

Waterworks Operator Training Newsletter

March 2015

Good afternoon! Attached is the March 2015 Operator Training Newsletter for all MSDH-BPWS Regions and following this message are the trainings for your particular region. If you have questions about the counties in your MSDH region, please see the map on the third page of the attachment to this e-mail.

Also, remember to please contact the training agency to make sure the training will be held. The information contained in this document was gathered from the MSDH-BPWS Training Calendar, so we have no information about if a particular training may be cancelled due to unforeseen circumstances.

Public utilities are facing a time of transition. Many baby-boomer employees who have been eligible to retire have delayed their retirement due to the recession and a slow economic recovery. In the next 10 years, water utilities are facing a mass retirement of managers, operators, and other skilled employees who are often the backbone of knowledge and know-how in the water system. When these experienced employees retire in the coming years, who will take their place? In an economy that is trying to accomplish more work with fewer people, it is even more important to pass down knowledge and expertise to the next generation of key employees.

In *Use Knowledge Management to Sustain Workforce Expertise*, Denise O’Berry writes, “The key is to break down the task into manageable pieces, so critical utility knowledge at greatest risk of loss remains the focus....” This can be explained as the knowledge that is unique to the experienced operator, or that would take many years of operation to build, should be the first and most important information passed down to new employees. This knowledge could include details about certain customer habits; experience with repairs of assets; location of infrastructure; trends within the water system and regulations; relationships with customers, board members, and office personnel; familiarity with sampling sites and procedures; etc.

As an operator, board member, or manager, the following questions can help determine how prepared your organization is for any upcoming personnel changes or retirements:

1. Who has the most experience and knowledge in the organization and are they close to retiring?
2. What knowledge would be lost if they retired?
3. What would change for the water system if that knowledge was lost?
4. Have they been preparing a replacement employee?

If your organization has the opportunity to hire replacement employees long before critical personnel retire, encourage a hands-on approach to their training with a variety of knowledgeable industry workers. If your organization will not be able to hire a replacement until the previous position has retired, encourage the soon-to-be retiree to begin making notes or keeping a log of the ins and outs of their daily tasks with the water system. This “logbook” would give the new employee a starting point to maintain a successful system, and a troubleshooting guide if they encounter issues on the job that the previous operator was familiar with.

O’Berry writes, “North American water utilities are facing a significant workforce transition unlike anything the industry has ever experienced. Whether this transition hits as one big wave or occurs as a steady stream of departures, the result remains the same: considerable turnover in utility management personnel and the potential loss of essential institutional knowledge. A strong, well-informed workforce that has clearly defined practices and processes in place for succession supports utility workforce continuity now and for the future.”

Thank each of you for your hard work and dedication.

Lauren Behel
Mississippi State University Extension Service
662.325.6807
Lauren.behel@msstate.edu

**MSDH Region 1 includes the counties of:
Desoto, Lafayette, Marshall, Panola, Tate and Tunica**

Thursday, March 19

MsRWA Operator Training

8:00 AM - 3:00 PM

Contact Person: Robby Mayfield at 601-857-2433 or 800-343-2520

Training Location: North Delta Planning & Development District, 220 Power Drive, Batesville (Panola County)

Training Topics:

- Water Meters
- MSDH Update
- Emergency Preparedness: Generators

Total Training Hours: 6 with 3 Regulatory

Monday – Friday, March 23 – 27

Backflow Control Backflow Certification/Recertification

8:00 AM - 5:00 PM

Contact Person: Roger Crane at 662-333-5007

Training Location: Bethlehem Fire Department, Potts Camp (Marshall County)

Training Topics:

- Hazard of Backflow
- Fundamentals of Backflow
- Methods & Mechanisms for Preventing Backflow
- Testing & Maintenance
- Developing a Backflow Prevention Program
- RP Test Procedures
- Double Check Test Procedures
- PVB Test Procedures
- RP Hands-On Practice
- Double Check Hands-On Practice
- PVB Hands-On Practice

Note: The Recertification review class will be Thursday, March 26, 2015, 8:00 a.m.

The Backflow Certification and Recertification examinations will be given Friday, March 27, 2015, beginning at 8:00 a.m.

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
- Math
- Water Treatment Plant Tour
- MSDH Update
- Organics in Drinking Water
- Communication
- Gas Cylinder Valves
- Fire Hydrants
- Water Testing
- Revised Total Coliform Rule
- SDWA
- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 2 contains the counties of:
Alcorn, Benton, Itawamba, Lee, Monroe, Prentiss, Pontotoc, Tippah,
Tishomingo and Union**

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
- Math
- Water Treatment Plant Tour
- MSDH Update
- Organics in Drinking Water
- Communication
- Gas Cylinder Valves
- Fire Hydrants
- Water Testing
- Revised Total Coliform Rule
- SDWA
- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 3 contains the counties of:
Bolivar, Coahoma, Grenada, Leflore, Montgomery, Quitman, Tallahatchie, and
Yalobusha**

Wednesday, March 18

MsRWA Operator Training

8:00 AM - 3:00 PM

Contact Person: Robby Mayfield at 601-857-2433 or 800-343-2520

Training Location: MSU Extension Service, Bolivar County, 406 North Martin Luther King Dr, Cleveland
(Bolivar County)

Training Topics:

- Water Meters
- MSDH Update
- Emergency Preparedness: Generators

Total Training Hours: 6 with 3 Regulatory

Tuesday, March 17

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Bolivar Co. EMA, 114 South St., Cleveland (Bolivar County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Tuesday, March 24

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Atmos Energy, 2525 Sunset Dr., Grenada (Grenada County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
- Math
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- MSDH Update
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- Communication
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- Revised Total Coliform Rule
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- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
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- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 4 contains the counties of:
Calhoun, Chickasaw, Choctaw, Clay, Lowndes, Oktibbeha and Webster**

Tuesday, March 17

MWPCOA District 8 Training

9:00 AM - 4:00 PM

Contact Person: George Hinnant at 662-295-2792

Training Location: Upstairs Meeting Room, City Hall, 204 Commerce St, West Point (Clay County)

Training Topics:

- Safe Handling of Treatment Plant Chemicals
- Planning for a Disaster
- Improving Customer Relations
- Fluoride Application Techniques
- MSDH Update
- Trench Safety

Total Training Hours: 6 with 3 Regulatory

Thursday, March 19

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Bruce Community Center, 352 Hasting Cr., Bruce (Calhoun County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Thursday, March 26

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: 4-County Electric Power Association, 1808 Hwy 25 South, Starkville (Oktibbeha County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

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- Fire Hydrants
- Water Testing
- Revised Total Coliform Rule
- SDWA
- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 5 contains the counties of:
Attala, Carroll, Holmes, Humphreys, Noxubee, Sunflower, Washington and
Winston**

Wednesday, March 11

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Henry Greer at 601-942-2106

Training Location: Atmos Office, Kosciusko (Attala County)

Training Topics:

- Damage Prevention
- MS Dig Law

Total Training Hours: 2 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
- Math
- Water Treatment Plant Tour
- MSDH Update
- Organics in Drinking Water
- Communication
- Gas Cylinder Valves
- Fire Hydrants
- Water Testing
- Revised Total Coliform Rule
- SDWA
- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 6 contains the counties of:
Copiah, Claiborne, Hinds, Issaquena, Madison, Sharkey, Warren and Yazoo**

Monday - Friday, March 16 - 20

Best Choice Backflow Certification & Recertification

8:00 AM - 5:00 PM

Contact Person: Bill Johnson at 601-270-3791

Training Location: Metro Mechanical, Inc., 1385 Industrial Dr., Bolton (Hinds County)

Training Topics:

- Hazard of Backflow
- Fundamentals of Backflow
- Methods & Mechanisms for Preventing Backflow
- Testing & Maintenance
- Developing a Backflow Prevention Program
- RP Test Procedures
- Double Check Test Procedures
- PVB Test Procedures
- RP Hands-On Practice
- Double Check Hands-On Practice
- PVB Hands-On Practice

Note: The Recertification review class will be Thursday, March 19, 2015, 8:00 a.m.

The Backflow Certification and Recertification examinations will be given Friday, March 20, 2015, beginning at 8:00 a.m.

Thursday, March 19

AWWA Training

9:00 AM - 2:00 PM

Contact Person: Mauricka McKenzie at 601-948-3071

Training Location: MSU Research & Extension Center, 1320 Seven Springs Rd, Raymond (Hinds County)

Training Topics:

- Developing an Effective Leak Detection Program w/Demo
- Leak Prevention through Corrosion Control Technology
- Water Meter Replacement Program for Leak Control
- Proper Pipe and Valve Installation for Leak Control and Leak Repair Techniques Hands-On Demo

Total Training Hours: 4.5 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
- Math
- Water Treatment Plant Tour
- MSDH Update
- Organics in Drinking Water
- Communication
- Gas Cylinder Valves
- Fire Hydrants
- Water Testing
- Revised Total Coliform Rule
- SDWA
- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 7 contains the counties of:
Kemper, Lauderdale, Leake, Neshoba, Newton, Rankin and Scott**

Thursday, March 5

MWPCOA District 4 Bimonthly Meeting

6:00 PM - 8:00 PM

Contact Person: Susan Boyette at 601-483-6883

Training Location: Ryan's Steakhouse, 207 S. Frontage Rd, Meridian (Lauderdale County)

Training Topics:

- Business Meeting
- Operator Jeopardy

Total Training Hours: 2 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
- Math
- Water Treatment Plant Tour
- MSDH Update
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- Gas Cylinder Valves
- Fire Hydrants
- Water Testing
- Revised Total Coliform Rule
- SDWA
- Leak Detection
- Water Audits
- Fair Labor Standard Act
- SCADA
- Classification of Workers
- Unclaimed Property Reporting
- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 8 contains the counties of:
Adams, Amite, Franklin, Jefferson, Jefferson Davis, Lincoln, Marion, Pike,
Simpson, Walthall, Wilkinson**

Tuesday, March 10

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Henry Greer at 601-942-2106

Training Location: Atmos Office, Natchez (Adams County)

Training Topics:

- Damage Prevention
- MS Dig Law

Total Training Hours: 2 with 1 Regulatory

Wednesday, March 11

MsRWA Operator Training

8:00 AM - 3:00 PM

Contact Person: Robby Mayfield at 601-857-2433 or 800-343-2520

Training Location: Columbia, Marion County Library, 900 Broad St, Columbia (Marion County)

Training Topics:

- Chlorinators
- Phosphates
- MSDH Update
- Emergency Preparedness: Generators

Total Training Hours: 6 with 3 Regulatory

Monday, March 23

MWPCOA District 7 Bimonthly Meeting

11:00 AM - 1:00 PM

Contact Person: Cathy Van Dan at 601-814-0998

Training Location: Golden Coral, 200 Anna Dr, McComb (Pike County)

Training Topics:

- Trench Safety
- Operator Math

Total Training Hours: 2 with 0 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

- Chlorination
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- Classification of Workers
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- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 9 contains the counties of:
Clarke, Covington, Forrest, Greene, Jasper, Jones, Lamar, Perry, Smith and
Wayne**

Thursday, March 12

MWPCOA District 4 Training

8:00 AM - 3:00 PM

Contact Person: Susan Boyette at 601-483-6883

Training Location: Enterprise Town Hall, 500 River Rd, Enterprise (Clarke County)

Training Topics:

- Fire Hydrant Maintenance
- Gate Valves and Auto-Flushing
- MSDH Update
- Generator Maintenance
- Chlorine 101

Total Training Hours: 6 with 3 Regulatory

Thursday, March 19

MWPCOA District 5 Day Training

8:00 AM - 3:30 PM

Contact Person: Otis Parker at 601-752-5307

Training Location: Laurel Train Depot, 230 North Maple St, Laurel (Jones County)

Training Topics:

- ICS Update
- MDOT Laws and Regulations
- MSDH Update
- Operator Responsibilities
- Cyber Security
- Buried Alive DVD

Total Training Hours: 6 with 3 Regulatory

Tuesday, March 24

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Charles Stallings at 228-234-1795

Training Location: Bay Springs City Hall, 39 South 6th St., Bay Springs (Jasper County)

Training Topics:

- Damage Prevention
- MS Dig Law

Total Training Hours: 2 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

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- SRF Update
- Disinfection
- Exhibit Hall
- Business Meeting
- Rural Development Loan and Grant Program
- Saving Energy
- Tax Regulations
- Using Websites
- Cross Connection Control
- Boil Water Notice

Total Training Hours will vary depending on what classes are attended. There are a total of 24 hours offered and at least 12 of those are regulatory.

**MSDH Region 10 contains the counties of:
George, Hancock, Harrison, Jackson, Pearl River and Stone**

Thursday, March 12

MWPCOA District 6 Operator Training

8:00 AM - 3:30 PM

Contact Person: Otis Parker at 601-752-5307

Training Location: St. Martin Community Center, 15008 Lemoyne Blvd, Biloxi (Harrison County)

Training Topics:

- ICS Update
- MDOT Laws and Regulations
- MSDH Update
- Proper Sampling Procedures
- Cyber Security
- Buried Alive DVD

Total Training Hours: 6 with 3 Regulatory

Thursday, March 12

MS811 Training

9:00 AM - 4:00 PM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: 301 Blaze Ave, Bay St. Louis (Hancock County)

Training Topics:

- MS Dig Law
- Damage Prevention
- Locator Training

Total Training Hours: 6 with 1 Regulatory

Monday, March 16

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Charles Stallings at 228-234-1795

Training Location: Coast EPA, 1482 Hwy 49, Gulfport (Harrison County)

Training Topics:

- Damage Prevention
- MS Dig Law

Total Training Hours: 2 with 1 Regulatory

Thursday, March 19

MS811 Training

9:30 AM - 12:00 PM

Contact Person: Charles Stallings at 228-234-1795

Training Location: MS Power, 300 Hwy 90, Bay St. Louis (Hancock County)

Training Topics:

- Damage Prevention
- MS Dig Law

Total Training Hours: 2 with 1 Regulatory

Monday – Thursday, March 30 – April 2

MsRWA Technical Conference & Exhibition

Monday: 1:00 PM - 5:00 PM

Tuesday: 8:00 AM - 5:00 PM

Wednesday: 8:00 AM - 5:00 PM

Thursday: 8:00 AM - 1:00 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Mississippi State Fairgrounds, Trade-Mart, High Street, Jackson (Hinds County)

Training Topics:

*There will be three rooms available for training. The conference will last from 03/30-04/02. It begins at 1:00 pm on 03/30 and ends at 1:00pm on 04/02. Training topics will include:

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