



# Workforce Planning Training for success



## **Training Plan:**

*A detailed document that guides the planning and delivery of instruction. Whether training people one-on-one, or in groups, in person or online, a well-developed training plan allows you to prepare for and deliver thorough and effective classes.”  
(wikiHow.com)*



(Kaushik, 2022)



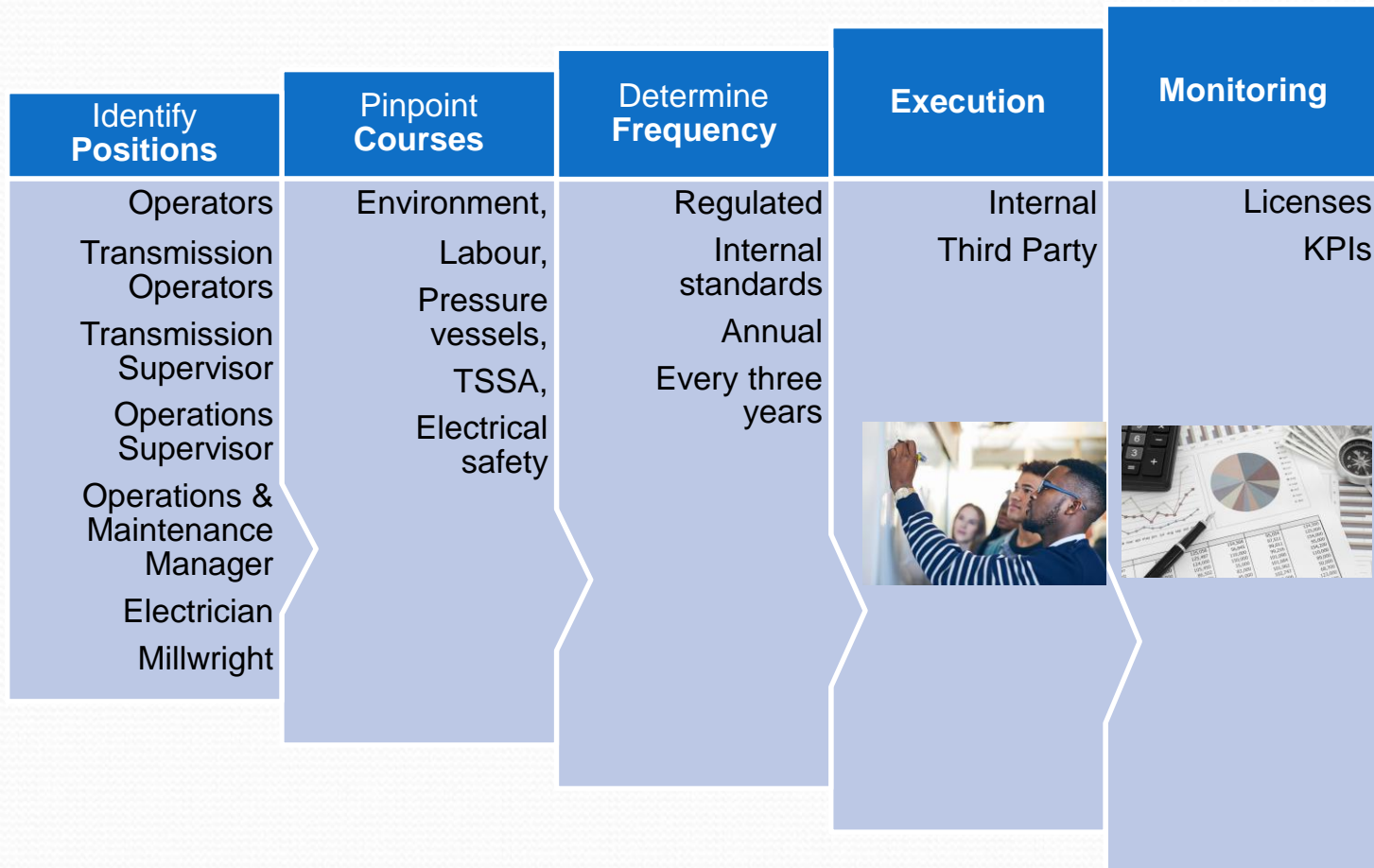
# Benefits

- Mitigates the effects of significant turnover in staffing which will continue to increase over the next decade as many senior employees enter retirement
- Mitigates the effect that the loss of skilled workers can have on operations and the financial implications, particularly if it creates large voids in operational capacity (ability to meet compliance, overtime costs, delays in major projects)





## Best Practices





# Timing and Resources

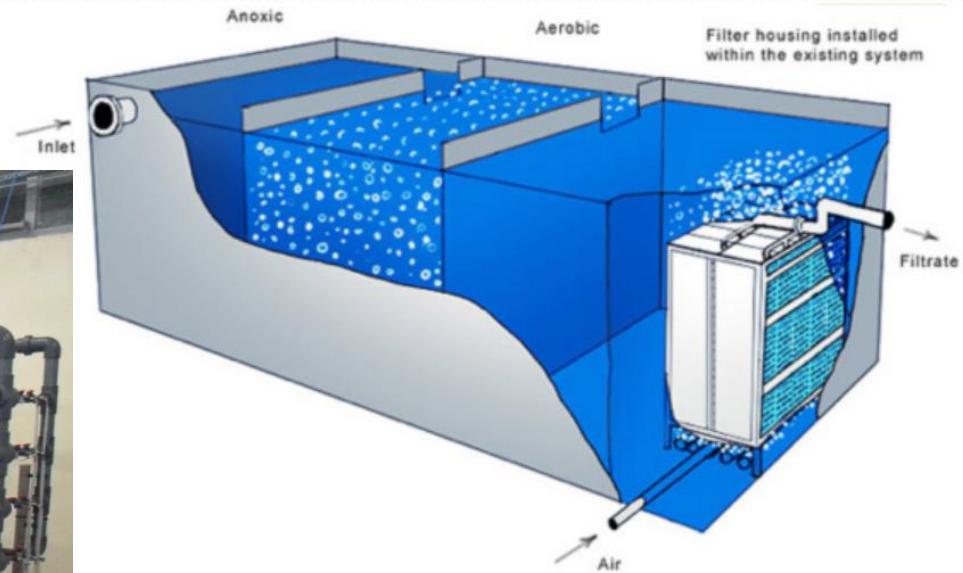




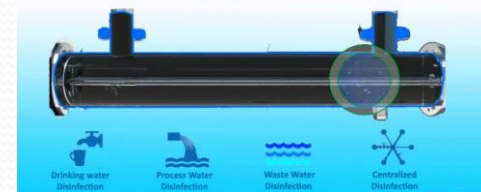


## Training for New Technology is:

*A specific training plan to support the introduction of new technologies that ensure the utility has the full skills and certifications required. Such a targeted training plan is a critical part of technology selection and implementation and is most effectively done in conjunction with the technology supplier*

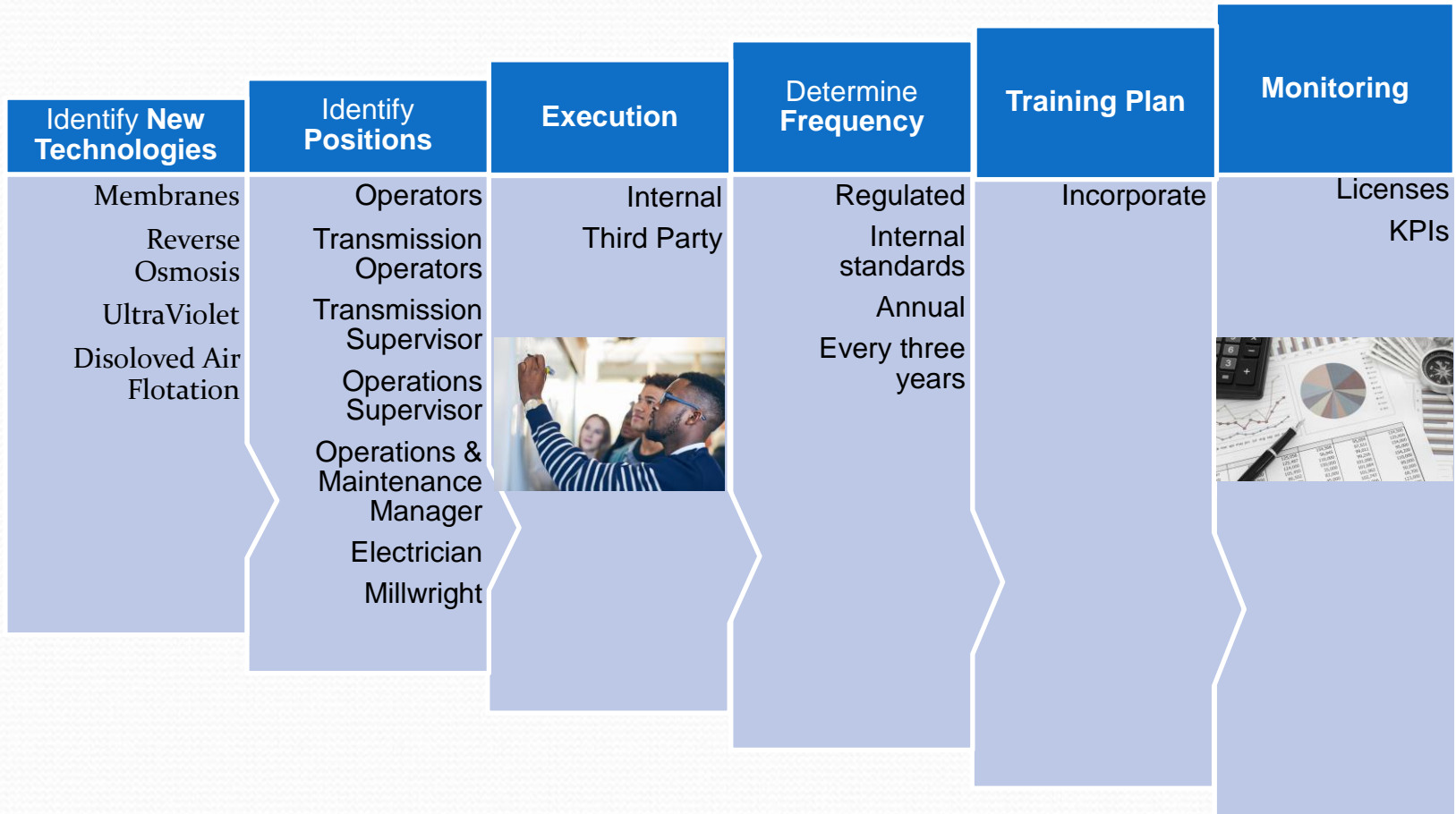


UV Disinfection System for Water Treatment





## Best Practices







# Timing and Resources







# Operator Checklists

ATTRIBUTE	SKILL COMPONENT	STATUS
<b>ON-BOARDING</b>		
New Employee Orientation:	<ul style="list-style-type: none"> <li>Ensure internal policies and procedures are understood such as Security access, Fleet and Environmental Management System documents</li> </ul>	
Programs such as Computerized Work Management Systems	<ul style="list-style-type: none"> <li>Ensure CWMS expectations are understood including access and training</li> </ul>	
Review of Procedures:	<ul style="list-style-type: none"> <li>Ensure internal and corporate policies and procedures are understood such as Health &amp; Safety, Standard Operating and Emergency Response</li> </ul>	
<b>ON-THE-JOB</b>		
Plant Tour:	<ul style="list-style-type: none"> <li>Identify the support systems in place and how to access them (millwrights, electrical, process optimization etc.) – contract or on-site</li> <li>Identify and understand critical control points</li> </ul>	
Operations:	<ul style="list-style-type: none"> <li>Understand how the facilities operate through review of Operations Manual, Process Narratives, Process Control Narratives, SCADA training and linear infrastructure while identifying problem areas and areas of focus</li> </ul>	
Maintenance:	<ul style="list-style-type: none"> <li>Understand Computerized Work Management System Work Orders</li> <li>Identify the critical equipment and work orders associated</li> </ul>	
System Training:	Understand systems through training (hydraulics, topography, process by process, from source to tap and source to treatment etc.)	
<b>CONTINUOUS IMPROVEMENTS / TRAINING:</b>		
Training:	<ul style="list-style-type: none"> <li>Develop skills through training required by: <ul style="list-style-type: none"> <li>Provincial/Territorial Regulatory Labor Requirements (For all employees)</li> <li>Provincial/Territorial Regulatory Environmental Requirement (For licensed operators)</li> <li>Federal Fisheries regulations</li> <li>Process / Equipment / Capital Training</li> <li>Management of Change</li> <li>Incident investigation</li> </ul> </li> </ul>	



# Questions?

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