to the amount of sanitizer being used and the news reports about the number of new cases in every region within Canada and the world? Some feared going outside of their homes, let alone being concerned of a toilet paper shortage! For myself, I will remember the week when the pandemic was announced in Banff, Alberta during the Alberta Water and Wastewater Operators conference. The banquet was cancelled within one day and not only shocked the attendees but the Banff Park Lodge that had prepared meals for the conference finale. All of a sudden, our lives transitioned, children were home from school and we all had to manage whether single, married, with or without kids and pets. Then came the news and all the reports.

What made this more challenging was the fact that each province seemed to have different COVID-19 protocols and stay at home orders in addition to rules around social gatherings, sports, and recreation. Celebrating

events such as weddings or even properly mourning with our loved ones for those who had passed away was near impossible. Fast forward to this week we are navigating people's choices and taking one of 3 vaccines to protect our workplaces and the other people we are around taking one of three vaccines to protect our workplaces and the people we are around in addition to ourselves

Let's talk about how the COVID-19 pandemic has affected our water and wastewater industry within the province of Saskatchewan and within Canada.



As a person in a business development and sales position within the water industry, it is evident that many of us have limited our travel or we only travel as essential services. Who would have thought we would be operating with no sales calls to vendors and much less face to face meetings? "Now we are only conducting sales calls primarily on request, whether this is a condition of upset, crisis or

troubleshooting. Screen time for our employees is up 80% vs how sales roles operated before the pandemic" says Kelly Franks, Vice President of Sales and Marketing at Klearwater Equipment and Technologies. Personally, I agree with Franks. One unexpected benefit of video calls has been that I have come to know my colleagues and customers on a deeper level. I have met their families and pets spontaneously from their home computers and have more virtual time with many individuals versus awaiting the next time we can be in person. As Franks and I discussed his children and how we have become more techy in this era, he brought up the importance of social media for companies to have a presence within our industry on sites such as LinkedIn.



Companies such as Pro-Line Fittings, have taken advantage of this time to focus on building an online presence. They created company videos to demonstrate to the industry, what they do in the business of water. A positive byproduct was being able to personally introduce members of their team. "We have expanded our online offering and become more creative to generate content for LinkedIn, gaining more exposure through social media as we have way less one-on-one time" says Bryan Lastwika, Sales Manager of Proline Fittings. "It was a way to generate more face-to-face time with our product line and our people, given the fact that we cannot attend conferences and do in-person sales calls as we did previously." The video

content that featured on their social media, was aired as a special event for World-Wide Water Day. They had 100 unique viewers at its peak and has now been viewed and shared by many times that when this article was written. "We relied on people, mainly our existing contacts and people we know. The ability to see new people is limited and having new business development discussions are missed. New hires are also harder to connect with." says Lastwika.

If you rewind our lives to early March 2020, we would never imagine that we would endure economic changes such as lumber shortages and a surreal real estate demand in some areas. COVID-19 has wreaked havoc on just about every industry — sticking a wrench into the normal forces of supply and demand — and lumber is a prime example. When the pandemic hit, many lumbermills closed and the real estate industry never anticipated the growth we've seen in this downturn and that growth hasn't abated yet.

Within our water industry we are all being impacted by the cost of pipe due to resin shortages extended lead times and an international chip shortage caused by the announcement of the COVID-19 pandemic. This was then exacerbated by the three day blockage of the Suez Canal, one of the world's busiest trade routes. 13,000 containers were halted, and many other boats redirected.

When the pandemic began many companies and organizations, specifically manufacturing plants were trying to find their bearings as they navigated health and safety protocols and how to operate as a workforce in this pandemic while keeping employees and other stakeholders safe. "New safety protocols are applicable not only in the office but extend to the transportation of products and delivery of services. They apply to everyone executives,



support and the administrators who are the glue of our organizations keeping business operating." Not only that, but the health and safety of workers within water operations is a challenge to navigate. "We had to keep the plant locked down to necessary salespeople and vendors" says Andy Busse, Water Treatment Manager at the City of Prince Albert. As an essential service, it is evident that water treatment and wastewater treatment facilities have had to completely modify the way they operate.

"There is extra stress of worrying about health and safety, upgrading our facilities and training our managers across the board."

Who would have imagined wearing masks at work, at all times, in offices, in the plants and in our daily lives? Jeffrey Blanchard, Environmental Manager of The City of North Battleford outlined the challenge of the COVID virus, and how employees need to be isolated for 14 days at a time, often stretching

The question now is, how will things be in the new normal moving forward for all of us and in the water industry?

## The Power of the Pandemic On Water

After All is Changed, We Will Meet Again

resources beyond capacity. "We are doing better with managing safety at the WWTP. We have to carefully staff between different plants and there is a possibility of losing an entire operating unit due to a COVID outbreak. The question is, how do you cover the business?" Plants were managed differently in the past. Now there is a higher degree of trust and better delegation. "We are now utilizing teleconferencing much more, where we used to walk out of the shop and take a look at the plant. Now we are not permitted to do that. We have learned to trust our supervisor's way more" Blanchard says. Stewart Schafer, Director of Operations for the City of North Battleford, agreed with Blanchard. "If he doesn't understand what is going on at the plant, the person can't just get in the car to drive over and have a look. Now I ask, show me what problem is and take photos."

What about the challenge of wearing masks all the time? Masks impede communication by blocking facial expressions impairing hearing and language comprehension. Staci Dobrescu, Utilities Supervisor Water & Wastewater of the City of Moose Jaw stated, "We have to wear masks all the



time. It makes it difficult when trying to communicate and decipher the muffling. At times, language barriers are eased with facial expressions. Now we add a mask in front of that, and it is more problematic." So many of us are doing things over the phone versus

in person. "People are becoming more efficient with computers; we cannot use our hands to point and explain with hand gestures. Now we find ourselves using maps and drawings and sharing over computers versus being in the same room with someone which can further block that communication.

It seems our water industry is more at risk than we realize and this needs to be managed accordingly. "For the staff it is difficult with the work we do, we don't have a choice but to work closely. Multiple people are in a hole and work as one. With social distancing we are doing the best of our ability to keep our bubbles within the workplace. Take for instance water breaks or wastewater treatment plants. "Wastewater treatment plants; have to keep staff together assigned to one location. 2-3 people per team are assigned to a job or location versus 7-9 people in order to keep the same individuals assigned to a location or project. Keeping individuals and staffing constant in a specific bubble is very difficult" says Dobrescu. "There are a lot of sanitizing options, we are using Vital Oxide and we are expected to spray trucks every single day."

What do our utilities look like through this? Well, many are working from home where they can. "City Halls now have limited hours and screens and barriers up everywhere when the public walks in. Now there is only one entrance in and one exit for access" says Dobrescu.

"Our goal as a City was that Moose Jaw would not lay any permanent staff off due to restrictions. Many staff had to do CERB due to young children being at home so we shifted staff to other departments as needed, for example shifting staff from Building and Planning to Parks and Recreation, ensuring everyone stayed working and no layoffs if we could help

it. While doing so we were able to ensure our standard level of service to residents."

We can see that Health and Safety applies to everyone as Lastwika said when he mentioned that we need to follow protocols on every angle.

"There is now full engagement of safety throughout our industry."

There is no doubt that the pandemic has impacted people financially, socially and mentally. I have heard multiple stories of people reconnecting in different ways to their families and especially their children and pets. However, we need to be aware and cognizant of the mental health implications of this pandemic on our colleagues, staff and our friends and family. It is a tough world to navigate right now, so we need more understanding and empathy from each and every one of us.

The one unique change, that has happened is around health in the workplace. According to Jeffrey Blanchard, "Before City of North Battleford, my last job was in the construction industry. My biggest hope is that the construction industry and all industries including Water is to take illnesses more seriously. If you lose a guy for 2 days, you will lose workflow, budget and the project timeline. However, if multiple workers become sick because someone did not stay home, you will actually lose many more man hours than one person taking proper sick time."

With health and wellness, there is also the hurdle to overcome when conducting a meter installation project

during a pandemic. The City of North Battleford with KTI Utility Services has continued with their project installing Xylem-Sensus meters and technology with careful execution, training



and management of staff, and a great deal of communication to the residents, says Jamie Nesterenko, Project Manager for KTI. Blanchard mentioned, "We have seen unhappy customers with carrying out labor at homes as we do meter changeouts during a pandemic. We have experienced anger and frustration at times, which require a reasonable conversation that we need to manage carefully." Further to this Schafer added, "KTI and Sensus were able to ship the products we needed for the installations yet now we heard others are struggling with long lead times on meters and radios due to the chip shortage" says Schafer. According to CNET, "What we're seeing is just about everything electronic is having trouble getting a supply" of chips."

With this feedback, purchasing and procurement divisions are in a tidal zone, operating much differently than they had previously, like a hopscotch from one day to the next. "Cost changes and logistical charges we have seen are huge and shipping costs have gone through the roof" says Busse. "Even the day-to-day analytical samples that are to be shipped to the lab, there are increased costs in service fees with extra volumes. We have big deliveries with heavy freight items and increased trucking fees. Who would have known this would change like this?"

With this information, is it more the logistical costs that have changed or the products?

What was learned is that the one-year blanket pricing quotes that were common before, can put vendors at risk. The manufacturers are increasing costs and now some vendors are providing quotes with short expiries. Those contracts that were multi-year are now going to have a shorter expiry track.

Never did we look at business economics like we do now, with supply and demand of manufactured parts with monopoly manufacturers.

Complex global supply chains, put our local production facilities at risk, as they all compete for the same supplies from 1-2 specialty producers. "The biggest challenge in the last quarter is the PVC resin shortages with 60% increases," says Lastwika. "The product shortages are significant. We need to keep enough inventory and buy as much as we can at every moment." When I looked into this, Liz Lippy had a great article on the Resin Crisis Update. She stated that many plants ran into staffing issues as production facilities, shipping ports and supply chain logistics all saw a slow down when quarantined production shifts removed days of labor, as well as short staffing because of symptomatic employees. As a result, many thermoplastic resins

were already in tight supply. Then, in the middle of the COVID-19 pandemic, the South saw one of the worst hurricane seasons in years causing increased delay, as well as damage to production facilities. In February, the United States was hit with Winter Storm Uri resulting in power outages across the country.

The cost increases seem to be rising in many types of polymer, PVC, hardware and electronics. "Certain lines and product costs have price increases that have gone up 4 times in 1 month making this difficult for vendors supplying to the water utilities" says Franks. "Firm pricing for two years is no longer a thing." With this information, Franks is right on the money. With many water products, the product availability is challenging with long lead times and backorders on items such as pipes, fittings, water meters, circuits and screens on instruments. Lead times are going up by 40% plus for many. Now according to Franks, vendors and utilities are forced to monitor inventories and plan farther in advance than you used to. "We luckily forecasted when the COVID-19 pandemic was announced, we looked at what was happening in the world and spent money up front. Yes, it's a risk and luckily this worked out well for us and our customers" says Franks.

On the other side of the coin are the Utilities. Andy Busse of City of Prince Albert outlined how in November 2020, Klearwater was awarded the carbon supply for their water treatment facility. The City required 35 metric tons of feeding powder; activated carbon through to May of 2021 which they ordered in December to ensure they did not run out. Busse indicated he anticipated a few hiccups with the supply chain, so he planned ahead. "We had no issues running out of chemicals or logistical issues, yet we need to thank our vendors for working with us on this" says Busse.

continued

**The Power of the Pandemic On Water**  
After All is Changed, We Will Meet Again

"We knew there would be shortages with product logistics cross border or crossing the ocean, so we give credit to the proactive actions of our many vendors. Vendors are trying their best for those dealing in the area of critical infrastructure"

stated Busse. When asked about long lead times, Busse stated that they are seeing long lead times on certain materials, mainly maintenance supplies for the treatment plants. "We are seeing 20-25 weeks versus the typical 3-4 weeks. Non-emergency maintenance supplies we can wait on with a month wait is normal, not 3-4 months plus."

Some municipalities have admitted that they have been reactive in the past and are experiencing challenges. "Lag time is a lot longer and it is more difficult to get a hold of products as promptly as we usually do. For our tenders, most projects are sitting on shelves, sitting longer than it usually does as it is coming from another area of North America and taking longer to get here. We have more hoops to jump through with cross border shipping and more. Lucky we are not impacted by the PVC shortage as we had a tender prior to pandemic and we have product for the year," says Dobrescu.

In conclusion, we are all looking forward to that next in-person conference. Many utilities are in touch with vendors who have current contracts or relationships. Training is also a challenge although in the virtual world more online learning is available and accessible. In the future, we may be able to marry technology with the "in-person" approach to expand water education opportunities to all, in a hybrid sort of way. Busse mentioned that he misses the training that was available in person at the conferences, "At conferences I embraced the opportunity to visit other facilities and it was beneficial to take staff to participate and learn from one another."

On health and safety, Blanchard stated "Our attitude will last past this pandemic. Please give workers more benefit of the doubt. We may be seeing people going to work as they don't have a sick note for their employer. Pay attention to this. It used to be a Medical authorization to leave work now it is to RETURN

to work. Make sure you are healthy before you come back." How things have changed. Before it was "When are you coming back?" Now we need to ask each other, "Are you healthy?"

During my interview with Andy Busse, he made me chuckle when I asked how he has changed personally during this pandemic. He said, "I have more grey hair and less of it!" When I asked Busse, what his concluding words would be for all of us, "Kudos to all of you. Keep your head up, keep doing your job, no one gives us the credit we deserve. We ensure that every day the water is going out the door and out of our taps safely and we keep doing our job despite the challenges.

Be proud of it!"



teresa  
walker  
Inspirational Facilitator

**TRANSITIONS**

As we start to approach the summer months and make plans for adventure, relaxation, and connecting with friends and family – it is a great reminder that change in seasons has the potential to ignite a variety of emotions. As routines start to shift, inconsistencies may arise and at times we may lose a sense of time, direction and/or purpose. It is important to remember this is apart of the process.

Change is an inevitable part of life. It is not always linear and how we adapt is very individualistic.

Whether it is a change we are purposely creating within our lives or one that we find ourselves needing to adapt to, it is important to continually remind ourselves it is a process and like all processes they do take time and energy.

These are a few things I have learned regarding change as it occurs in our lives and surroundings:

1. Be honest with yourself regarding how change is affecting you.
2. Reach out to those you trust – communicate, especially in the most difficult moments.
3. Be kind with yourself and with others.
4. If the day feels too overwhelming to handle...start with the moment before you and your momentum will grow from there.
5. Keep it simple and rest when needed – you DO know yourself best.
6. Make a point to notice & appreciate the beauty before you, amongst the chaos of change.
7. Slow your pace down when needed, breathe deeply, and keep moving forward...  
life is a "CHA CHA"

Life is full of beautiful chaos and change is inevitable, a guarantee. Remember to take it moment by moment and celebrate ALL your wins!!

"There is beauty in next chapters."

\*Teresa Walker is an Inspirational Facilitator that provides Tools 4 Success that empower to #MakeTheMostWithYourMoments  
www.teresawalker.com

Unpredictable climate patterns are making it more and more difficult for the world's poorest people to access clean water. Globally, an estimated 785 million people do not have access to clean water close to home – climate change is making the problem worse. Longer and more frequent droughts are causing water sources to dry up, while extreme flooding is leading to the contamination of safe water points. These trends threaten to reverse years of development progress and put millions of additional lives at risk.

But around the world, people are fighting back. Local actors and activists are finding creative and innovative ways to mitigate the effects of climate change on access to water, sanitation and hygiene (WASH). From designing climate-resilient WASH infrastructure to spreading awareness through radio shows, their efforts are proof that, with hard work and cooperation, we can make clean water a reality for everyone, everywhere. Read below to learn about five water heroes making waves in their communities!



Sharamon: Promoting sanitation and hand hygiene in Bangladesh

**“People might think there is an abundance of water in Bangladesh. But clean water is getting harder to find due to climate change.”**

In Khulna, Bangladesh, 20-year-old Sharamon is raising awareness of the importance of WASH in local slums. Bangladesh is the seventh most vulnerable country to climate change in the world, and there is a growing concern that changing climate patterns will affect the availability of clean water across the country. This will have the greatest impact among the nation's poorest, many of whom already live without access to clean water or a decent toilet. To help communities adapt, Sharamon leads workshops and distributes posters explaining the importance of drinking clean water and practicing good hygiene.

Beatrice is a climate change ambassador and youth reporter in Lusaka, Zambia. For the past five years, she has held a weekly radio show to educate her community about the environment and the impacts of climate change on water access. She is particularly passionate about the link between clean water and girls' education – girls usually bear the burden of collecting water for their families, and often miss out on going to school and socializing with their peers. Beatrice uses her platform to bring awareness to this issue and urges her local government officials to take action.



Beatrice: Calling local leaders to action in Zambia

**“As our rains become less reliable and our reservoirs dry up, girls of my age spend more time fetching water for their families and less time in school. [...] It is as simple as this: climate change is denying a generation of young women the education they deserve.”**



**“Through our theatre techniques, we build awareness of the importance of clean water and good hygiene for a healthy environment.”**

In Maputo, Mozambique, actor and activist, Mevis, is teaching her community about clean water and good hygiene by using the power of performance. In recent years, longer droughts have become more frequent and the contamination of water sources is putting people at risk of getting sick from drinking dirty water. To address this issue, Mevis puts on performances to spread awareness about the importance of clean water. She hopes that these educational performances will encourage community members to adopt good hygiene and water treatment behaviours to prevent the spread of illness.

Mevis: Using drama to spread the message in Mozambique



**“Previously, we had enough rain and it always comes on time. But climate change has affected that.”**

Chabota is a well digger in Moonga village, Zambia. He works to ensure people in his community have clean water close to home, even in times of water scarcity. But climate change is having a huge impact on his work – longer droughts and shorter rainy seasons mean Chabota has to dig deeper to find water. Unless local and international leaders take action to make climate-resilient WASH infrastructure more readily available, Chabota is not sure how his community will survive the coming years.

Chabota: Digging wells in Zambia



Jennifer: Building climate-resilient WASH infrastructure in Ghana

**“Our changing climate is harming my community now. We need action fast. What will you do to help us adapt and survive?”**

In Asaloko, Ghana, school teacher Jennifer is working to install decent toilets and promote good hygiene within her community. While she has made great progress, climate change is threatening to undo her hard work. Longer droughts are making it difficult to access water, and heavier rainy seasons threaten to damage toilet blocks and hygiene infrastructure. Jennifer is now working to make sure the newly installed WASH infrastructure is climate-resilient, but without global efforts to combat climate change, her community will remain at risk.

Read more on what WaterAid is doing around the world here <https://www.wateraid.org/ca/>





shelly  
howe

Psychological First Aid  
Instructor Trainer

## How is YOUR Self-Care?

“Hi, how are you?” is the traditional Canadian greeting, as we pass on the street – these days from 6 feet apart, of course, and likely wearing a mask. This happens every day, on our sidewalks, at work, our office buildings, and recreational venues. But do we really stop to think about how we are actually doing? Or, are we just ready to respond with our usual, “Fine, how are you?” Have you ever stopped to assess how you really are? Or, scarier, ever shared your thoughts? If not, you are not alone. Many of us function day to day without a lot of thought about our psychological health or well-being. The good news? There are some simple and accessible tools available to help put us on track to self-care.

The next time you are asked, “How are you?” take a moment to check in with yourself. Really, how are you? Self-care is an important part of our psychological well-being. In fact, it is so important, the largest humanitarian organization in the world, has researched, studied, and created tools to help us recognize signs of stress, trauma and grief in ourselves and others, and coping strategies to respond effectively to stressful situations. The Red Cross introduced Psychological First Aid (PFA) in Canada in 2017 and training is for everyone, including YOU!

We all have stressors in our lives. Family, children, aging parents, money (or lack thereof!), health...just to name a few “popular” ones. Interestingly, what may be a cause of stress for me, may be different for you. For instance, you may be a working parent with young children, struggling to make ends meet, rushing home after work to plan meals, rush to activities, and get homework done. I might say, “Oh, that’s nothing. Enjoy your life now. Wait until they are adults and have real problems you need to deal with.” And, yet, someone else may say, “Must be nice to have children, I was unable to have family.” Or, “I’ll trade you running around after children for the responsibility of a multi-million-dollar company!” My stress is not yours and isn’t the next person’s. But the common theme is: Stress - we all have it in our lives, in some way, shape or form. So, what can we do? What is Self-Care about?

Here are four basic steps we can do to take care of ourselves, during times of stress or crisis in our lives....and yes, living through a pandemic is certainly considered a time of stress!

**LOOK** – Watch for signs of stress within yourself. Consider how you feel.

Are you physically feeling good, or are you experiencing physical symptoms that are unusual - stomachache, tiredness?

What about mental signs? Are you having difficulty concentrating?

Emotional signs? Do you have extra anxiety?

What about your spiritual side? Do you have a loss of faith in your usual beliefs?

Behavioural signs? Is there an increased use of alcohol or drugs?

Interpersonal signs? Are you withdrawn or in conflict with others?

**LISTEN** – Listening to yourself is about awareness and assessment.

Are there signs telling you to take a break? Have you noticed a change within yourself? Are you more easily irritated? Are you more cynical, critical, or disengaged? Acknowledge your feelings without assumptions.

**LINK** – This is the action that you take based on your self-awareness and assessment. Self-care is different for everyone. It may include connecting with a friend, spending time on steps to resolve an outstanding issue, reaching out to a community or faith organization, booking an appointment with a counsellor, or another professional. Your links are your resources within your support systems that help you cope with stress.

**LIVE** – This is about having coping strategies in place so that you can continue living! Some strategies may include:

- Taking breaks
- Reflecting on experiences
- Developing realistic work expectations
- Listening to and supporting your team
- Maintaining healthy habits
- Practicing stress management techniques
- Maintaining healthy relationships
- Asking for help when you need it

You’re right, this isn’t rocket science and it isn’t always easy. In fact, many of us know that we should take better care of ourselves, and many of us struggle to do just that. Try these four steps out and see how they fit into your life. Pick one thing right now, that you are going to do, to take care of YOU. It might be a walk in the park during lunch or calling a friend to chat. For me, it is some rejuvenating volunteer work with an amazing humanitarian organization. I’d love to hear what works for you. Reach out and share your thoughts with me at [howecome@sasktel.net](mailto:howecome@sasktel.net).

If you are interested in more about Red Cross Psychological First Aid, visit [www.redcross.ca](http://www.redcross.ca) and choose the Psychological First Aid link on the homepage. There are online and in-person courses for Self-Care, as well as Care of Others that can help provide tools to navigate these exceptional times that we are living in.

Stay well.

# SWWA

## From the SWWA Office

Welcome to the updated SWWA website. We have really upgraded some features and we hope you are finding it easier to use.

EVERY MEMBER REQUIRES AN EMAIL – no email no membership, everyone with a phone has an email. Need help setting it up let me know I can walk you through it.

Every member requires an email to be in the database. You cannot share emails because each email assigned to a member is connected to that member email.

**NEW** – EVERY MEMBER NOW HAS A MEMBER NUMBER

### So WHY the upgrade?

1. The database was corrupted due to shared emails in the system and after the system crashed twice creating a lot of work it was decided it was better to make some big changes to prevent it from happening again.
2. We wanted something that was user friendly – Our good friends over in AB had a great website and the benefits of sharing a similar site with different looks appealed because now we can share the cost of future upgrades.

### What YOU need to know:

1. Membership is in the name of the individual and is required to be renewed yearly
2. If you were sharing an email with someone or you had not renewed before the upgrades were implemented and IF you have not renewed yet you will need to register a profile and buy a membership
3. KNOW your member number – if anyone is registering you for events, they will need it
4. Your membership follows you – if you retire or move jobs update your profile by logging in and making changes

### IMPORTANT!!!

If your admin registers, you for SWWA events they will need to have a profile – no membership is required but they will need a profile to register you.

Have them set it up prior to the busy conference season

### STAY CONNECTED:

**NEWSLETTERS** – if you unsubscribe you are responsible for staying up to date on what is happening with SWWA

Follow us on FB or LinkedIn to stay in the know



# andy busse

Water Treatment Plant Manager  
Public Works, City of Prince Albert

## Water Infrastructure Upgrades Planning and Managing System Upgrades for Success

One thing I have learned in my 22 plus years in the Water Industry is that Operators are dedicated to their communities going above and beyond to keep the water and wastewater infrastructure operating under many circumstances. You all deserve a BIG THANK YOU!

I want to share our journey and learning experiences through multiple years of infrastructure upgrades to the City of Prince Albert water system starting back in 2014. Specifically in this article I will touch on the importance of steps one and two below

There are many steps involved in projects whether they are small or large to ensure they go smoothly.

1. Identifying what the priority upgrade will be. (Planning)
2. Prepare a report for the civic leaders to get approval for the project
3. Tender out the engineering design for your project
4. Secure funding for the estimated construction budget
5. Conduct pre-design with the engineering firm
6. Tender out the construction project
7. Construction Tender award, Construction and project management
8. Commissioning
9. Final Inspections (Owner and Engineering firm)
10. Substantial completion of project
11. Warranty Period

Patience will be required, things move slowly when it comes to Municipal politics, policies and funding. Planning is critical to any successful project, this is no different in large or small communities.

The City of Prince Albert has a minimum five year capital upgrade plan. Some areas we look ahead up to seven years. This allows us to prioritize the water and sewer utility upgrades and the ability to potentially move certain projects around as required based on changing priorities.

Many of us know our systems inside and out, where troubled locations are, what requires upgrades, replacement or repairs. Communicating this information to the policy makers and politicians who have the ability to authorize and provide funding for a project to move forward is a challenge. Having an office discussion regarding system upgrades with your superiors is easily forgotten and too often brushed aside or pushed to the so called back burner of priorities.

So how do we communicate important issues effectively so they can be addressed?

“Develop a report using factual data and pictures to enforce what we are saying!”

Your operations already have an abundance of the required supporting documents to get your plan started. Waterworks System Assessments, engineering studies, operations and maintenance records are a great tools in providing some basic written information, and finally “Pictures” will pull together your report.

Present this report to the “Permittee” (Mayor and Council) or (Reeve & Council). When you present a report in front of the group of people responsible for the water and sewer systems you have fulfilled your duties as a certified Operator and provided them with the now public information required to prioritize the issue within your communities operations.

Some of you may have heard the saying “A picture is worth a thousand words” they really are!

Below I offer two examples of reporting, one of an office discussion so called off the record versus a well-planned and written report presented to the policy makers.

You be the judge which one would get your attention if you were the Mayor or councilor?

### Example 1 (Office Brief)

We had noticed when P3, one of the three vertical turbine pumps at 2nd Avenue reservoir was operating the flows and pressures were lower than normal and that water was leaking from the pump base onto the floor. Yesterday we were conducting maintenance on P3, when we lifted the pump off the support base we noticed that the pump column has corroded and requires replacement. This pump is old from 1962 and should be immediately replaced as the two remaining pumps will not be able to service the system!

### Example 2 (Short report using specific data and pictures)

We have been experiencing some operation & maintenance issues at the 2nd Avenue reservoir and pump house. Operational data shows that for the past three months there have been two distribution pumps operating to support the required pressure and flows in the system where previously only one pump was required. Data suggests that the pumping efficiency of P3 has significantly decreased over the past year and now water is leaking from the pump base of P3 onto the floor when it is in service. To further investigate this decrease in pumping efficiency, maintenance was performed on P3. The two pictures below show the state of P3 when we conducted our inspection on Tuesday May 3.

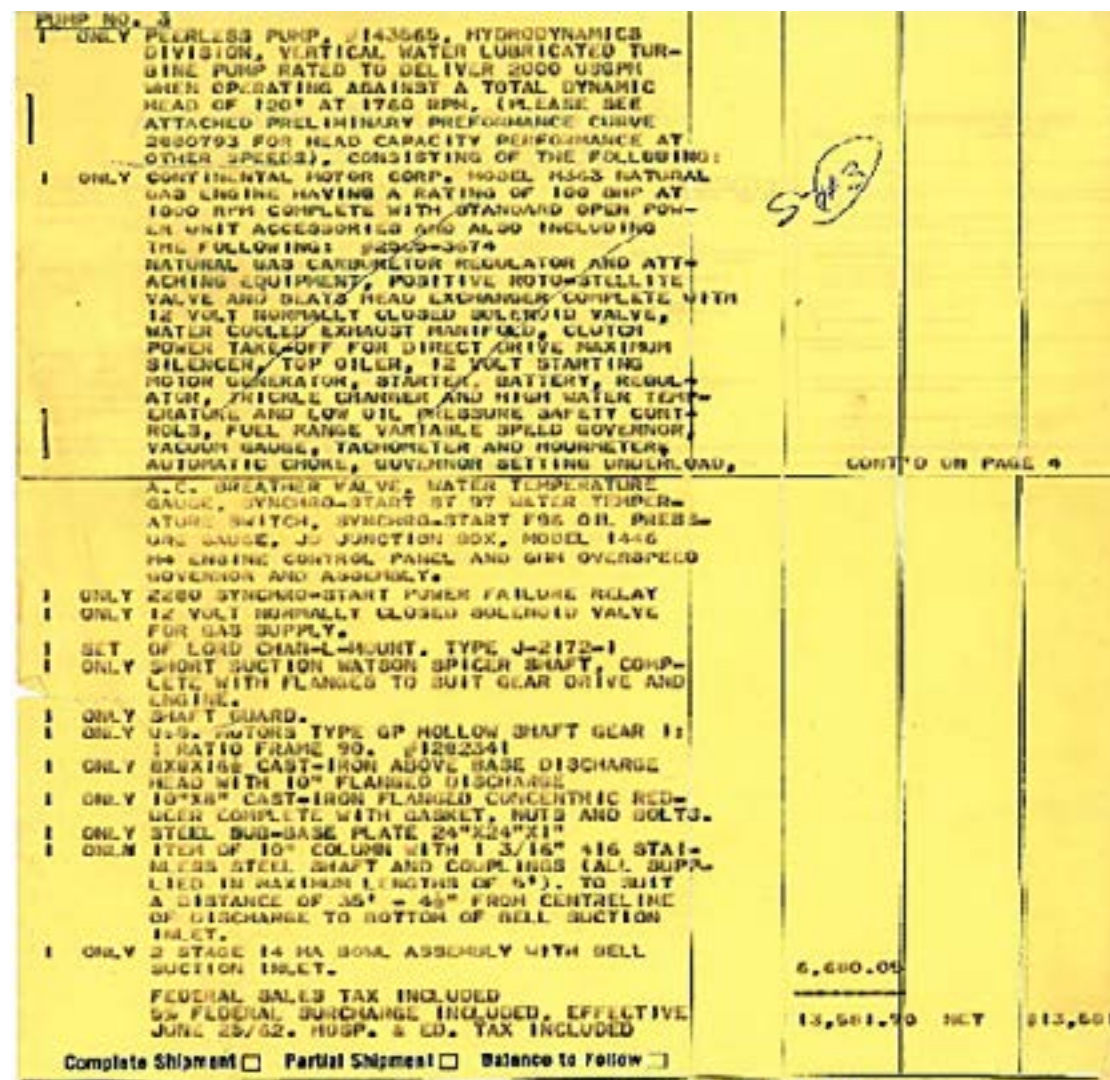


Partially corroded vertical turbine pump column attached to the discharge head. Pump still functioned at a lower efficiency of course!



**Water Infrastructure Upgrades  
Planning and Managing System Upgrades for Success**

Further review of pump records indicates that no upgrades have been performed to P3 since its installation in 1962. Below is the original pump specification for P3 showing the purchase date of June 25, 1962?



Engineering firm ABCD should be immediately contacted to determine the pump specifications required to support current system demands identified in the most recent Waterworks System Assessment report. Pump suppliers have initially indicated that delivery of a new pump could be up to 20 weeks away once ordered

Failure to immediately replace this pump will leave the water distribution system in a vulnerable state where there is no pumping redundancy, nor the ability to sufficiently provide required fire flow protections in this section of the water distribution system which could lead to localized system depressurizations, water quality concerns and drinking water advisories.

John Doe, Town Foreman

In all reality it may take you more time to put together a detailed report; however you can clearly see how factual data from operating records, engineering reports along with pictures all support your recommendations. When you present this type of report to the Civic leaders you have now presented the information to a group and not an individual. This also helps reaffirm their trust and respect that you are looking out for the community's best interests.

If you start to plan ahead you now become proactive instead of reactive and over time you will see the benefits of your hard work and planning pay dividends.

In an upcoming article we will walk you through some of the next project steps using real examples of what has worked for the City Projects.

Stay safe out there!

**The Saskatchewan Operator Certification Board  
Your Certification Renewal and Continuing Education Units**

**How do I know when to renew my certification?**

Renewal forms are mailed to operators, usually 2 to 3 months before the renewal date. If your renewal date is approaching and you have not received your notice, you can download the renewal form from our website: <https://saskocb.ca/wp-content/uploads/Renewal-Application-August-16-2018-1.pdf>

**What do I need to renew my certification?**

You will need a renewal application, \$150.00 renewal fee and one (1) Continuing Education Unit (CEU) every two (2) year renewal period. You cannot repeat the same CEU's for two consecutive renewals

(i.e. – if you took First Aid for your last renewal, you cannot repeat this course and use it for this one).

**How do I obtain CEU credits if there are no in person courses or conferences available?**

There are several courses now available through internet webinars, video conferences and online registrations. You can refer to our CEU approved list on our website for more information and options. Some courses will be noted as "online", "webinar", etc if it has been approved as such. You can check out the course facilitator websites for further details or contact them directly.

**I have extra CEU credits from my last renewal, can I use them for this one?**

CEUs must be earned during your current certification period (i.e. – May 2019 – May 2021) so any CEUs earned prior to that date will not be accepted.

**I want to take a course for my CEU credit but it is not listed on the approved list. What can I do?**

You can complete a CEU Evaluation Form for the course, including an agenda and detailed timeline and submit to our office. The Board will review it at the next Board meeting and, if approved, it will be added to our approved list and uploaded to our website.

The form can be found on our website - <https://saskocb.ca/wp-content/uploads/CEU-Evaluation-Form-June-10-2020-1.pdf>

**I do not have access to the internet and online learning options, can I get an extension on my renewal?**

At this time, we are not able to extend renewal obligations for anyone not able to obtain their CEU credits. If you cannot obtain CEUs you can contact our office or the EPO in your area for further instruction. EPOs can be found on the Facility Classification List on our website under the Operator Certification tab - <https://saskocb.ca/certification/>

**Where do I find the Board meeting dates and submission deadlines?**

All meeting dates and deadlines are listed on the home page of our website – [www.saskocb.ca](http://www.saskocb.ca)

**How do I submit my documents to the OCB office?**

Email, fax or Canada Post mail are all accepted ways to submit your documents to the OCB.

You can always call or email us with your questions:

Email – [info@saskocb.ca](mailto:info@saskocb.ca)  
Phone – 306-789-3430  
Fax – 306-789-3429  
Website – [www.saskocb.ca](http://www.saskocb.ca)



for sale

The Town of Foam Lake is offering for sale the following items:

**1. NEW 2016 Flygt Submersible Pump**

5.0 HP, Model # NP-3102, 1745 RPM, MT IMP 462 Vol. 4" c/w FLS Adaptive N Flush Valve Ready - 25' of cable  
**\$8,000**



**2. Used 2017 Flygt Submersible Pump**

5.0 HP, Model # NP-3102, 1745 RPM, MT IMP 462 Vol. 4" c/w FLS Adaptive N Flush Valve Ready - 25' of cable  
**\$3,000**

**3. Used 2010 Flygt Submersible Pump**

5.0 HP, Model # NP-3102, 1745 RPM, MT IMP 462 Vol. 4" c/w FLS Adaptive N Flush Valve Ready - 25' of cable  
**\$1,000**



**4. NEW Goulds Submersible Sewage Pump**

20HP Model #4N512N3EF, 4" Discharge, 230 Volt, 52 amp, 1750 RPM, IMP diameter 9.75" - 25' of cable  
**\$10,000**



**Please contact**

Foreman Bob Reynolds at 306-272-7082 or Assistant Foreman Kevin Beatty at 306-272-8018.



**5. 2012 Vulcan 1/2 Ton Hoist**  
Model # LIA1422, single phase, 115 volts  
**\$2,000**

workshops 2021

August 20

**ENERGY MANAGEMENT**

how to respond to stress & rapid change  
0.3 CEU's

This workshop is being offered in person (Dakota Dunes) or by webinar (where you are).

Registration cut off for the webinar is the Friday prior to the course. The office will be on sight for the in person and golf tournament happening the same day.

Please be sure to check that you have the invite in your email - it will arrive the Monday prior to the webinar. You will need to ensure that you allow Zoom to access your audio.

If you are using an iPad or another device please be sure that your zoom app is up to date prior to the webinar start. Please login 10 minutes prior to and be sure to check the following things:

1. When zoom asks to be allowed to access your speakers say yes - saying no means you will not hear the webinar
2. All are put on mute upon entering so the speaker does not receive any unnecessary background noise during the presentation.
3. The chat at the bottom of the screen is used for asking questions - you can address to everyone or you can send it to the SWWA office
4. Questions will be done for the most part at the end of the session, unless asked if there are any

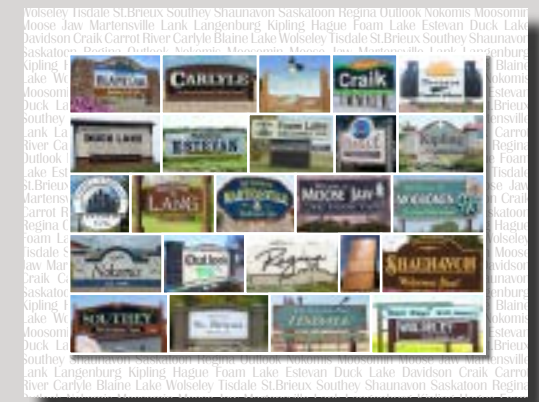
The SWWA office will not be available for troubleshooting other than in private chat in the webinar.

for sale **New!**

**Looking to buy or sell used equipment? Advertise here -**

**Contact:** Calle Behnke  
SWWA Office Manager  
Box 7831 Stn Mn | Saskatoon | SK. |S7K 4R5  
E: office@swwa.ca  
P: (306)668-1278

Office hours are Monday to Thursday 8am to 4pm. We are closed on all Statutory holidays.



2021 - 2022  
CALENDAR

Call for

photos

submit your best pics to

office@swwa.ca

**GOOD**  
**THINGS COME**  
*to those who*  
**WAIT**

**WE ARE BACK!**  
**SWWA**  
**CONFERENCE**  
**& TRADESHOW**  
**November 3 - 5, 2021**  
**CONFERENCE REGISTRATION**  
**OPENS**  
**July 12, 2021**

# Golf

The SWWA golf tournament will be held **August 20** at the **Dakota Dunes Golf Resort**

Register yourself or your team of 4 online today.

Can't golf no problem - not all of us can, just sign up and give it a whirl from never before golfers to advanced we all have a great time out on the course with laughter flowing frequently.

Register online here  
<https://www.swwa.ca/golf-tournament>

We do still have some holes available for sponsorship - contact the SWWA office today or check out the sponsorship on the website under the events tab

# Winnovators

We solve problems at work every day. But what if our problem-solving could change lives?



WaterAid's employee development programme solves real issues, funds life-changing work and teaches new skills.

See what it takes to be a Winnovator!

[www.wateraid.org/uk/waterinnovators](http://www.wateraid.org/uk/waterinnovators)

or contact **Nefertiti Saleh** at [nsaleh@wateraidcanada.com](mailto:nsaleh@wateraidcanada.com) for more information.

 **WaterAid**

 **Water Innovators**  
developing skills – building talent