Circuit Rider Training Program
Minimum Program Requirements for Water and Wastewater Systems

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This document will evolve based on feedback from users and other stakeholders. Comments on the document and questions on departmental policy on which this document is based may be forwarded to [normes-standards@ainc-AANDC.gc.ca].
Circuit Rider Training Program:
Minimum Program Requirements for Water
and Wastewater Systems

1.0 Introduction

The Government of Canada is committed to assisting First Nations in the provision of safe, clean, drinking water and effective wastewater treatment and disposal. Through the Capital Facilities and Maintenance Program (CFM Program), Aboriginal Affairs and Northern Development Canada (AANDC) provides funding to First Nations for the design, construction, operation, maintenance, and monitoring of drinking water and wastewater systems on reserve.

To ensure proper operations and maintenance activities and, thus, sustainable water and wastewater systems on First Nations’ lands, AANDC funds the Circuit Rider Training Program (CRTP). Through the CRTP, Circuit Rider Training Program Service Providers (CRTPSPs) are employed as third-party service providers to manage water and wastewater system trainers under the auspices of AANDC’s CRTP.

The CRTP is designed to provide hands-on training and mentoring services to operators of First Nations drinking water systems and wastewater systems. Under this program, mentoring services are delivered by Circuit Rider Trainers (CRTs) who provide the on-site, hands-on training to assist First Nations operators to attain and maintain the level of certification required for them to operate, maintain, and monitor their community’s drinking water systems and wastewater systems.

The goals of the Circuit Rider Training Program include: supporting on-reserve water and wastewater system operators in developing and maintaining the capacity to manage their systems well; improving the maintenance, management and effectiveness of on-reserve drinking water and wastewater systems; reducing the number and duration of drinking water advisories (DWAs); and, helping First Nations communities to exploit the full service life of their water and wastewater infrastructure.
2.0 Purpose of the Minimum Requirements

The purpose of the CRTP Minimum Program Requirements is to provide AANDC’s regional CRTP coordinators with a clear process and clear requirements for implementing and maintaining a successful Circuit Rider Training Program in their region.

The minimum program requirements outline:

- Minimum core components of the baseline level of service for the Circuit Rider Training Program; and
- Roles and responsibilities for CRTPSPs, CRTs, and AANDC including:
  - A process for use by regional AANDC CRTP coordinators tasked with implementing CRTP in their region (outlined in Section 5);
  - Guidance on how to evaluate CRTPSPs and the services that they provide (outlined in Section 6); and,
  - Eligibility requirements for CRTPSPs and CRTs to qualify to provide CRTP services (outlined in Section 7).

Definitions of terms used in these guidelines can be found in Appendix A.

2.1 Effective Date

The provisions in this document come into effect as of 1 April, 2013.
3.0 What is the Circuit Rider Training Program?

The Circuit Rider Training Program is a long-term capacity building program that employs itinerant trainers, called Circuit Rider Trainers (CRTs). The CRTs visit First Nation communities and their system operators to provide them with on-site, hands-on training on how to operate, maintain, and monitor their communities’ drinking water and wastewater systems.

These on-site training and mentoring services are also backed up by a 24/7 telephone support service that First Nation operators can use to contact a CRT or other qualified person for advice at any time of the day on any day of the week.

To support operators in all system management tasks, CRTs can be involved in any of a number of support activities including, but not limited to, training operators hands-on with: repairs, regular scheduled maintenance, sample collection and testing, record keeping, developing budgets, developing training plans, and reporting to the appropriate First Nation administrator(s) (see Section 7.0 for more information on the types of services that CRTs provide to First Nation communities).

Through these activities, the CRTs help First Nations’ operators to develop the necessary skills, to expand their experience, to determine for themselves what routine repairs and maintenance are required for their systems, and to ensure that these repair activities are undertaken (thus ensuring reliable service and maximizing the ultimate service life of the community assets).

3.1 Community Eligibility

To be eligible to participate in the CRTP and to benefit from the services of a visiting CRT, First Nations communities must meet three basic criteria:

1. Operate a drinking water system or wastewater system that is funded by AANDC, including those operated by treaty and self-governing First Nations;
2. Employ one or more drinking water or wastewater system operators (there may be some regional exceptions granted to this where a hub model or remote operation of treatment systems is in place, with operation of more than one system by a qualified operator or where there is an arrangement within the regional service contract or agreement to have a CRT directly operate systems that are temporarily without an operator due to circumstances such as illness, vacation, or retirement); and,
3. Agree to share with AANDC information pertaining to the management and performance of drinking water or wastewater systems participating in the program. This information will be used to assess the effectiveness of the CRTP and for public reporting purposes. To share information gathered by CRTs with Health Canada or with Environment Canada, AANDC’s regional coordinators will have to obtain permission from the First Nation community leadership on a case-by-case basis.
Note that First Nations are not required to participate in the CRTP, however, participation is strongly encouraged where operators would benefit from additional support to achieve and maintain certification or where the Annual Performance Inspection of the water or wastewater system identifies high risk in the operation, operator or monitoring and reporting risk factors.

### 3.2 Operator-Focused Service

The number of visits and duration of training for each operator and community will vary depending on the complexity of systems being managed and the degree of training needed by operators. For each participating community, CRTs will propose site visit schedules and operator training plans after conducting an initial site visit of the community’s water and wastewater systems. The purpose of the initial visit is to identify immediate problem areas and deficiencies, assess operator training requirements, and detail the equipment and materials required for training. Further details about the initial site visits, including timing, can be found in Section 7.

CRTs will be required to make at least one (1) site visit annually (i.e. at least an initial site visit) to each community served. The planned number of site visits, which will be detailed in the site-specific work plan for each community (see Appendix D), will be based on the condition of the water and/or wastewater systems and the training needs of the operator(s).

To be flexible and responsive to regional and community-specific needs and circumstances, the following variables must be taken into consideration by the CRT when scheduling visits and developing a training plan for operators:

- **Operator Experience**: A new operator, regardless of certification status, will likely require more scheduled visits, or call-ins, or both.

- **Remoteness**: The more remote a community, the longer the duration of the visit that may be necessary. CRTs are encouraged to stay in touch with remote operators more regularly via telephone calls and video conferencing (where feasible).

- **Number of AANDC-funded assets in the community**: For communities with more than one drinking water or wastewater asset, CRTs should schedule training to minimize travel costs and cover as much as possible during visits to the community. As such, the CRT should plan to visit more than one operator when they visit a community that has both drinking water assets and wastewater assets.

- **Operator Capacity**: When developing operator training plans, CRTs are expected to assess the operators’ training needs based on the level of operator education and certification; as well as operator capacity for each of the relevant Operating and Support Activities listed in Section 7 of this document.
- **Operations-related risk factors** – When evaluating the overall management of water or wastewater systems, AANDC assesses the main components of the system to determine an overall system management risk score pursuant to AANDC’s *Operational Instructions for Risk Level Evaluation*. The resulting scores highlight operations and design-related deficiencies and are useful in assessing the CRTP level of service required for a given system. Approximately 60% of an overall risk score arises from three operator-related risk factors: operations and maintenance risk; operator training risk; and records and reporting risk. AANDC regional CRTP coordinators will provide the CRTPSPs and/or CRTs the relevant operations-related risk scores prior to the initial site visits. AANDC regional CRTP coordinators may wish to share this information at the call for proposals stage of the contracting process since the information should help CRTPSP to better estimate the required level of service for each community. In general, the greater a system’s operator-related risk factor scores, the greater the number and duration of site visits that CRTs should plan for that system.

- **Wastewater Systems Effluent Regulations**: CRTs should plan for a greater number and duration of site visits to some wastewater systems should Environment Canada identify them as not being in compliance with the *Wastewater Systems Effluent Regulations* (WSER). A list of deadlines for the WSER is provided in Appendix K.

- **Travel Budget**: CRTPSPs should ensure that CRTs have the relevant information to be able to adjust the planned number of visits to communities within their circuit to stay within the upper limit of the travel budget set for each region as per the CRTPSP contract (or funding agreement).

The following level of service standards must be included in CRTPSP funding agreements/contracts:

- **Year-round service**: CRT services will be made available year-round;

- **Minimum and maximum number of CRT site visits per community**: Based on previous experience with CRTP in the region, Regional AANDC CRTP coordinators will recommend minimum and maximum numbers of CRT site visits to a community throughout the year, outside of which prior approval in writing from the CRTPSP and/or AANDC regional CRTP coordinator is required. These minimum and maximum limits should take into consideration past experience (i.e. ideal number of visits for the circuit rider trainer) and budget. AANDC regional CRTP coordinators will share this data annually with staff at AANDC headquarters.

- **CRT’s operator training plans**: CRTPSPs should ensure that any training plans developed by their CRTs for the training that the CRT delivers to operators includes a schedule showing when and where training will occur. They will also

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1 Information on risk factors and how they are evaluated by AANDC is provided under the heading of “Risk” at this web site: [http://www.aadnc-aandc.gc.ca/eng/1314114777838](http://www.aadnc-aandc.gc.ca/eng/1314114777838)
maintain on file copies of certificates and diplomas as well as a copy of the system’s certificate to operate. A log of certification and recertification activities is also highly recommended.

The recommended level of service for each community should be clearly identified and justified by the CRTPSP in the CRT site-specific work plans, which outlines the CRTs work with the First Nations operator (a sample site-specific work plan is provided at Appendix D). AANDC regional CRTP coordinators will determine the level of justification required.

3.3 Baseline Level of Service to meet Minimum Requirements

A nationally-funded, capacity-building program serving First Nation communities should provide fair, equitable, and high quality services to client communities. Based on best practices that have evolved over the years, a baseline level of service for the CRTP has been developed. This baseline includes:

- **On-Site Training and Mentoring**: CRTs must provide on-site, hands-on training for water and wastewater operators for all of the tasks involved in managing their systems properly.

- **24/7 Telephone Support**: Any time of the day and any day of the week operators must be able to contact qualified support (i.e. the CRT or a sub-contractor) assigned to their community so that when a problem occurs, primary operators or back-up operators can quickly contact someone who knows both them and their system.

- **Determine Training Needs and Develop Learning Plans**: CRTs must develop annual work plans for each community based on the training needs of the operator(s) and the repair and maintenance requirements of the systems.

The core components of the baseline level of service, or the minimum requirements, are outlined in more detail in Section 6.0 of this document.
4.0 Key Players in Delivering the Circuit Rider Training Program

The core service components mentioned in Section 3 are delivered according to roles and responsibilities of the following key players:

- **Aboriginal Affairs and Northern Development Canada** – Through funding instruments such funding agreements, and contracts (referred to from here on as contracts), AANDC provides funding to CRTPSPs for the implementation of the CRTP. AANDC manages those agreements to ensure that the service providers deliver the agreed services and activities. AANDC staff from regional offices and headquarters both have roles in the management of the CRTP. Therefore, the CRTP Minimum Program Requirement seeks to specify whether a task is the responsibility of staff at the regional level or headquarters level. The main points of contact between AANDC and CRTPSPs are via AANDC’s regional CRTP coordinators. The roles and responsibilities of AANDC regional coordinators are described in more detail in Section 5.

- **Circuit Rider Training Program Service Providers** - CRTPSPs receive funding from AANDC and are responsible for managing and delivering the CRTP for a defined region or for a specified group of First Nations communities pursuant to the requirements set out in this document. A CRTPSP can be any entity that meets the eligibility requirements set out in Section 5. Thus, examples of CRTPSPs can include, but are not limited to: Tribal Councils and other First Nations groups; technical corporations; joint ventures; partnerships; and other organizations. CRTPSPs do not have to be able to provide all services under the CRTP. For instance, the required deliverables in any region can be split up between more than one service provider or between a service provider and a subcontractor working for that service provider. In any case, the funding agreement(s) or contract(s) for CRTP services must clearly state who is responsible for providing the various services listed in this document. The roles and responsibilities of CRTPSPs are described in more detail in Section 6.

- **Circuit Rider Trainers** - CRTs provide on-site, hands-on training, mentoring, and support to First Nations system operators. The roles and responsibilities of CRTs are described in more detail in Section 7 and Appendix G of this document.
5.0 Roles and Responsibilities of AANDC Regional CRTP Coordinators

The main duty of AANDC regional CRTP coordinators is to ensure that CRTP services are delivered in their region to meet the baseline level of service mentioned in Section 3.3. A flow chart illustrating the process for implementation of the CRTP is provided in Appendix B.

5.1 Contract Management

AANDC’s Regional CRTP coordinators are responsible for approving and managing the funding agreement or contract with the CRTPSP(s) delivering the CRTP in their region pursuant to the Terms and Conditions of the Contract or funding agreement.

**Recruiting a CRTPSP** - AANDC will solicit and contract with CRTPSPs to implement the CRTP. CRTPSPs may include Tribal Councils, joint ventures, partnerships, or not-for-profit organizations. The CRTPSP must retain CRTs who will meet the hands-on training and mentoring needs of the First Nations’ water and wastewater systems operators. More than one funding agreement, or contract may be required, at the AANDC Region’s discretion.

Timing will likely vary between regions as to when the awarding of a contract or an agreement to a CRTPSP can occur but ideally it should be in place by early spring. The typical steps and/or time-line in the contracting process are as follows:

- Call for proposals
- Proposal submission deadline
- Proposal review completion date
- Typical contract award date (early spring)

To be considered as a CRTPSP, an organization should be able to demonstrate to AANDC that they meet the following requirements related to human resources, certification, and experience:

**Human Resource Requirements** – The following requirements must be met by the CRTPSP(s) in order to operate and maintain a full-service CRTP available to First Nations communities where the community Operator requires training/mentoring:

- Adequate number of trainers – On average, the recommended\(^2\) ratio is one full-time CRT for each six or seven full-time operators or equivalent.
- Full complement of training services – The CRTPSP(s) operator support program should provide the full suite of services outlined in Section 6.3 (i.e. regular on-site training, mentoring, etc.)

\(^2\) Although this document details the “minimum program requirements” for the CRTP, local conditions in the delivery of the service will vary by region. Therefore “adequate number of trainers” to be retained by the Service Provider will vary depending on number of communities, number of operators, number of systems, level of operator training, etc. Six or seven CRTs per full-time operator represents an average ratio.
hands-on mentoring, 24/7 telephone-based technical support, and operator training plan development).

- Membership in the Circuit Rider Trainer Professional Association (CRTPA) is strongly encouraged.

**Certification Requirements** - CRTs serving First Nation communities must be certified to the classification level of the systems they support. *Note: Certification requirements vary across Canada.*

**Standard Service Contract Components** - AANDC CRTP coordinators will ensure that the following standard service contract components are included in CRTPSP contracts:

- **Identification of Personnel** – The contract will identify that retention of CRTs under the CRTPSP will be as outlined in the Service Provider’s proposal. Changes in CRT status will necessitate a contract amendment.

- **Statement of work** – The statement of work will reflect all minimum requirements outlined in this document.

- **Terms and conditions** – The terms and conditions will reflect all minimum requirements outlined in this document. Failure to comply fully with the terms and conditions will be deemed to constitute breach of contract.

- **Comprehensive General Liability Insurance** – Minimum insurance coverage for regular CRTs will not be less than $2 million.

**5.2 Planning**

AANDC’s regional CRTP coordinators will perform the following planning functions in support of the CRTP:

- Approval of funding based on submitted proposal and CRTPSP Annual Regional Work Plan by April 1st every year.
- Determine when work plans from CRTs and CRTPSPs are due to ensure that approvals of funding based on the proposals can be reviewed and approved in time for the new fiscal year.
- Provide CRTPSPs with the most recent Management Risk Level Evaluation scores and supporting documentation, which CRTs can refer to when determining the required level of service for each community.
- Determine the level of justification required by CRTPSPs when they propose variations that are outside the recommended minimum or maximum number of visits to a community in that region and approve or reject such proposals.
- Communicate with CRTPSPs and CRTs on a biannual basis regarding the number and duration of CRT visits for individual communities, and ensure that work plans and budgets are updated accordingly.
5.3 Operating and Support Activities

AANDC’s headquarters’ staff and regional CRTP coordinators will perform the following functions in support of the CRTP:

- With input, if needed, from the Engineering and Technical Services Directorate, AANDC’s regional CRTP coordinators will offer advice and support to CRTPSPs in planning the training and certification of water system and wastewater system operators.
- AANDC Regional Offices will work with the CRTPSP to support contract negotiations with sub-contractors (where applicable);
- Unless similar workshops are offered in the region by another organization, work with CRTPSPs to help organize regional workshops for operators to complement the annual Circuit Rider Trainer Professional Association of Canada (CRTPA) general assembly. CRTPSP staff and AANDC staff will present on the latest issues and support the professional development of the operators (optional); and
- Participate in the CRTPA annual general assembly meeting, to the extent possible.

5.4 Monitoring and Reporting Requirements

The federal government must be able to measure progress in the provision of effective support services to First Nations. Toward this end, AANDC’s regional CRTP coordinators are tasked with conducting evaluations of the performance of CRTP Service Providers.

To accomplish this, AANDC regional CRTP coordinators will evaluate CRTPSPs annually according to their progress in completing effectively their annual regional work plans, which include both discrete tasks to be performed as well as overall objectives to be reached.

In conducting annual evaluations of CRTPSPs and AANDC regional CRTP coordinators will employ the form entitled: Form for Evaluation of CRTPSPs, which can be found in Appendix H.

AANDC’s regional CRTP coordinators will verify that CRTPSPs do not renew CRT contractor contracts or sub-contractor contracts when they fail to meet the minimum requirements of the annual evaluation as set out in the statement of work in their contracts.

AANDC’s regional CRTP coordinators will also perform the following monitoring and reporting functions:

- Review CRTPSP Annual Work Plans, which are based on the training needs of the operator(s) and the repair and maintenance requirements of the system, developed and submitted by CRTPSPs. These reports will be used for AANDC’s
annual planning and to inform the Department’s annual public reporting on public expenditures.

- Review the CRT’s proposed site-specific work plans each year and assess performance against that work plan.
- Perform a mandatory review and follow-up of site visit reports provided by CRTs.
- Conduct annual community-level CRTP satisfaction assessments in 5% of communities served by the CRTPSP. The AANDC Regional CRTP coordinator will provide the results of the survey to the CRTPSP (A sample satisfaction survey is provided in Appendix J).
- Help Community Infrastructure Branch prepare reports for progress and program performance for AANDC public reporting.
6.0 Roles and Responsibilities of Circuit Rider Training Program Service Providers (CRTPSPs)

6.1 Contract Management

Standard Proposal Components – Potential CRTPSPs should ensure the following standard proposal components are met when developing and submitting a proposal for a CRTP services contract to AANDC.

Types of Services to be provided – Pursuant to Section 3 and Section 6, the proponent will outline the frequency of services planned, all types of services to be provided, and for each type of service provide a list of retained CRTs qualified to provide those services.

CRTs and Service Provider organization chart – The prospective CRTPSP will include a complete list of retained CRTs who will participate under the contract and/or agreement. For each retained CRT, the prospective service provider will indicate name, education, qualifications, certifications, years of experience, and types of services that the CRT will provide. The prospective service provider will also provide an organization plan indicating titles, functional responsibilities, reporting arrangements, and backup personnel.

Communities to be served – The prospective service provider will include in the proposal a list of communities to be served, the frequency of services delivered, the types of services to be provided, and the names of the CRTs assigned to each community. Each served community will be assigned a primary CRT and a backup CRT.

CRTP Funding Proposal - CRTPSPs are responsible for submitting to AANDC proposals for CRTP funding on an annual basis. The proposal should be based on the CRTPSP’s Regional Annual Work Plan (see Section 6). The cost of the CRTPSPs administration and management services cannot exceed 10% of the total estimated cost of the proposal if the CRTPSP plans to subcontract any CRT services. A national average community cost is being developed based on these requirements and a cap on the percentage above this national average per community cost will be added to a subsequent version of these requirements. CRTPSPs should check with their AANDC contact (usually the regional CRTP coordinator) to remain informed about the current national average cost of CRTP per community and applicable funding caps when developing funding proposals.

Liability Insurance - Proposals from prospective CRTP service providers must include a list of proposed CRTs along with proof that all CRTs have been and will be provided with adequate liability insurance coverage.

CRT Compensation - CRTPSPs are responsible for compensation of CRTs they have retained to serve the First Nation communities. The CRTPSP will also provide the CRTs...
with an annual travel budget based on AANDC-approved CRTPSP Annual Work Plans and travel budgets.

**Additional Expenses** - CRTPSPs will normally be paid solely according to their agreement or contract terms and conditions. In the course of an agreement or contract, additional expenses may have to be incurred where a community requires above-average CRTP support as demonstrated in the site-specific work plan developed by the CRTPSP for that community. Such additional expenses must be approved by AANDC before they are incurred. Requests to incur additional expenses must include detailed, itemized cost estimates. Only pre-approved additional expenses will be reimbursed and the reimbursement will be based solely on actual costs.

### 6.2 Planning

**CRTPSP Annual Regional Work Plans** - CRTPSPs are responsible for developing the CRTPSP Annual Regional Work Plans by amalgamating the individual site-specific work plans of each community served, which takes into account the training needs of community operator(s) and the routine repair and maintenance needs of the systems, as determined by CRTs. See the “Determining Training Needs and Developing Learning Plans” description in **Section 6.3** for more details.

While the CRTPSP planning cycle may vary from region to region, any CRTPSP requiring a new contract should submit a proposal for a CRTPSP Annual Work Plan to AANDC in electronic (MS Excel) format on or about November 30th. This will allow for an appropriate amount of time for AANDC reviews and approvals. CRTPSPs renewing an agreement or contract may work with AANDC to determine whether an alternative planning schedule may be followed. A sample CRTPSP Annual Work Plan is provided in **Appendix E** to aid CRTPSPs in creating their work plans.

### 6.3 Operating and Support Activities

**CRTPSP Key Functions** - The objectives of the CRTPSP should align with AANDC’s objectives for the CRTP program. Specifically, a CRTPSP’s objective is to assist First Nations operators become and remain certified and are able to operate and maintain their systems to AANDC’s water and wastewater protocols and applicable federal and provincial regulations and standards. A CRTPSP (or a combination of CRTPSPs in a region where more than one service provider is providing the elements of the CRTP) is expected to possess and offer the three key functions outlined below. Enough CRTs with a range of expertise and skills must be retained in a given region to be able to cover the full range of key functions. The following are the three *key* functions that each CRTPSP (or combination of CRTPSPs) will provide:

1. **On-Site Training and Mentoring**: The CRTPSP must ensure that CRTs are able to provide on-site, hands-on training for water and wastewater operators for all of the tasks involved in managing their systems properly. CRTPSPs will also retain sufficient CRTs that can, whether individually or as a group, provide all areas of
service to First Nations according to the list of CRT activities set out in section 7.2.

2. **24/7 Telephone Support**: Any time of the day and any day of the week operators must be able to contact qualified support (i.e. the CRT or a sub-contractor) assigned to their community so that when a problem occurs, primary operators or back-up operators can quickly contact someone who knows both them and their system.

3. **Training Plans**: The successful CRTPSP will retain CRTs that are certified to the level of the water or wastewater systems operated by those they train, that can become familiar with the systems in each community (including operational procedures and operator certification levels), and that are able to develop annual work plans for each community based on the training needs of the operator(s) and the repair and maintenance requirements of the systems. The CRTPSP will retain CRTs that are able to complete an annual training needs and learning plan report that will be provided to the First Nation and to AANDC.

### 6.4 Monitoring and Reporting Requirements

CRTPSPs will ensure that the required reports are provided to the AANDC regional CRTP coordinator including Annual Work Plans, Site-Specific Work Plans, and Site Post-Visit Reports.

CRTPSPs who fail to meet the minimum requirements of the annual evaluation as set out in the statement of work of their agreement(s) or contract(s) will either be refused extension or renewal of said agreement or contract, or be placed on probation for one year, at the discretion of AANDC. During the probation period, CRTPSPs must improve services so as to meet evaluation requirements at the next annual evaluation. At the outset of the probationary period, AANDC will assess the reasons why the CRTPSP has failed to meet the minimum requirements and determine a course of action to address these issues. The CRTPSP will be expected to work with AANDC to facilitate the assessment, including meeting with the regional CRTP coordinator and providing required documentation in a timely manner. During the probationary period, the CRTPSP will also be required to share the updated CRT Site-Specific Work Plans, post-visit reports, and updated CRTPSP Annual Work Plan with the AANDC regional CRTP coordinator on a quarterly basis and/or upon request. Should the CRTPSP fail to meet minimum requirements a second time, an agreement or contract will be entered into with another CRTPSP.

**CRTPSP Annual Report** - Using the CRTPSP Annual Work Plan, the CRTPSP will provide semi-annual updates to the appropriate First Nation community administrator(s) and the AANDC regional CRTP coordinator regarding its implementation. Progress reports should identify any changes to the plans due to changes in training needs, emergency situations, changes in funding availability and such.
6.5 Professional Development

Eligible CRTPSP expenditures under their CRTP agreement or contract will include funding to cover membership fees and travel and accommodation costs to allow CRTs to attend the CRTPA’s annual general assembly. One CRT per region should be identified to serve as a board member on the CRTPA according to a vote amongst the CRTs of that region. Travel and accommodation costs for board meetings are included in AANDC’s funding agreement with the CRTPA.

Organizations providing CRTP services should strongly encourage their Circuit Rider Trainers to be members of the CRTPA.
7.0 Roles and Responsibilities of Circuit Rider Trainers

7.1 Planning

CRTs’ Site-Specific Work Plans – A Circuit Rider Trainer’s work with a community will be guided by a site-specific work plan, which should be filled in following the CRTs initial site visit to a community. The site-specific work plan must be developed by the CRT in consultation with the operator(s) and then approved by the CRTPSP and the AANDC regional CRTP coordinator before operator support and training begins. CRTs will work with CRTPSP and the regional AANDC coordinator to determine the appropriate work planning schedule to ensure that the site-specific work plans are completed in time for CRTPSPs and AANDC coordinators to review and approve the proposals in the appropriate timeframe. The work plans should be based on a fiscal year, which begins April 1 annually. This initial work plan is required for CRTPSP planning, budgeting, and developing proposals for funding. The initial work plans are expected to be updated periodically to reflect progress made by CRTs throughout the year.

CRTPSPs will ensure that CRTs follow the guidelines for determining level of service standards set out in Section 3.2 of this document when determining their service delivery schedule for a community. The CRT will work with the CRTPSP to ensure that the service delivery schedule for a community is adjusted to match the level of service described in the CRTPSP’s proposal and to stay within the limits of the travel budget set for the region as per the CRTPSP’s contract. CRTPSPs should ensure CRTs remain aware of changes to AANDC’s water and wastewater protocols and relevant new regulations as they come into force in order to be able to support operators in meeting new regulatory requirements.

A sample template site-specific work plan that can be used for water and wastewater systems is provided in Appendix D. The work plan template has been designed to help CRTs to outline their findings from the initial-site visit and map out the planned CRT-delivered training activities recommended for a specific operator and community. The same site-specific work plan can be used by CRTs to track progress against operator training needs and deficiencies noted in the initial site visit.

7.2 Operation and Maintenance Support Activities

CRT Activities - Either individually or as a group, CRTs provide expertise and support to First Nations through the following activities. These activities are delivered to First Nations according to a site-specific work plan that is developed for each community and that takes into consideration the standard variables for determining level of service as outlined in Section 3.2.

Operator training and mentoring by CRTs must be hands-on and on-site.
1. **Drinking Water Quality** – CRTs must provide hands-on training and support to operators to meet the quality requirements stipulated in relevant AANDC protocols\(^3\) and applicable federal guidelines, regulations, and standards. For every community in which a Drinking Water Advisory (DWA) exists, the CRT will support the First Nation to employ AANDC’s and Health Canada’s *Procedure for Addressing Drinking Water Advisories in First Nations Communities* (the Procedure)\(^4\). Under the Procedure, CRTs may be expected to serve as a member of the Community-Based Water Team (CBWT) whenever their expertise is required. As a member of the CBWT, the CRT may be expected to provide technical advice to assist in the development, implementation, and monitoring of remedial measures.

2. **Wastewater Quality** – CRTs must provide hands-on training and support to operators to meet the wastewater quality requirements of AANDC’s protocols\(^5\) and applicable federal guidelines, regulations, and standards. These requirements include that, where applicable, First Nation wastewater systems must comply with the *Wastewater Systems Effluent Regulations* (WSERs), which came into force June 28, 2012. The WSERs apply to all wastewater systems discharging to surface water that are designed to collect (or actually collect during any calendar year) an average daily volume of 100 m\(^3\) or more of influent. Those First Nation wastewater systems that are not subject to the WSERs will continue to ensure that their wastewater effluent quality meets standards found in AANDC’s protocols.

3. **Operations** – Where needed, CRTs will assist operators in developing functional work plans for the operation of their water and wastewater systems. CRTs will provide the mentoring and/or hands-on training or assistance needed for the operator to adhere to the operations work plan through the year. For system operation, this may take the form of daily and weekly schedules or task lists derived from system O&M manuals and other site-specific functional specifications and requirements.

4. **Maintenance** - The CRT must also be able to assist operators to develop and/or update and implement a Maintenance Management Plan (MMP) for their system(s). An MMP helps in the planning and carrying out of preventive maintenance activities to keep equipment in good working condition and to


extend their service life. An MMP can take the form of calendar-based task lists and work orders. The CRT must be able to provide on-site support on how routine maintenance must be conducted and may also need to assist in the procurement and management of outside expertise when it is required for maintenance and repairs.

5. **Sampling and Testing** – CRTs will provide hands-on training to system operators to help operators to familiarize themselves with the procedures required to conduct all types of sampling and testing as required under AANDC’s water and wastewater protocols and applicable federal regulations and standards. Where there are other applicable federal regulations and standards for sampling and testing, the CRT will assist the operator in determining and fulfilling roles and responsibilities in coordination with other stakeholders. For example, Health Canada conducts sampling and testing of drinking water quality as a final check of the overall safety of drinking water at the tap.

6. **Record Keeping and Reporting** – CRTs will train system operators in completing all record keeping and reporting as required under AANDC’s water and wastewater protocols and applicable federal guidelines, regulations, and standards.

7. **Review of Feasibility Studies and Design Proposals** – With First Nation approval, CRTs will be provided the opportunity to review feasibility studies and design proposals for communities they serve early in these processes to provide input and identify potential operational, functionality, and safety issues. This would be a general review based on the CRT’s experience and would not be considered a technical or engineering assessment or form of approval. The CRT may wish to refer to AANDC’s and Health Canada’s joint document: *Guidelines for the Review of Water and Wastewater Project Proposals in First Nations Communities South of 60°* for guidance. CRT input on feasibility studies and design proposals should be provided to the appropriate First Nation administrator(s), the system operator, and the regional AANDC CRTP coordinator. Where appropriate, CRTs should work with their CRTP Service Provider and AANDC to seek First Nation approval for this activity.

8. **Commissioning Review and Instruction Services** – One of the CRTPSP’s retained CRTs should be available and capable of reviewing the commissioning process of a new water and wastewater system. The commissioning process will help CRTs gain an understanding of the operations and maintenance requirements of the new system.

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6 Any testing of distribution system water quality conducted by Health Canada is for compliance and third party monitoring from a public health perspective and in no way replaces daily and weekly operational monitoring (of the raw water, treated water, and distribution system water) that must be conducted by the trained First Nations Water System Operator.

system. The knowledge gained by the CRT must be incorporated into the work plan for the operator.

9. **Operator Certification** – CRTs will assist the First Nation administrator(s) or regional CRTP coordinator in the development of a training plan to assist the system operator(s) to attain and maintain the level of certification required for their system(s). Such training plans should incorporate adequate Continuing Education Units (CEU) for system operators to maintain their certification(s) in good standing. The training plan should be shared with the AANDC regional coordinator.

10. **Health and Safety Training** – To the best of their abilities, CRTs will work with the operator to identify, in a training plan, all occupational health and safety training needs to ensure operators can safely operate their plant, in keeping with AANDC’s water and wastewater protocols and applicable provincial regulations. These needs may include training in: confined space entry, MSDS, WHMIS, CPR, and emergency first aid.

11. **Emergency Response Plans** – CRTs will support the operator to develop emergency procedures to follow in case of an emergency specific to their system and that supports the community’s Emergency Response Plan (ERP) if such procedures are not already in place. The emergency procedures should identify steps to follow for different possible scenarios, and include a contact list for these scenarios. The ERP should be easily accessible. The emergency procedures should be updated as required and exercised by the operator at minimum once a year with assistance, if necessary, from the CRT.

12. **Remote Monitoring Capability** – In communities with remote monitoring capacity, the CRT will work with the system operator to arrange for training opportunities and demonstrations. The aim is for the operator and CRT to gain a complementary understanding of the installation, configuration, and security measures related to their systems. Relevant tasks and contacts should be incorporated into the system operator’s work plan as well as the emergency response plan.

Many of these tasks are summarized in the sample standard job description for CRTs in **Appendix G**.

**Annual Performance Inspections** - In some regions, CRTs may be requested to conduct AANDC Annual Performance Inspections of water and wastewater systems. In such cases, a CRT who is not the principal CRT for the community must conduct the inspection.

In the regions where CRTs conduct the Annual Performance Inspections, this activity will be included as required in CRTPSP Annual Work Plans and in funding proposals.
The Annual Performance Inspection will address the performance of the drinking water and wastewater systems, operational procedures and operator certification. Data from the inspections will be submitted to the First Nation, to the CRTPSP, and to AANDC.

7.3 Monitoring and Reporting Requirements

**CRT’s Site Post-Visit Reports** – CRTs will prepare site visit reports at the conclusion of each site visit (a sample of this post-visit report is provided in Appendix F). Site visit reports will also be updated following telephone check-in with operators. The site visit reports are primarily for reporting and for use in updating the site-specific work plans (a sample site post-visit report is provided in Appendix G). The list of recipients of the Site Post-Visit Reports shall include:

- CRTP Service Provider
- Appropriate First Nation administrator(s)
- Tribal Council (where applicable)
- System operator
- AANDC regional CRTP coordinator
- Third-party managers/co-managers

A copy of the completed site post-visit report should be provided to the operator and to all applicable recipients (as listed above). Recipients should also receive a copy of the site-specific work plan if it is updated following a site visit (copies may be digital or hardcopy.)

The information captured in the site post-visit reports will be used by the CRTPSP for periodic progress reviews of the CRTs they employ. The summary of this information will be used and submitted by CRTPSPs in an annual report for review by AANDC’s regional CRTP coordinator.

7.4 Professional Development

Membership in good standing in the Circuit Rider Trainers Professional Association of Canada (CRTPA) is strongly encouraged for all Circuit Rider Trainers. The CRTPA is a national professional association of CRTs and other mentors working for or with AANDC’s Circuit Rider Training Program to provide on-site training and support for the operating staff and managers of First Nations drinking water systems, wastewater systems, public buildings, and other infrastructure.

In addition, CRTs are strongly encouraged to take advantage of professional development opportunities such as conferences, workshops, and in-class courses that are organized through the CRTPA and through AANDC regional offices.
Appendix A

Definitions of Terms Used in these Guidelines

Appropriate First Nation administrator(s) – The Circuit Rider Training Program Service Provider (CRTPSP) and/or the Circuit Rider Trainers (CRTs) will need to establish a working relationship with official(s) working/acting on behalf of the First Nation community that is being served by the specific Circuit Rider Trainer. The official(s) will be the “appropriate First Nation administrator(s)”. The official(s) may be the Chief, a member (or members) of Council, Band Administrator, Director of Operations, Infrastructure Director, Health Director, etc. In addition to the water and wastewater system Operator(s), the appropriate First Nation administrator(s) will be the primary contact(s) for all matters relating to the delivery of the Circuit Rider Training Program in the community.

Circuit Rider Training Program – The Circuit Rider Training Program (CRTP) is a national program that provides funding to Service Providers to retain Circuit Rider Trainers (CRTs) who provide on-site, hands-on training and mentoring as well as on-call support to help First Nation-based operators to operate, maintain, and monitor drinking water and wastewater systems.

CRTP Coordinator – A CRTP coordinator is a regionally based AANDC employee who is responsible for procuring CRTP services from Service Providers. Thus, the duties of an AANDC regional CRTP coordinator may include developing requests for proposal and tendering documents related to procuring CRTP services. In addition, the CRTP coordinator reviews proposals from CRTP Service Providers (CRTPSPs), develops contract/finding agreement documents, awards contracts/agreements, reviews and approves arrangement amendments, and approves progress payments. The CRTP coordinator may also responsible for helping CRTPSPs develop a plan of work, ensures that CRTPSPs complete all tasks as per the site-specific work plans and contract/agreement terms and conditions as well as verifies the quality of the work.

Circuit Rider Trainer Program Service Provider – A CRTP service provider (CRTPSP) is a third-party service provider working under contract for or with AANDC to provide CRTP services to First Nation communities that require the services. The CRTPSP retains and manages Circuit Rider Trainers (CRTs), who in turn provide training and mentoring services under the Circuit Rider Training Program. CRTP Service Providers also undertake the overall planning, co-ordination, and control of a contract/agreement for providing CRTP services aimed at meeting the terms and conditions from inception to completion of the contract/agreement.

Drinking Water Advisories - Drinking water advisories (DWAs) are preventive measures to protect public health from waterborne contaminants that could be, or are known to be, present in drinking water. They include Boil Water Advisories/Orders, Do Not Drink Advisories/Orders, and Do Not Consume Advisories/Orders. Boil water advisories are a way to advise the public that they should boil their tap water for drinking and for other uses, such as brushing teeth. Do not drink advisories are a way to advise
the public that they should use an alternative source of drinking water, like bottled water, for drinking and for other uses. “Do not consume” means that the water cannot be used in any form of food preparation. It is the responsibility of Chief and Council to issue a DWA, as well as to lift a DWA once corrective action has been taken. Environmental Health Officers (employed by Health Canada, First Nations, or Tribal Councils) recommend to Chief and Council when a DWA should be issued. In addition, if required, EHOs will recommend the necessary corrective action(s) to remedy the cause of the DWA.

**Full-time primary operator** – A full-time primary water system operator is defined as one employed for 37.5 hours per week and paid at the rate specified by the applicable AANDC funding agreement or contract for not less than 1,950 hours per year.

**Full-time backup operator** – A full-time primary water system operator is defined as one employed for 37.5 hours per week and paid at the rate specified by the applicable AANDC funding agreement or contract for not less than 1,950 hours per year.

**Part-time backup operator** – A part-time employee is defined as one employed for and paid at the rate specified by the applicable AANDC funding agreement or contract for not less than 975 hours per year.

**Recommended** – Where this document states that an activity or parameter is recommended, this activity or parameter is not a requirement of the program, but a preferred approach.

**Sample** – Several of the appendices in this document are labelled “sample”. This is to ensure that it is clear to the users of this document that what is provided in the appendices are samples, use of these specific forms is not mandatory and they are provided as guides.
PLANNING

1. AANDC Call for CRTP Proposals – If required
   AANDC CRTP Coordinators put forth a call for proposals for CRTP Service Providers (when required).

2. CRTP contract or funding agreement takes effect
   CRTPs begin providing services.

(TRAINING)

3. CRTs Conduct Initial Site Inspections and Create Site-Specific Work Plans
   CRTs conduct initial site-visits to communities and use the information they gather to populate a site-specific work plan template. The work plan will include operator training needs.

4. Review of site-specific work plans by CRTPSP and AANDC Regional Coordinator
   CRTPSPs submit updated Annual Work Plans to AANDC for review and approval bi-annually or when additional funding may be required.

5. CRTs Implement Work Plans
   CRTs implement on-site training and mentoring according to site-specific work plans.

6. CRTs Fill out Post-Visit Report
   CRTs fill out post-visit report after each visit.

7. CRT Update Reporting Elements of Site-Specific Work Plans
   CRTs update the training reporting portions of the Site-Specific Work Plan (i.e. date training completed, number of hours trained), which can be pulled from the Post-Visit Report.

8. CRTPSP Annual Work Plan Progress Reporting
   CRTPSPs submit updated Annual Work Plans to AANDC for review and approval bi-annually or when additional funding may be required. AANDC regional CRTP coordinators review the reports for progress and provide feedback to CRTPSPs.

9. AANDC Annual Evaluation
   AANDC regional coordinator evaluates CRTPSP based on the progress made against the Annual Regional Work Plan. The annual evaluation should be taken into consideration when CRTPSP contracts are being renewed.

10. AANDC Annual Satisfaction Survey
    AANDC regional coordinator will survey no less than 5% of the First Nations served by a CRTPSP to determine the community’s level of satisfaction with the service.

REPORTING

1. CRTP Program elements

EVALUATION

Winter

AANDC CRTP Coordinators put forth a call for proposals for CRTP Service Providers (when required).

(April)

2. CRTP contract or funding agreement takes effect
   CRTPs begin providing services.

(Spring)

3. CRTs Conduct Initial Site Inspections and Create Site-Specific Work Plans
   CRTs conduct initial site-visits to communities and use the information they gather to populate a site-specific work plan template. The work plan will include operator training needs.

4. Review of site-specific work plans by CRTPSP and AANDC Regional Coordinator
   CRTPSPs submit updated Annual Work Plans to AANDC for review and approval bi-annually or when additional funding may be required.

5. CRTs Implement Work Plans
   CRTs implement on-site training and mentoring according to site-specific work plans.

6. CRTs Fill out Post-Visit Report
   CRTs fill out post-visit report after each visit.

7. CRT Update Reporting Elements of Site-Specific Work Plans
   CRTs update the training reporting portions of the Site-Specific Work Plan (i.e. date training completed, number of hours trained), which can be pulled from the Post-Visit Report.

8. CRTPSP Annual Work Plan Progress Reporting
   CRTPSPs submit updated Annual Work Plans to AANDC for review and approval bi-annually or when additional funding may be required. AANDC regional CRTP coordinators review the reports for progress and provide feedback to CRTPSPs.

9. AANDC Annual Evaluation
   AANDC regional coordinator evaluates CRTPSP based on the progress made against the Annual Regional Work Plan. The annual evaluation should be taken into consideration when CRTPSP contracts are being renewed.

10. AANDC Annual Satisfaction Survey
    AANDC regional coordinator will survey no less than 5% of the First Nations served by a CRTPSP to determine the community’s level of satisfaction with the service.

Winter

AANDC CRTP Coordinators put forth a call for proposals for CRTP Service Providers (when required).

(Ongoing)

5. CRTs Implement Work Plans
   CRTs implement on-site training and mentoring according to site-specific work plans.

6. CRTs Fill out Post-Visit Report
   CRTs fill out post-visit report after each visit.

7. CRT Update Reporting Elements of Site-Specific Work Plans
   CRTs update the training reporting portions of the Site-Specific Work Plan (i.e. date training completed, number of hours trained), which can be pulled from the Post-Visit Report.

8. CRTPSP Annual Work Plan Progress Reporting
   CRTPSPs submit updated Annual Work Plans to AANDC for review and approval bi-annually or when additional funding may be required. AANDC regional CRTP coordinators review the reports for progress and provide feedback to CRTPSPs.

9. AANDC Annual Evaluation
   AANDC regional coordinator evaluates CRTPSP based on the progress made against the Annual Regional Work Plan. The annual evaluation should be taken into consideration when CRTPSP contracts are being renewed.

10. AANDC Annual Satisfaction Survey
    AANDC regional coordinator will survey no less than 5% of the First Nations served by a CRTPSP to determine the community’s level of satisfaction with the service.
Circuit Rider Trainers (CRTs) are expected to complete an Initial Site-Visit Report to report the findings of their initial site visit as well as provide data for developing a site-specific work plan (see Appendix D) to remedy identified deficiencies as well as for developing an operator training plan for the year.

Basic information should be recorded in the Initial Site Visit Report and deficiencies (such as deficiencies in design, operations, maintenance, training, and compliance with AANDC’s water and wastewater protocols and applicable federal and provincial regulations and standards that may be impairing the performance of the system) that are identified during the initial site visit should be used by the CRT to develop site-specific work plans.

Prior to the initial site visit the AANDC Regional CRTP Coordinator will provide CRTPSPs with copies of:

- AANDC’s *Operational Instructions for Risk Level Evaluation*
- Results of the latest Annual Performance Inspection for each water and wastewater system whose operator the CRTPSP’s CRTs will be supporting.
- The AANDC Annual Performance Inspection Questionnaire

These will assist CRTs in preparing training and site-specific work plans.
Appendix D

Sample Template for Site-Specific Work Plan

Site-specific work plans help CRTs to organize their work around helping operators to remedy deficiencies in their drinking water system(s) or wastewater system(s).

The site-specific work plans should be developed using a template spreadsheet entitled: CRT’s Site-Specific Work Plan.

The AANDC regional CRTP coordinator will provide CRTPSPs with digital copies of the template site-specific work plans in MS Excel (.xls) format. CRTPSPs will, in turn, will then use the template to create blank, digital site-specific work plan spreadsheets to be populated jointly by CRTs and their managers following the CRT’s initial site visit.
The Annual Regional Work Plan helps a CRTPSP to track the work being carried out by CRTs.

The Annual Regional Work Plan is created simply by combining all of the CRTs’ site-specific work plans into a single spreadsheet. The document should be developed using the template spreadsheet entitled: *CRTPSP’s Annual Regional Work Plan*.

The AANDC regional CRTP coordinator will provide CRTPSPs with digital copies of a blank template Annual Regional Work Plan in MS Excel (.xls) format. CRTPSPs, in turn, will then use data from CRTs’ site-specific work plan spreadsheets to populate the CRTPSP’s Annual Regional Work Plan.
Appendix F
Sample Template for CRT’s Site Post-Visit Reports

At the conclusion of any site visit, the CRT will submit a post-visit report.

The AANDC regional CRTP coordinator will provide CRTPSPs with digital copies of a blank template document entitled: Site Post-Visit Report in MS Excel (.xls) format. CRTs will use the template to create a post-visit report after each site visit.
CRT Job Description for Drinking Water Systems and Wastewater Systems

Recommended Work Load, Qualifications, and Roles and Responsibilities for Circuit Rider Trainers

The following is provided as a model template for use by regional offices of Aboriginal Affairs and Northern Development Canada (AANDC) in developing job descriptions (statements of qualifications and summaries of duties) for circuit rider trainers (CRTs) retained under or participating in AANDC’s Circuit Rider Training Program (CRTP).

To obtain the most up-to-date version of the standard CRT job description, please refer to the web site of the Circuit Rider trainers professional Association (http://www.crtpa.com).

Circuit Rider Trainer Job Description

Qualifications

- Minimum grade 12 education, C.E.T. or equivalent.
- Preferably a college-level diploma in a related technology field for operating and maintaining water and wastewater plants, distribution systems and collection systems.
- Knowledgeable in applicable Health Canada and Environment Canada regulations.
- Trained in various safety awareness topics, including:
  - Workplace Hazardous Materials Information System (WHMIS)
  - Operator Health & Safety
  - Confined space entry
  - CPR and First Aid training
- Must hold or be eligible to hold certifications equal to or higher than the classification level of the treatment plant(s) and distribution/collection system(s) that the Circuit Rider will oversee (Preferably level 2 or level 3 certification under the Association of Boards of Certification related to drinking water treatment and distribution as well as wastewater collection and treatment).
- Possession of Class III certifications in both water and wastewater plant operations is an asset.
- Be able to provide input at the feasibility stage or design stage of a project as well as be able to participate in commissioning work.
- Valid driver’s license and possession of a reliable and insured vehicle.
- Willing to travel to remote locations and to stay onsite for up to a week at a time.
- Be willing to fly in small aircraft
- Willing to work outside in inclement weather
Knowledge
- Knowledge of water chemistry, microbiology, and mathematics.
- Knowledge of mechanical, chemical, and biological water treatment processes, water distribution systems, and source water protection. Wastewater CTRs should have knowledge of wastewater collection systems and mechanical, chemical, and biological wastewater treatment plant processes.
- Knowledge of Occupational Health and Safety Regulations and WHMIS.
- Familiar with requirements of applicable legislation and regulations relating to constructing, operating, and monitoring of drinking water and wastewater systems.
- Knowledge of Health Canada’s (HC’s) Procedure for Addressing Drinking Water Advisories in First Nations Communities South of 60°.
- Knowledge of roles and responsibilities of all stakeholders (Operator, Chief and Council, AANDC, Health Canada, and Environment Canada) involved with First Nations drinking water and wastewater systems.

Skills/Abilities
- Ability to plan, organize, and implement a mentoring program by determining short- and long-term objectives and by ensuring that the objectives of the mentoring program are met.
- Good communication skills, both oral and written.
- Possession of excellent trouble-shooting and problem solving skills.
- Good understanding and use of computer software including word processing, spreadsheets and internet communications.

Personal Characteristics
- Outgoing, personable, and tactful
- Familiar with First Nations communities and respectful of First Nations people, their culture, and their aspirations.
- Willing to work outside in inclement weather
- Very good sense of humour

Roles and Responsibilities
Plan, organize, and deliver a variety of mentoring, training, and hands-on assistance under the Circuit Rider Training Program for First Nations water system and wastewater system operators. The training activities that CRTs may be required to undertake with water or wastewater operators include:
- Support operators to meet the quality requirements for water and/or wastewater stipulated in relevant codes and regulations (including AANDC protocols, Health Canada Guidelines, and Environment Canada’s Wastewater Systems Effluent regulations).
- Support operators in developing functional operations and maintenance work plans for each water and wastewater system.
- Demonstrate how routine maintenance and repairs are conducted and may also need to assist in the procurement and management of outside expertise when it is required for repairs and maintenance.
Aid system operators to familiarize themselves with the procedures required to conduct sampling and testing.
Train system operators in completing required record keeping and reporting.
Provide comments on feasibility studies and design proposals.
Attend the commissioning process of a new drinking water and wastewater system.
Aid Chief and Council to develop and implement a training plan to assist the system operator(s) to attain and maintain the level of certification required for their system(s).
Identify occupational health and safety training needs of operators.
Support the operators to develop emergency procedures to follow in case of an emergency.

Other CRT Responsibilities include:
- Participate in provision of 24/7 technical support to First Nations as required
- Prepare and submit site visit reports at the conclusion of each site visit
- As required, participate in community-based water teams (CBWTs) as per HC’s and AANDC’s Procedure for Addressing Drinking Water Advisories

Recommended Work Load
- CRTs will be required to make at least one (1) site visit per year (i.e. the initial site-visit) to each community.
- Otherwise, AANDC regional CRTP coordinators will recommend minimum and maximum numbers of CRT site visits to a community throughout the year, outside of which prior approval in writing from the CRTPSP and/or AANDC regional CRTP coordinator is required.
AANDC regional CRTP coordinators will evaluate annually CRTPSPs according to their progress in completing effectively their annual regional work plans, which include both discrete tasks to be performed as well as overall objectives to be reached.

In conducting annual evaluations of CRTPSPs, AANDC regional CRTP coordinators will employ the form entitled: *Annual CRTPSP Performance Evaluation (to be developed).*
Annually CRTPSPs will produce a report summarizing their progress in executing work described in site-specific work plans developed by their CRTs and summarized in the CRTPSP’s annual regional work plan.

In completing this report, CRTPSPs will employ the form entitled: CRTPSP’s Annual Report[to be developed]. AANDC regional CRTP coordinators will provide CRTPSPs with digital copies of this form.
In conducting their annual evaluations of CRTPs, AANDC’s regional CRTP coordinators will conduct an annual survey of at least five percent of communities that participate in CRTP.

In conducting the annual satisfaction survey, AANDC regional coordinators will employ the questionnaire entitled: *Annual Satisfaction Survey* (to be developed).
Appendix K
Important Dates Related to Implementation of the
Wastewater Systems Effluent Regulations

JANUARY 1, 2013
- Effluent quality and quantity monitoring begins
- Combined Sewer Overflow recording begins
- Records keeping and reporting requirements are in force
- Application for ammonia temporary authorizations may be submitted

MAY 15, 2013
- Deadline to submit identification report for wastewater systems in operation on January 1, 2013
- Deadline to submit first quarterly reports monitoring reports (if subject to quarterly reporting)
- Note: quarterly monitoring reports are due within 45 days after the end of each quarter

FEBRUARY 14, 2014
- Deadline to submit first annual monitoring reports (if subject to annual reporting)
  - Note: annual reports are due by February 14 of each subsequent calendar year.

FEBRUARY 15, 2014
- Deadline to submit first Combined Sewer overflow reports
  - Note: annual reports are due by February 15 of each subsequent calendar year.

JUNE 30, 2014
- Deadline to apply for Transitional Authorization
- Ammonia monitoring ends except for those with Temporary Authorizations for ammonia.

JANUARY 1, 2015
- Effluent quality standards and limits in transitional authorizations are in force
  - Exception: TRC standard for <5000 m$^3$/d wastewater systems
- Application for temporary bypass authorizations may be submitted
- Acute lethality monitoring begins for wastewater systems that already meet the effluent quality standards

JUNE 30, 2017
- Deadline to submit progress reports for wastewater systems with a transitional authorization expiry date of December 31, 2020

JUNE 30, 2020
- Deadline to submit the first progress report for wastewater systems with a transitional authorization expiry date of December 31, 2030 and December 31, 2040.

DECEMBER 31, 2020
- Deadline for wastewater systems with transitional authorizations expiry date of December 31, 2020 to meet the effluent quality standards for CBOD and SS.

JANUARY 1, 2021
- TRC standard for < 5000 m3/day wastewater systems comes into force.

JUNE 30, 2025
- Deadline to submit the second progress reports for wastewater systems with a transitional authorization expiry date of December 31, 2030 and December 31, 2040.
JUNE 30, 2030
- Deadline to submit the third progress reports for wastewater systems with a transitional authorization expiry date of December 31, 2040.

DECEMBER 31, 2030
- Deadline for wastewater systems with transitional authorizations expiry date of December 31, 2030 to meet the effluent quality standards for CBOD and SS.

JUNE 30, 2035
- Deadline to submit the fourth progress reports for wastewater systems with a transitional authorization expiry date of December 31, 2040.

DECEMBER 31, 2040
- Deadline for wastewater systems with transitional authorizations expiry date of December 31, 2040 to meet the effluent quality standards for CBOD and SS.

This document is intended to provide guidance only by reviewing some of the provisions of the Wastewater systems Effluent Regulations (WSER). This document is not a substitute for reading the WSER and does not in any way supersede or modify the Fisheries Act or the WSER. In the event of an inconsistency between this document and the Act and/or the WSER, the Act and the WSER prevail. Individuals with specific legal problems are urged to seek advice from legal counsel.