



The Source

The Newsletter of the Water Quality Association of Wisconsin

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Volume 3, 2020

President's Column

Let's Find the Positive.

They say that you truly understand a language when you start to dream in that language. While learning German it clicked for me when the dreams started happening in deutsche.

My wife recently handed me a letter that talked about elevated heated roadways, reducing chloride discharge into groundwater, channeling all chemical waste to proper recycling facilities, wildlife impact benefits, insurance premiums reductions, and overall environmental impact lessening. She wrote this well thought out letter based on her dreams the night before. Either one of two things has happened, she is off her rocker and I need to call someone, or she is starting to dream in WATER.

We have all had those dreams about the bad service call or puzzle of an install but how many of us pay attention to the obscure ideas we have for an off the wall solution to a problem that is real. Listening to our dreams can drive innovation, push the industry and even help give us a light at the end of the tunnel.

Don't overlook ideas you have in your mind about water, put them down on paper. A fresh set of eyes on a new idea may be helpful and get a new technology off the ground. Heck I am sure after the generations of water in our membership some of it has to be in your minds (and I don't mean water on the brain).

So in closing. Habt grosse trauma und viel gluck each allen. LASS UNS PACKER GEHEN!!!!!!*

**German translation: Have great dreams and luck to all. LETS GO PACKERS*

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E-Newsletter

- Save a tree and subscribe to an electronic copy of The Source newsletter. E-newsletter will be delivered to your email address and saves the WQAW paper and postage
- To receive The Source newsletter via email please email: cheryl@capgroupwi.com

Calendar of Events

Installers Course	October 7, 2020
Cram Session	December 2, 2020
WI JPRA Exam	December 7, 2020
WQAW Convention	Cancelled



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Safety Is Always Our Job

By Dawn Crim, Secretary of WI Dept of Safety & Professional Services written for the WI State Journal. Reprinted with permission.



About two weeks ago I had the pleasure to tour the new Amazon fulfillment center in Beloit. Our team had just finished its final inspections after ten months of construction that employed 2,000 people. On a hot July day, I masked up, donned my hard hat, safety goggles and vest, and walked through the vast 1.1 million-square-foot facility that will soon house the 500 full-time employees for which the company is now recruiting.

It was one of my first ventures back into the field since the start of the pandemic. I was eager to get to a job site to learn more about how our team handled the changing circumstances. Construction was declared an essential industry during the public health emergency, so projects like the Amazon fulfillment center never slowed down. And neither did we at the Department of Safety and Professional Services. We remained nearly fully operational—only our in-person testing was suspended while we revised processes to allow for physical distancing and other measures to keep employees, proctors, and test-takers safe. That, too, is back up and running now. Otherwise, it was all systems go. We not only maintained our services, but we also helped support the Department of Health Services as they managed the state’s response to the pandemic. In particular, we worked closely on licensing issues related to health professions so that our health care system could respond fully and flexibly to the unique challenges COVID presented.

Of course, while we continued to fulfill our usual responsibilities without interruption, we had to do some things differently. We re-deployed our workforce and equipped them to work remotely. That was no small task, but we did it in a matter of days. We also used the COVID circumstances, as unfortunate as they were and are, to innovate. For example, Gov. Evers’ emergency orders and the legislature’s own response to COVID required that some of our customers submit building plans electronically for a period of time. We took that opportunity to transition our customers to our new electronic platform, and we then used their feedback to develop guides for other customers making the switch from paper to paperless submittal in the future.

We also developed a virtual inspection protocol so that our team could conduct some of our field work remotely. Not only did this minimize contact between employees, customers, and construction workers, but it also reduced employee travel. Since we inspect projects throughout the state, virtual inspections offer us a new efficiency tool that will enable us to continue to ensure safety while minimizing the time our inspectors spend on the road.

Both new practices enabled us to limit potential employee and customers COVID exposure, which helps keep our staff and our constituents safe. That is not a small point for me. I often point out that safety is in our name. It is the foundation of everything we do, from ensuring that licensed professionals meet the qualifications and standards for practice to ensuring that buildings are designed and constructed to code to monitoring opioid prescribing practices and regulating for-profit educational institutes to ensure students get what they pay for. Our responsibilities are broad and varied, but they are related in that all our work is ultimately about keeping the people of Wisconsin safe.

I do not have to tell anyone how important safety is right now. It is front of mind with every trip to the grocery store or dentist office and in every conversation about how students should learn and where teachers should teach. Most of us never give a passing thought to whether a theater has enough sprinklers or a sports arena has enough exits in case of a fire—we take the safety of those gathering spaces for granted—but our team was living and breathing it every day. Safety was our work long before the pandemic arrived, and it will continue to be a priority long after a vaccine helps us get back to some kind of normal.

I am proud to lead the Department of Safety and Professional Services during these challenging times. I am proud that our staff quickly adapted to difficult circumstances to continue serving the people of Wisconsin. I am proud that our efforts helped to keep 2,000 people at work on the job site and bring 500 Amazon jobs to the state during a pandemic that ravaged the economy. I am proud that our efforts helped prepare the healthcare system to meet COVID patient needs and demand.

For the past 19 months I have been meeting with customers, legislators, and other constituents to help them learn more about how we promote safety and why safety is such critically important work. I think most everyone realizes it now.

I got a plan...

During these unprecedented times...In these challenging times...The new normal. I'm sure like me, you are tired of hearing these phrases and probably want to smash your head into the wall every time someone says one of them to you. But we can't. We need to fight through the frustrations to keep our businesses running so we can support our customers, employees and our families. I'm sure everyone has put into place measures to help protect their employees and customers. Masks, hand sanitizer, virtual sales calls, gloves, social distancing, remote working, etc. We all have done these things because they make sense and they are needed to stay going, but how many of us have a temporary succession plan in place?

We have always been told to have a succession plan in place to sell or pass on our businesses. Every small business seminar you go to, your accountant, lawyer, they all say the same thing. Have the plan ready because you never know when you will need it. This challenge is a little different though. Now we need a plan for every employee and every position in our companies.



Hopefully you and I, your families and employees will make it through these “challenging times” (sorry) with no illness, but we cannot guarantee it. If you are like me, you wear many “hats” in your company, and so do your other employees. What happens if you test positive for COVID-19? Who will take over your duties? What if you are symptom free? Can you manage your business from home during your quarantine time? What happens if you need to go to the hospital? If you are gone for 2, 3, 4 weeks what happens to your company? Ask yourself the same questions about each of your employees. What is the impact if

you lose one of them for a period of time? Things as simple as who can sign checks, place orders, make bank deposits, pay bills all need to be considered in your contingency/ succession plan.

When designing your plan, you should plan for three events or time periods.

- **Short Term** – temporary, unplanned absence (1-3 months)
- **Long Term** – temporary, unplanned absence (3+ months)
- **Permanent** – unplanned absence

There is a lot more information that could be shared on succession plans and emergency succession plans, but I'm not nearly qualified to offer that information in any helpful way. The point of this article is just to remind you to get one in place. Get together with whoever your team is and start planning today. It doesn't need to be perfect, but it needs to be in place.

I also added below some tips and ideas for preparing your small business and employees for the effects of COVID-19 from the CDC website. Implementing these measures hopefully will help you avoid using your emergency succession plan.

Stay healthy and safe,

Travis Mast
President – Mast Water Technology
WQAW Board of Directors



Tips To Help Small Business Prepare from CDC.

- Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.
- Examine policies for leave, telework, and employee compensation.
 - Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
 - When possible, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.
- Review your leave policies with all employees and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home.
- Identify essential employees and business functions, and other critical inputs such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.
- Prepare business continuity plans for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.
- Establish an emergency communications plan. Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.
- Share your response plans with employees and clearly communicate expectations. It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.

Help Wanted—WQAW Administrative Assistant

A red, distressed-style stamp with the words "WE'RE HIRING!" in all caps, slanted upwards to the right.

WQAW is looking for Administrative Assistant to manage board meeting, educational programs, newsletters, and annual convention, and additional administrative duties. More information is found on WQAW.com. Interested parties should send their resume and cover letter to: cheryl@capgroupwi.com

Annual WQAW Membership Meeting

A blue, distressed-style stamp with the text "2020 ANNUAL MEETING" in all caps, slanted upwards to the right.

According to the WQAW By-Laws, there shall be an annual meeting of the association each year.

This year the annual WQAW Membership Meeting will be at Noon on Friday, October 16, 2020 via Zoom.

The WQAW Board of Directors recommends the following nominee to be elected to serve on the WQAW Board of Directors, serving a three-year term.

One ballot accepted for each paid WQAW membership will be mailed to each dues paying location, so please watch your mail!

Are You Looking for Extra Educational Credits

The WQAW's Fall training offers WI Dept. of Safety & Professional Service license credits!

The Installer's Course starting October 7th offers 12 credits and the WQAW Cram Session on December 2nd offers 6 credits.

Registration and more information can be found on the WQAW.com home page.

WQAW's JPRA Education Begins October 7, 2020

Prepare your Learners for the Wisconsin Journeyman Restricted Appliance License Exam through WQAW!

The WQAW's Installers Course and Cram Session help prepare your WI Plumbing Restricted Appliance Learner for the WI Journeyman Plumbing Restricted Appliance exam!

The national WQA offers a WI JPRA exam which also provides a report card to assist your learner with areas of concern or where they did well. This exam has been strategically scheduled to coordinate with the educational programs. Scheduled for Success! This new Fall schedule also has been coordinated to complete all the educational sessions and the WI JPRA exam before the winter holidays!

The price for all three: Installer Course Webinar, Cram Session and WI JPRA Exam, is \$998!

Questions? Contact Cheryl Lytle at the WQAW office at:

cheryl@CapGroupWI.com or 608.210.3303.

WQAW Installers Course Webinar

October 7 – November 18, 2020

Webinar Fees

\$699 = WQAW Member

\$899 = Non-Member

This is a 7- week WQAW Installers Course webinar to train for WI's Journeyman Restricted Appliance Plumbing License. Each session will be recorded and time will be dedicated to Question & Answer. Attendees will receive a link to access the session for review.

WQAW Cram Session

Wednesday, December 2, 2020

Registration Fees

\$199 = WQAW Member

\$299 = Non-Member

The WQAW Cram Session is for anyone registered to take the Restricted Appliance Plumbing Exam. The instructor is JIM DAVIS, who is a retired State of Wisconsin Plumbing Instructor. He will be teaching an 8+ hours focused session with information designed to specifically prepare you for the exam. Ultimately, this session is intended to increase your chance of a passing grade!

Due to COVID-19, space is limited to 9 people.



Exam Application – December 7, 2020

**Wisconsin Journeyman Plumbing
Restricted Appliance License**

Application due November 13, 2020

WQA is authorized to provide exam for WI Journeyman Restricted Appliance (WI JPRA) License! Plus, You'll receive a report card on how you did in different areas of the exam! WI JPRA Exam Fee includes: application fee to State of Wisconsin and exam and processing fee to Water Quality Association.

Registration Fees

\$100 = WQAW Member

\$100 = Non-Member

Register online to the program above at www.WQAW.com

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