

ORWARN

Resources

<http://www.orwarn.org/links>

https://www.youtube.com/watch?time_continue=5&v=fa-d_2dNPCc

PE 101

Professional Conduct and Documentation

I.E.

You can always trust a professional
but the world is full of amateurs



Example Number 1



Topics

Programmatic Expectations

DWS Review of Partner work

State Reg Systems

Coordination with Partner Agencies

ORWARN

Example Number 2



Programmatic Expectations

Water System Surveys

- Complete *all* surveys annually
- Submit completed survey documents within 45 days of site visit

Please! do not wait until December!

Programmatic Expectations

Alerts

- Respond to alerts
- Submit contact reports for *acute* alerts within 2 days
- All others within 6 days

Programmatic Expectations

Resolution of all Primary Non-Compliers (PNCs)

- Check system scores at least monthly
- Monitor trends in point scores
- Intervene *before* the system hits 11 whenever possible
- Be persistent *and* communicative with the right person!

Example Number 3



DWS Review of Partner work

- Review of work and work product to ensure all portions of the SDWA are being met.
- Based on OHA internal staff training process
- Originally managed with the invoicing process

DWS Review of Partner work

- The implementation of the review process has lagged since the PE was adopted
 - Staff attrition and workload increases for both state and partners
 - Little turn over, thus less trainees to work with
- Over time, the process and implementation has become inconsistent on both sides.

Background

- Originally intended to ensure adequate knowledge and consistent work product
- Managed through the invoice process rather than as a contractual deliverable
- With the PE, invoicing stopped, and the level of scrutiny over work product lessened

Example Number 4



Common Issues

- What was once common is now less so
 - Consistent editorial and technical quality
- What used to be less common is now more so
 - Poor spelling & grammar
 - Lack of proof reading

Common Issues

- Inconsistencies within the document
 - incorrect use of templates
 - failing to update schedules, dates, contact names and addresses

We can all do better than this

Future State

We understand the lack of formal guidance / acceptance criteria is challenging, so OHA staff are evaluating options to revise the review process.

Our intention is to create a workgroup and engage stakeholders to determine the best way to avoid frustration on both sides, which will eventually make the process part of the PE.

Avoid *rookie* mistakes

- Proof read your document
- Ask another to proof read it, too
- Spelling & grammar check
- Internally consistent
 - Same font & font size throughout
 - No template references
 - No re-use of old forms - or at least vet them to ensure data is current & accurate!



Bottom Line

- We should always write documents with the understanding that they are public record, subject to FOIA requests, and may end up as evidence in legal proceedings or reported by the media.

Would you be comfortable with your document appearing on the front page of the Oregonian?

How about CNN?

September, 2016

'Erin Brockovich' Carcinogen in X


← → ↺ ↻

https://www.ewg.org/research/chromium-six-found-in-us-tap-water

80%

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Home > Research > 'Erin Brockovich' Carcinogen in Tap Water of More than 200 Million Americans

'ERIN BROCKOVICH'
CARCINOGEN IN TAP
WATER OF MORE
THAN 200 MILLION
AMERICANS




TUESDAY, SEPTEMBER 20, 2016

By David Andrews, Senior Scientist, and Bill Walker, Managing Editor

'ERIN BROCKOVICH' CARCINOGEN IN TAP WATER OF MORE
THAN 200 MILLION AMERICANS

"It's INEXCUSABLE that the government has done so little to protect us from this chemical that has been shown to cause cancer at even insanely low levels."
- Erin Brockovich



of water, Brockovich says: "We had that water brought in 'specially for you folks. Came from a well in Hinkley."
The lawyer sets down the glass and says, "I think this meeting's over."

UPDATE: With the release of EWG's Tap Water Database, we found an additional 32 million Americans who have been supplied water with chromium-6 contamination.

In the film "Erin Brockovich," the environmental crusader confronts the lawyer of a power company that polluted the tap water of Hinkley, Calif., with a carcinogenic chemical called chromium-6. When the lawyer picks up a glass

'Erin Brockovich'
Carcinogen in Tap
Water of More than
200 Million
Americans

Map

Timeline

Frequently Asked Questions

Video

Take Action

PDF

News Release

EWG: 'Brockovich' Carcinogen Found in Tap Water of 200 Million Americans

Oregon
Health
Authority

March, 2004



Oregon
Health
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Example Number 5



State Reg Systems

New fees do not mean new work responsibilities

Respond to alerts (bad water)

Try to be available to the smaller systems to discuss their concerns, it may prevent an alert response later

Coordination with Partner Agencies

Emergency Services & First Responders

- State & Local EMA
- State & Local LEO
- Fire / Haz Mat
- Life Safety / Paramedics / Hospitals

Why should I care about coordinating with other agencies?



Not what you were expecting?

Oregon
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It never is



Health
Authority

Coordination

Build the working relationship before the emergency

An emergency doesn't need to be large to be devastating

Proper planning is key to managing the event

Coordination

Pre-event

- Vulnerability Assessment
- Emergency Response Planning
- Coordinating efforts with response personnel

Which do you think is the highest priority / most important task?

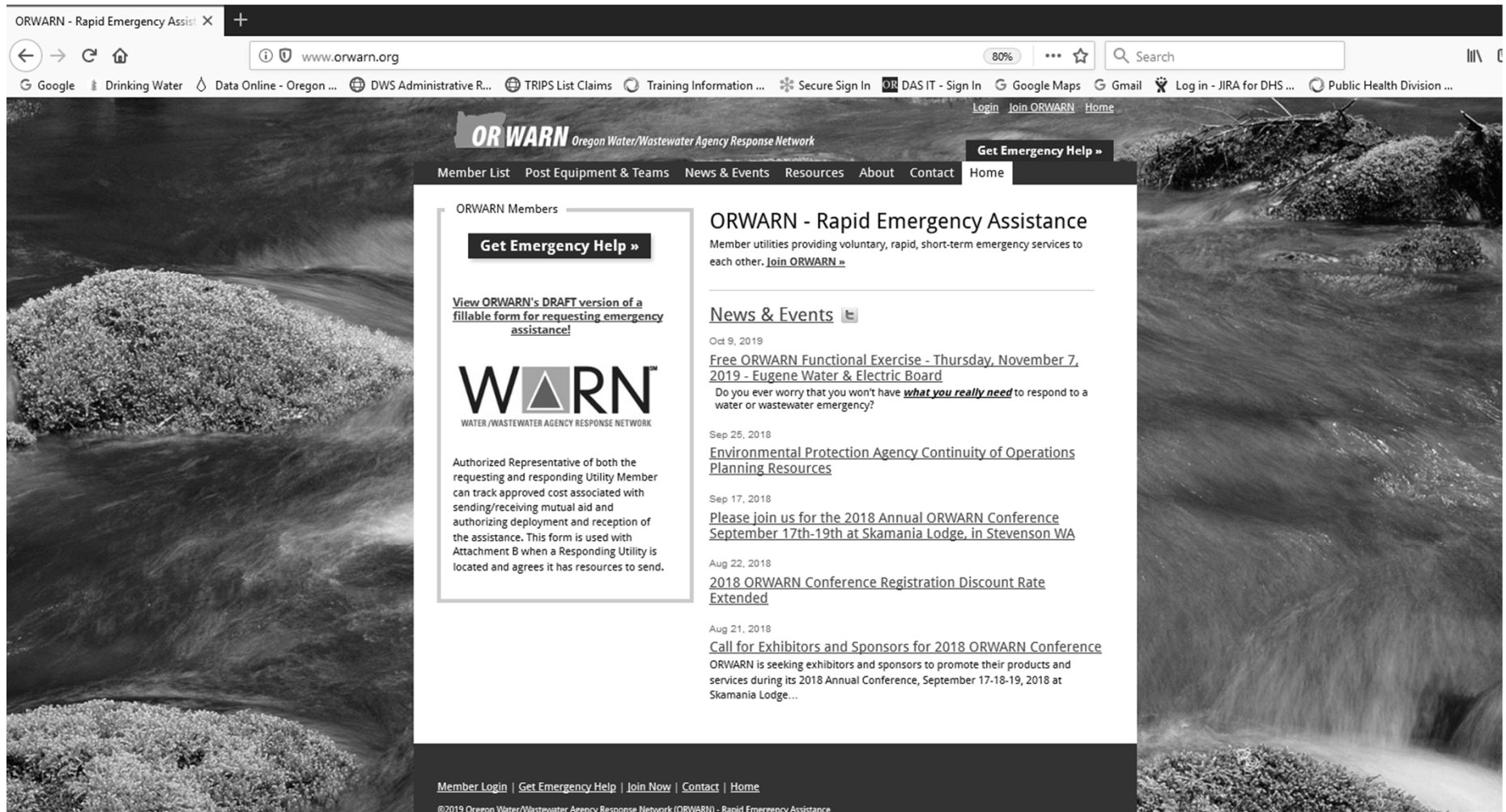
Example Number 6



Example Number 7



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ORWARN - Rapid Emergency Assistance

www.orwarn.org

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Get Emergency Help »

View ORWARN's DRAFT version of a fillable form for requesting emergency assistance!

WARN
WATER/WASTEWATER AGENCY RESPONSE NETWORK

Authorized Representative of both the requesting and responding Utility Member can track approved cost associated with sending/receiving mutual aid and authorizing deployment and reception of the assistance. This form is used with Attachment B when a Responding Utility is located and agrees it has resources to send.

ORWARN - Rapid Emergency Assistance

Member utilities providing voluntary, rapid, short-term emergency services to each other. [Join ORWARN »](#)

News & Events

Oct 9, 2019
[Free ORWARN Functional Exercise - Thursday, November 7, 2019 - Eugene Water & Electric Board](#)
Do you ever worry that you won't have what you really need to respond to a water or wastewater emergency?

Sep 25, 2018
[Environmental Protection Agency Continuity of Operations Planning Resources](#)

Sep 17, 2018
[Please join us for the 2018 Annual ORWARN Conference September 17th-19th at Skamania Lodge, in Stevenson WA](#)

Aug 22, 2018
[2018 ORWARN Conference Registration Discount Rate Extended](#)

Aug 21, 2018
[Call for Exhibitors and Sponsors for 2018 ORWARN Conference](#)
ORWARN is seeking exhibitors and sponsors to promote their products and services during its 2018 Annual Conference, September 17-18-19, 2018 at Skamania Lodge...

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Join ORWARN

Benefits of Membership

Benefits of Membership

Joining ORWARN is free and there is never any obligation for utilities to provide aid. Members establish a contractual relationship under which they are able to share resources, at their discretion, during an emergency.

Strengthening the network of mutual assistance resources

Membership strengthens the network of mutual assistance resources while meeting FEMA requirements for reimbursement consideration. It offers indemnification and workers compensation provisions to protect participating utilities, and provides for reimbursement of costs between utilities sharing resources.

Finding emergency equipment and personnel

Members have access to the ORWARN website, allowing a member to locate the emergency equipment (pumps, generators, chlorinators, evacuators, etc.) and trained personnel (e.g. treatment plant operators) needed in an emergency.

Example Number 8



This concludes my presentation

Now, if anyone
has any questions
quietly raise your hand
and place it
over your mouth.



Questions?



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