

ACTION PLAN - YEAR 1 PROGRESS UPDATE
NOVA SCOTIA ENVIRONMENT: WATER AND WASTEWATER OPERATORS

As per the following Action Plan Progress Report and FRPA Review Officer comments, all areas of non-compliance, as originally identified in the May 2021 FRPA review report, have now been addressed.

ACTION PLAN TIMELINES:

TIMELINES FOR ACTION PLAN PROGRESS UPDATES					
	Action Plan Deadline	Action Plan Progress Update 1			
Due Date	2021-04-07	2021-06-15			
Actual Completed Date	2021-05-20	2021-06-15			

ACTION PLAN:

ACTION PLAN – AREA #1:	Response to FRPA Review Question #3 (Registration of International Applicants):
FRPA SECTIONS:	Sections 6, 7(a), (c), 9(a), 16(a), (b) and (g)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - ensure that information regarding registration requirements and how requirements are to be met by applicants who received their qualifications outside of Canada is clear and easily accessible in the public domain through print and electronic media. - provide clear instructions on what documentation must accompany applications
REGULATOR ACTION PLAN:	<ul style="list-style-type: none"> • Update the application process to ensure instructions including accompanying documentation and all requirements for applicants outside of Canada are provided. • Update the website information with clear and readily accessible instructions and required documentation for applicants seeking reciprocity. The Department has contacted the Labour Mobility Coordinator for assistance and advice.
INTENDED COMPLETION DATE:	<p>May 2022*</p> <p>*CNS advised of delays for website changes due to Covid response.</p>
Year 1: Action Plan update. Due: 2021-06-15	A reciprocity Q&A document has been submitted to our main webpage here next to the reciprocity application. It covers almost all scenarios an operator would face when moving to Nova Scotia and seeking certification reciprocity. Additional questions that are not covered by the document are encouraged to be submitted to our program inbox.
FRPA Review Officer Comments 2021-06-30	The information currently available on the Operator Certification Program website is sufficient to meet the requirements of the above cited Sections of the FRPA as they pertain to international applicants.

ACTION PLAN – AREA #2:	Response to FRPA Review Question #6 (Allowance for Alternative Documentation):
FRPA SECTIONS:	Sections 9(b), 16(3)(c)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	<p>Areas of non-compliance to be addressed in an action plan are as follows:</p> <ul style="list-style-type: none"> - document guidelines that describe alternatives that would be acceptable when documentation that must accompany an application cannot be obtained for reasons beyond the applicant's control
REGULATOR ACTION PLAN:	Update and document guidelines that describe acceptable alternatives for documentation to accompany an application that cannot be obtained for reasons beyond the applicant's control.
INTENDED COMPLETION DATE:	May 2022
Year 1: Action Plan update. Due: 2021-06-15	For out-of-province applicants, they should always be able to get required documentation from the government regulator in their home jurisdiction. If they can not, we would look at the specific situation to resolve the matter. In-province applicants need to write and pass the exam, so no additional supporting documentation is required. In-province applicants that submit

	continuing education training points to renew their certification, submit course receipts. We would accept a transcript, certificate of completion, written confirmation from the course provider that the individual successfully passed the course or any other form of reasonable proof.
FRPA Review Officer Comments 2021-06-30	The information provided above is sufficient to meet the requirements of the above cited Sections of the FRPA .

ACTION PLAN – AREA #3:	Response to FRPA Review Questions #8 and #9 (Accommodation Practices for Applicants with A Physical or Mental Disability):
FRPA SECTIONS:	Sections 16(3)(h)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document a description of the accommodation practices for applicants which includes: <ul style="list-style-type: none"> - how to request an accommodation - guidelines regarding types of accommodations - ensure that practices are adaptable if a new situation arises
REGULATOR ACTION PLAN:	Develop and document a description for adaptive accommodation practices for applicants requesting physical or mental accommodations. Information on accommodation practices will be clear and accessible on our website.
INTENDED COMPLETION DATE:	May 2022 *CNS advised of delays for website changes due to Covid response.
Year 1: Action Plan update. Due: 2021-06-15	An adaptive policy for applicants requesting physical or mental accommodations during exams was published. It can be found at the bottom of our main page here . The water and wastewater operator certification program is in Appendix B.
FRPA Review Officer Comments 2021-06-30	The information currently available on the Operator Certification Program website is sufficient to meet the requirements of the above cited Section of the FRPA .

ACTION PLAN – AREA #4:	Response to FRPA Review Question #14:
FRPA SECTIONS:	Sections 7(a), 10(1)(2)(4) and 16(3)(m)
AREAS OF NON-COMPLIANCE TO BE ADDRESSED:	Areas of non-compliance to be addressed in an action plan are as follows: <ul style="list-style-type: none"> - document a clearly defined process for an internal review of the registration decision which includes: <ul style="list-style-type: none"> - procedures - timeframes - opportunities the applicant has to provide new information and to make submissions in support of their position (e.g. documented evidence, hearing, etc.) - ensure that information on the internal review process is clear and easily accessible in the public domain through print and electronic media - document the timeline and process by which an applicant who has been denied registration is informed about the procedures and time frames for the internal review.
REGULATOR ACTION PLAN:	<ul style="list-style-type: none"> • Ensure the current appeal process with the procedure, timelines and submission requirements is clearly defined, documented and accessible on our website. • The reasons for denying certification will be provided in writing and will include the availability of a review/appeal and a description of the above process. Communication will include a link to the Notice of Appeal Form.
INTENDED COMPLETION DATE:	May 2022 *CNS advised of delays for website changes due to Covid response.
Year 1: Action Plan update. Due: 2021-06-15	Information related to appeals and the communication process was added to our main page here .
FRPA Review Officer Comments 2021-06-30	The information currently available on the Operator Certification Program website is sufficient to meet the requirements of the above cited Section of the FRPA .

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:



Name (print): Sarah Borden _____

DATE: 2022-06-15

SIGNATURE OF THE FRPA REVIEW OFFICER:

2022-06-30

X 

Signed by: Frank Reinhardt