



UNCHARTED TERRITORY

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As you recall, it all started in early March of 2020. At first, we were led to believe this was only temporary, we would be shut down for only a few days to a couple of weeks? With each passing assessment, days soon turned into months. With each assessment to reopen, it soon became apparent this was an undefined moving goal. It became evident opening and restoring normal daily activities throughout the state was not going happen soon.

As events unfolded, it was becoming more apparent that this was going to be an extended event, and renewal certifications along with training credits were seriously in jeopardy. What was happening? Facilities that we use for training were closing. There are restrictions on the number of people that could meet in a group. Employers going into lockdown, only critical workers allowed on the job. Travel restrictions, both in and out of state, quarantine if you traveled to suspect areas and isolation if you were exposed to someone who tested positive.

What to do? How can we get credits for those nearing their renewal cycle? One solution is online training through SunCoast Learning™. SunCoast Learning has several DOH and DEC approved training modules offered. Secondly, New York Rural

Water Association began exploring webinars.

The webinar was unexplored territory for New York Rural Water Association. We had a lot of research ahead. What platform to use? We explored Zoom, Microsoft, and GOTO. Based on security and ease of use we elected to use the GOTO webinar platform. At first there were a few technical issues. We discovered if a smart phone was used, they needed to use the GOTO app.

Our drinking water programs offered two contacts per session. Meanwhile, DEC module only offered one contact. There was some delay sending certificates. However, we are evaluating issuing the certificates via GOTO webinar and pre-certification for DOH and DEC topics. In addition to web base, we now can facilitate one speaker at several remote training centers.

As we continue to improve our webinars and offer more topics, your feedback has been extremely important. When we enter the winter months our on-site training schedule is reduced. However, keep an eye out for webinars during the winter months. Thank you all who have participated!

Hopefully, by the time this article is printed in our winter edition, the flu season will be mild, and COVID-19 will be but a harsh memory. Everyone be well and stay safe! 💧💧

