

May 3, 2024

Judy Grycko
OESAC CEU Committee
PO Box 577
Canby, OR 97013-0577

Subject: *Module 10 Operator Course* CEU Application Approval Request

Good afternoon Judy,


Thank you for your recent correspondence with our team. Following the submission of the Module 8 Operator Course we are asking for 4.0 hours of accreditation CEUs for the 8 Section Operator Course *Module 10: Compliance & Reporting Refresher*.

Module 10 reminds Operators we have varied roles and responsibilities, depending on our contract and scope of service. We need a solid foundation of compliance in order to reach those goals. So, we need to always conduct our work with our most important operational goal in mind: Perfect Compliance and Perfect Reporting of Non-compliance. In order for each of us to be successful in reaching our goals and advancing our careers, in this module, we are going to review the six key focus areas that will help guide each of us towards delivering our best efforts every single day.

In order for each of us to be successful in reaching our goals and advancing our careers, this training reviews 6 key focus areas that will help guide us together toward delivering our best efforts every single day.

As the course author, I have 25 years of wastewater experience as a compliance inspector, manager and trainer. I hold an active Grade 1 Environmental Compliance Inspector license in California, and work with a group of 15 members in the C&R group who contribute to our courses and collectively have over 300 years of wastewater and water utility experience.

Sincerely,



Elisabeth A. Smith
Companywide Compliance Trainer
elisabeth.smith@jacobs.com

Attachments: Online Course Application
Module 10 Operator Course Syllabus
Elisabeth A. Smith, Curriculum Vitae

Pay Registration Fees

Below is the course you just entered. You must now pay the registration fee(s).

You will be able to add documents attached to the course after paying.

Paypal

Cancel Registration

Course Title	Module 10 Operator Course
Target Audience	WT and WW Operators
Instructor	Elisabeth Smith
Training Location	Online
Dates	To be Determined
DWP CEUs	.40
WW CEUs	.40
OnsiteInstall CEUs	
OnsiteOandM CEUs	
MaxCEUs	0.4
Fees Charged	75
SponsorID	0
CurrentContactName	Annie Smith
Business Name	Jacobs Engineering Group, Inc.
ContactAddress	2020 SW Fourth Ave., Ste. 300
ContactCity	Portland
ContactState	OR
ContactZip	97201
CurrentContactPhone	4807719300
CurrentContactFax	
CurrentContactEmail	Annie.Smith@jacobs.com
Date Course Received	5/3/2024
Fees Paid	
CheckNumber	
PrelimAprvDate	
MailedReceipt	
Final Approval Date	1/1/1900
HomeStudy	no
Recurring	yes
URL	
TakeOffWeb	<input type="checkbox"/>

Inactive



Moderated



Does Course
Promote a Product?

no

BetaTested

NA

In House?

yes

Comments

Please see course Syllabus

SponsorID

0

Sponsor's Business
Name

Jacobs Engineering Group, Inc.

Sponsor's Address

2020 SW Fourth Ave., Ste. 300

Sponsor's City

Portland

Sponsor's State

OR

Sponsor's Zipcode

97201

Sponsor's Phone

4807719300

Sponsor's Fax

Sponsor's Name

Annie Smith

Sponsor's Email

Annie.Smith@jacobs.com

thank you

This is your receipt for:

Module 10 Operator Course

Course ID: 11210

Fees Charged: \$75.00

date paid: 05/03/2024

Next steps:

Your course application will be reviewed and the administrator will contact you with any concerns.
Accurate course applications will be forwarded to the CEU committee for approval.
Until moderator ok's your course you will see your course in the "Waiting for Moderator's OK"



Module 10: Compliance & Reporting Refresher
OMFS Training Series for Jacobs (formerly CH2M)
2024 Syllabus Course Description
Operations Management Group

Document history and status

Revision	Date	Description	Author	Checked	Reviewed	Approved

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Executive Summary

Module 10 reminds Operators we have varied roles and responsibilities, depending on our contract and scope of service. One thing we have in common is that we all want to deliver our best work with the highest quality and to AMAZE our amazing clients. We need a solid foundation of compliance in order to reach those goals. So, we need to always conduct our work with our most important operational goal in mind: Perfect Compliance and Perfect Reporting of Non-compliance.

Additionally covered in *Module 10* are 6 key focus areas that will help guide each of us toward delivering our best efforts every single day:

1. Permit compliance,
2. Compliance tools in place,
3. Sampling & analysis,
4. Documentation,
5. Spill Reporting and
6. Disciplinary actions.

Here at Jacobs we have a strong foundation of delivering great projects in an innovative way with an uncompromising commitment to ethics and integrity. We are known all over the world for our ability to conduct business with unwavering principles of integrity, professionalism and confidentiality.

It is exciting to work for this outstanding company, we are committed to support and help each other excel in the Delivery and Operations Management of our contracts.

1. Course Syllabus Description

The Operator Course *Module 10* was developed with all levels of Operators in mind regardless of their length of service. This training is applicable to all positions. In order for each of us to be successful in reaching our goals and advancing our careers, this training covers 6 key focus areas that will help guide us together toward delivering our best efforts every single day.

The operator course *Module 10: Compliance & Reporting Refresher* consists of an 8 Section course for Operators to watch, engage in class enactment/ participation of real-life scenarios for growth and understanding, Quiz completion for knowledge and retention check plus Final Exam completion. Each Module will include:

- Simple Text (designed for ease of reading and comprehension)
- Content Examples
- Content Diagrams
- Module Quiz

Each Section encourages personal accountability, provides examples of the evolving requirements, communication and due diligence required in Compliance & Reporting. The course provides guidance, direction and confidence for the goal of “Perfect Compliance and Perfect Reporting of Non-Compliance” to be achieved. Course retention is critical for Clients’/ Customers’ satisfaction and maintaining perfect compliance with all laws and regulations. Jacobs Companywide Compliance Trainer and Training Program Administrator will be available to help Operators understand, practice and apply what they have learned.

Each Section will require the Operator to complete an attendance sheet that includes Course Title with Approval ID, Date, Printed Name, and Signature. The Project Manager (or designee) is also required to provide their signature ensuring Operators are utilizing the course material appropriately, for the duration noted and following up with Operators’ performance in the field, confirming the Operators are successfully applying what they have learned.

The course content, duration and brief description of each section is provided within the following Appendix A.

2. Module Lesson Plan

The Operator course *Module 10* is a video and class presentation designed to allow participants the opportunity to read course materials and observe, interact and experience examples of the training content. The video presentation accompanied by Quiz questions and answers will encourage understanding and learned knowledge through course completion. *Module 10* will have a Final Exam at the end of the training that will be scored, recorded and tracked. A Final Exam score of 70% or higher must be achieved to pass the training course.

The learning environment will be in a quiet area (the training room for example), furnished with overhead projection of a desktop, or laptop computer, loaded with the assigned course files. The Project Manager will be responsible for providing the Employee with the video presentation, assigned course Workbook/ Quiz, Sign-In Sheet, along with other materials (calculator, scratch paper for notes and computations) and will collect the Final Exam after completion.

The Final Exam will serve to confirm the associate's retention of the training and may be utilized as part of the Employee Performance Program internally known as e3.

3. Program Tracking and Accountability

The Companywide Compliance Trainer, or e3 corporate software framework, will score and file the course Workbook/ Quiz and Final Exam. A passing score of 70% must be achieved to pass the training. Results will be made available to the Project Manager. If the Operator does not achieve the minimum score of 70%, the training will need to be retaken for a passing score.

The Companywide Compliance Trainer and Training Program Administrator will be available to those participants showing a need for specific training assistance. Operators will be given the course material objectives as part of their quarterly performance evaluation.

Appendix A. Course Module Descriptions

The following Modules are offered in the recommended progression:

Section	Description	Duration
Course Learning Objectives	Discuss Course Learning Objectives and Expectations	15 min.
Module Materials and Description	<p>Overview 6 Key Areas for each of us to be successful in for reaching our goals, advancing our careers and delivering our best efforts every day:</p> <ol style="list-style-type: none"> 1. Permit Compliance 2. Compliance Tools in Place 3. Sampling & Analysis 4. Documentation 5. Spill Reporting 6. Disciplinary Actions 	15 min.
Section 1 – C&R Refresher	<ul style="list-style-type: none"> - Here at Jacobs we have a strong foundation of delivering great projects in an innovative way with an uncompromising commitment to ethics and integrity. We are known all over the world for our ability to conduct business with unwavering principles of integrity, professionalism and confidentiality. - We need a solid foundation of Compliance in order to reach those goals. We need to conduct our work, always, with our most important operational goal in mind of Perfect Compliance and Perfect reporting of non-Compliance. In order for each of us to be successful in reaching our goals and advancing our careers we are going to review the six key focus areas that will help guide each of us towards delivering our best efforts every single day. 	1.30 min.
Section 2 – Permit Compliance	<ul style="list-style-type: none"> - Our permits are extremely important and govern our daily operations. They incorporate national and local laws into one document that also describes Best Management Practices and Reporting Requirements. - The limits that apply to your discharge and monitoring requirements usually appear in tables often in the first section of the document. There are other requirements that do not appear in tables and they are just as important because we are legally bound to comply with every part of our permit at all times. - Remember, unless there is an addendum or memorandum of understanding attached to your permit, The Permit is the LAW! It cannot be superseded by a regulator's verbal or written interpretation. 	2.50 min

Section	Description	Duration
Operator Group 1 Classroom	Give real life examples, inspire responses; Prompt Operator experiences with enactment/ participation for growth, learning and understanding.	15 min.
Driving the Point Home	Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge, Cover course points.	15 min.
Section – 3 Company Tools in Place	<p>- What constitutes Perfect Compliance and perfect Reporting of Non-Compliance can sometimes be challenging or difficult to define. In light of that, the company has provided very tools and resources to assist with this very important goal. The first resource available is the C&R group. This group is made-up of individuals who are well versed in matters of environmental and legal compliance. They are available to advise and support projects with issues such as permits, regulations, spills and reporting. Any of your questions about compliance can be directed to any member of the team. The C&R group monitors and Emergency Compliance Line (855)590-3791 a toll-free phone number you can call anytime that you have a compliance emergency and want advice or guidance.</p> <p>- Missing samples continues to be a high-risk issue for our company. The STT requires two associates to confirm each day that all samples have been taken. If you are designated to assist with this process, please be diligent to complete the STT accurately and in a timely fashion. The STT, or approved equivalent tracker, is required to be used at each project on a daily basis. The Guideline (Ethics & Integrity Hotline) is a confidential hotline that we can use to seek guidance, ask questions, or report concerns about ethics or business conduct. It is available 24 hours a day, seven days a week, 365 days a year by calling 1(844)543-8351 or reporting online through the virtual office. The Guideline (Ethics & Integrity Hotline) is run by a third party and separate from the Company.</p>	5.10 min.
Section – 4 Sampling and Analysis	It is very important that our sampling and analysis are done properly according to the letter of the law so the results we obtain are legally defensible. If you participate in sampling or analysis, be sure you follow your project sampling plan that identifies where to take each sample. And this is important, confirm that you're sampling plan is consistent with your STT. Be sure to avoid anything that could be construed as selective sampling. Selective sampling is testing only when we think we will be in compliance with our permit limit or avoiding testing when we think we won't be in compliance. It's also altering conditions in an attempt to pass a test for compliance or doing anything that makes our compliance record look better or worse than it really is. Any of these actions could be viewed as selective sampling and are illegal.	2.25 min.

Section	Description	Duration
Operator Group 2 Classroom	Give real life examples, inspire responses; Prompt Operator experiences with enactment/ participation for growth, learning and understanding.	15 min.
Driving the Point Home	Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge, Cover course points.	15 min.
Section 5 – Documentation	<p>- We document all the work we do and decisions we make in our records. They serve as our proof that our work was done properly and our decisions were sound. They also serve as our memories in some cases because they explain our actions long after we independently recall events. Our records are legally admissible in a court of law. So, it's very important that we don't make angry, griping or unprofessional comments in our logbooks or other documents. Be sure that your records are accurate, thorough and leave the right impression of your work. The most important operational record we produce is our Monthly Report to the state or EPA - The discharge monitoring report or the monthly operating report. It is from this record that our regulators will judge our operations and decide if we are the good guys protecting the environment and public health or the bad guys taking shortcuts and neglecting our responsibilities. Pay Special attention when writing notes in lab bench books, chains of custody and daily operational logbooks. These records are especially important because they directly support these monthly reports.</p> <p>- If we need to change information in our records - perhaps because we made a mistake - there are a few rules to follow. Cross out the mistake or incorrect information with one single line. The mistake should still be visible under that line. Write the corrected information close by. Then in a comment column or a footnote, add the reason for the change. You may think that the reason is obvious, doesn't need explanation, or that you'll remember if asked about your reason. But, it isn't, it does, and you won't. Initials must be noted for each entry in our daily operational logbooks.</p> <p>- When it comes to our daily logbooks, our entries should be detailed and meaningful. Avoid using vague phrases that are subjective or could be interpreted in a way we don't intend. Phrases like, "pH OK" or "effluent good" do not convey any valuable information and should be avoided. Our daily operational logbooks should tell a story of how the plant is operating and any changes that occurred during a shift, so that the next operator coming on duty or anyone else reading the entries understands everything that occurred that day.</p>	7.25 min.

Module 10: Compliance & Reporting Refresher

Section	Description	Duration
Operator Group 3 Classroom	Give real life examples, inspire responses; Prompt Operator experiences with enactment/ participation for growth, learning and understanding.	15 min.
Section 6 – Spill Reporting	<p>- All spills should be reported according to our permit and our state requirements. Depending on the amount of the spill often we need to verbally inform our regulator and follow up with a written report. Be familiar with the reporting requirements for your state.</p> <p>- Generally speaking spills should be cleaned up by removing the standing water to the degree possible, and the only substance we can apply to spills in the field is lime. We never apply hypochlorite or HTH because we are not licensed applicators for any chemical. When a chemical or oil is spilled there are often additional reporting requirements.</p>	8.35 min.
Driving the Point Home	Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge, Cover course points.	15 min.
Operator Group 4 Classroom	Give real life examples, inspire responses; Prompt Operator experiences with enactment/ participation for growth, learning and understanding.	15 min.
Section 7 - Disciplinary Actions	<p>- As the Company's employees, we have opportunities to work on some of the greatest projects in the world. These opportunities are possible because of our company's long heritage of ethics, ingenuity, quality and expertise. You are an important part of this success. We need to do everything possible to protect this heritage and the opportunities that it provides. Unfortunately, errors in judgment can damage future opportunities for associates and hurt the company for years to come. For this reason, the Company has established rules that must be followed and consequences for not following them.</p> <p>- There are a group of behaviors that are never acceptable for our associates we call the seven deadly sins and we have a zero-tolerance policy regarding. This essentially means that unless there are extenuating circumstances, involvement in these behaviors will lead to termination of employment from the Company. The seven deadly sins are:</p> <ol style="list-style-type: none"> 1. Workplace violence 2. Safety violations 3. Drugs and alcohol 4. Discrimination 5. Sexual harassment 6. Stealing and 7. Falsifying data 	2.45 min.

Module 10: Compliance & Reporting Refresher

Section	Description	Duration
Section 8 – Roles & Responsibilities/ Working Together as a Team	We all need to work together to achieve our goal of Perfect Compliance and Perfect Reporting of Non-compliance. We are committed to do all we can to support and assist with resources to sustain that effort. Join us in recommitting each of our teams to work according to the principles and policies discussed here today. Because compliance is my job and compliance is your job.	<i>0.46 min.</i>
Driving the Point Home	Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge, Cover course points.	<i>15 min.</i>
Operator Group 5 Classroom	Give real life examples, inspire responses; Prompt Operator experiences with enactment/participation for growth, learning and understanding.	<i>15 min.</i>
Module 10 – Final Exam	Final exam requiring 70% or higher score to pass.	<i>30 min.</i>
Evaluation Report	Provide Operator Course Evaluation.	<i>15 min.</i>
Total	All Hours Listed are Firm Estimates	4.00 TCH

Appendix B. Course Completion Sign Off Sheet

Upon completion of each Section, the Operator will legibly print their name, approval ID and provide a valid signature and date to receive credit. The Companywide Compliance Trainer (or designee) is responsible for Attendee enrollment. The Attendee must commit to full participation and application of acquired knowledge towards individual professional growth. The Training Program Administrator will file the signature sheets with the Companywide Compliance Trainer into a secure filing network.

		Course Completion Sign-Off Sheet State: _____ Course # _____ Employee Name _____		
Module 10: Compliance & Reporting Refresher	Start Date	Completion Date	Minutes to Complete	Supervisor Signature
Course Learning Objectives and Expectations			15.00	
Discuss Module Materials and Description			15.00	
Section 1 – C&R Refresher			1.30	
Section 2 – Permit Compliance			2.50	
Group 1: Classroom – Give real life examples, inspire responses; Prompt Operator experiences with enactment/participation.			15.00	
Driving the Point Home – Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge.			15.00	
Section 3 – Company Tools in Place			5.10	
Section 4 – Sampling & Analysis			2.25	
Group 2: Classroom – Give real life examples, inspire responses; Prompt Operator experiences with enactment/participation.			15.00	
Driving the Point Home – Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge.			15.00	
Section 5 – Documentation			7.25	
Group 3: Classroom – Give real life examples, inspire responses; Prompt Operator experiences with enactment/participation.			15.00	
Section 6 – Spill Reporting			8.35	
Driving the Point Home – Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge.			15.00	
Group 4: Classroom – Give real life examples, inspire responses; Prompt Operator experiences with enactment/participation.			15.00	
Section 7 – Disciplinary Actions			2.45	
Section 8 – Roles & Responsibilities/ Working Together as a Team			0.46	
Driving the Point Home – Workbook quiz checking Operator retention, Q&A digging deeper expanding Operator knowledge.			15.00	
Group 5: Classroom – Give real life examples, inspire responses; Prompt Operator experiences with enactment/participation.			15.00	
Module 10 Final Exam – Requires 70% or higher score to pass course			30.00	
Evaluation Report – Provide Operator Course Evaluation			15.00	
Total Hours Awarded for CEU Credit			4.0 TCH	0.40 CEU
I understand that it is incumbent upon me to complete all modules in this Course and that Jacobs verifies and audits the completion of training by employees. My signature indicates that I personally reviewed and completed all portions of this Course and no one has completed any portion of this course on my behalf.				
DD/MM/YYYY				
Employee Signature _____		Date _____	# _____	
			License/Certification#	

Appendix C. Water Certificate of Completion

Upon completion of the Module, the Training Program Administrator will complete the below Completion Certificate and provide a copy to the Operator for their records. At the site level, the Operator is responsible for submitting their Certificate to the State and paying any applicable state CEU fees. The Training Program Administrator may assist, as needed. When required, this form will be customized to include necessary state specific information.



Jacobs
CERTIFICATE OF COMPLETION
First Last Name

has successfully completed:

Module 10: *Compliance & Reporting Refresher*

State Drinking water and Wastewater Operators

Awarded: 0.40 CEU, 4.00 TCH

Course ID #: n/a

License / Certification #: _____

On _____

As reviewed and approved by:

Elisabeth Smith, Companywide Compliance Trainer

EDUCATION

- Awarded Air Force ROTC college scholarship
- University of California, Riverside, California
- Harvey Mudd College, Claremont, California
- University of California, Sacramento, California, Office of Water Programs:
 - Industrial Pretreatment Inspections
 - Water Treatment Plant Operation, Volumes 1 and 2
 - Operation of Wastewater Treatment Plants Volumes 1 and 2

CERTIFICATIONS

- California Water Environmental Association (CWEA) Grade I Environmental Compliance Inspector

PROFESSIONAL AFFILIATIONS

- American Water Works Association (Emergency Preparedness & Security committee member)
- CWEA (member)

AWARDS

- Rocky Mountain Water Environment Association Industrial Pretreatment Coordinator of the Year, 2004
- CWEA Safety Award, Santa Ana River Basin Section, 2002

Summary/Profile

Ms. Smith is skilled in all aspects of compliance training, managing industrial pretreatment programs, and treatment facility security. She has conducted environmental auditing, prepared legal framework to support local industrial pretreatment, and supported investigative teams working under attorney privilege. Ms. Smith is a certified California Grade 1 Environmental Compliance Inspector.

Project Experience

Companywide Compliance Trainer

Jacobs

Colorado Springs, Colorado

Ms. Smith provides regulatory compliance training to O&M staff for Jacobs. She provides training to project management staff on company tools to facilitate understanding, tracking, and improving permit compliance. Ms. Smith works closely with the Compliance and Reporting Group to update compliance training as new regulatory changes and issues arise.

Ms. Smith has been instrumental in developing and producing a series of multimedia training on a variety of topics that are delivered to all eligible associates and then become part of required onboarding training for new hires. An external review of systems by a nationally recognized authority described the program as “far and away the leader in the environmental field.”

She regularly delivers webinars on a variety of topics to project workers in the field. Previous topics include cybersecurity, active shooter, data handling, workplace security, sampling protocols, and spill reporting.

Ms. Smith has studied security issues related to O&M facilities – cybersecurity and physical security. She sits on the AWWA Emergency Preparedness & Security committee, which works to shape and influence regulations and industry guidance. She monitors security warnings and communicates them to company personnel.

Industrial Pretreatment Coordinator

CH2M HILL

Rio Rancho, New Mexico

Ms. Smith served as the Industrial Pretreatment Inspector, developing a pretreatment program under a compliance order from the U.S. Environmental Protection Agency. She conducted an industrial waste survey, developed the monitoring and reporting program, identified and categorized significant industrial users, developed the implementation manual, developed local limits, drafted the sewer use ordinance, and drafted the enforcement response plan. During this process, Ms. Smith met regularly with the Utility Director, City Attorney, City Clerk, and other city departments to coordinate program elements. In addition, she made several presentations to the Utility Commission and the City Council regarding pretreatment program implementation. For her work in Rio Rancho, Ms. Smith received the 2004 Industrial Pretreatment Coordinator of the Year Award from the Rocky Mountain Water Environment Association.

Industrial Pretreatment Inspector

CH2M HILL

Rialto, California

As Industrial Pretreatment Inspector, Ms. Smith managed the pretreatment program and served as the program inspector. She conducted inspections, performed grab and composite sampling, and documented results. She prepared monthly client reports and quarterly and annual regulatory reports. Ms. Smith also surveyed and inspected new businesses in the City to determine if they needed regulation under the pretreatment program. She interfaced with regulatory agencies, industrial users, and the City of Rialto, preparing documents for permitting and enforcement activities.

Ms. Smith also served as Project Safety Team Leader. She implemented a comprehensive training program to comply with Occupational Safety and Health Administration (OSHA) requirements as well as California OSHA requirements. She coordinated weekly staff safety training topics, monthly plant inspections by the safety team, and annual plant inspections by the company. She presented Rialto project's training system during the Project Safety Team Leader Summit 2000 as a model for other projects. Under her leadership, the Rialto project earned the 2002 Safety Program of the Year Award from the Santa Ana River Basin Section of the CWEA.

Legal Secretary

Bonne, Bridges, Mueller, O'Keefe and Nichols

Riverside, California

As a legal secretary in a medical malpractice defense firm, Ms. Smith worked with an attorney responsible for 10 to 20 cases. Familiar with each local district's rules for court and filing, she managed the attorney's calendar and filed motions and documents in court on a wide variety of alleged medical malpractice cases. She established cooperative relationships with insurance carrier representatives, doctors, attorneys, courtroom clerks, and attorney service personnel.