

The background of the slide is a photograph of a calm lake, likely Kootenay Lake, with forested mountains in the distance. In the foreground, there is a rocky shoreline with some driftwood and a concrete structure, possibly a breakwater or part of a dock. The text is overlaid on the upper half of the image.

Lessons from the Kootenays: Peer-to-Peer Water Operator Training

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The Water Smart Program

- Water Loss Management Training
- Water Smart Ambassador Program
- Water Metering Assessment & Support
- Learning Opportunities



Source: Columbia Basin Trust

The training challenge

- Water operators need continuing education units to maintain certification
- Issues and challenges with traditional training
- What if there was an alternative?

- **Traditional training is:**

- In-class
- Broad or generic content
- Out of region
- Expensive

- **What if training was:**

- Hands on
- System specific
- Local
- Cost-effective

Five Step Training Process

1. Trainer explains the role of the equipment and the specific component that is the topic of the activity.
2. Trainer demonstrates the activity while describing each step.
3. Trainer coaches the trainee through the activity.
4. Trainee repeats the activity with minimal direction from the trainer.
5. Trainee describes the role of component, safety and operational precautions to be taken; the process to be followed; and the tools necessary to complete the task.

P2P Pilot

- April 2015 – Dec. 2015
- Collaborative effort
 - Water Smart
 - EOCP
 - 6 Communities:
 - Castlegar
 - New Denver
 - Nelson
 - Kimberley
 - Cranbrook
 - Fernie



Source: BCWWA Watermark Magazine, Summer 2016

Mangers

Question	Yes / More	Somewhat / Maybe / Equal	No / Less	Other
Were your expectations of P2P met?	6	-	-	1
Will staff be able to apply what they learn in P2P on the job?	6	-	-	1
Relative to past CEU training will staff be more/equal/less able to apply what they learn?	5	1	-	1

Trainers & Trainees

Question (/20)	Yes / More	Somewhat / Maybe / Equal / Different	No / Less	Other (NA / None / Unsure)
Relative to past training, do you think P2P is a more, equal, or less effective way of training?	10	5	-	5
Relative to past CEU training did the P2P program offer more, equal, fewer, or different training opportunities?	1	12	-	7
Is the P2P training relevant on the job?	17	-	-	3
Would you continue to be a P2P trainer in the future?*(/12)	11	-	-	1
Would you take more P2P training in the future?+(15)	13	-	-	2

P2P potential & points to ponder

- Complements, not replaces, traditional training
- The importance of external support
- Further study
- Regional collaboration
- Beyond water



Thank You

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