

## Superstars: Going above and beyond in client centricity and community service

Our operations and maintenance history in Lambton Shores in Forest, Ontario goes back to 1996, and our employees dedicate their time and talents to saving our clients money; supporting their efforts to foster livable, vibrant communities; tackling climate and environmental challenges; and finding efficiencies that strengthen CH2M.

The project team also set a goal of 150 volunteer hours in the community this year. By September, they had volunteered 335 total hours in community programs, fostering a livable, vibrant community by working side by side with clients and community members to grow food and flower gardens, educate children, coach sports teams, give school tours and volunteer as firefighters.

### **Growing food for people in need**

In 2012, Project Manager Rick Marsh challenged his team to come up with community involvement ideas. The winning plan was to create a garden on the grounds of the Arkona Wastewater Treatment Plant to grow fresh vegetables for the community. Rick met with staff at the Contact House, an organization that collects food to distribute to local families in need and they were enthusiastic about the idea of providing healthy, homegrown vegetables to residents. But the plan didn't end there. The team put an ad in the local paper challenging others to get involved.

"The response from the community was overwhelming," said Rick. "Volunteer gardens started in Forest, Arkona, Port Franks, Ipperwash and Grand Bend--all small towns that make up Lambton Shores. The community truly embraced this program."

In 2016, the Forest community gardens was taken over by the Lambton County Developmental Services, a group of adults with developmental difficulties. They now tend to the gardens and make salsa and sauces to raise funds for the program.

To date, our pros have donated more than 860 pounds of vegetables to the Contact House including tomatoes, beets, cucumbers, and peppers.

### **Supporting Community Members**

Employees have coached youth baseball in Forest and hockey in Lambton Shores, coached and sponsored an all-girls' Ringette team (similar to hockey), and conducted school and visitor tours of the wastewater treatment plant.

Operator Tyler Rawlings volunteers as a firefighter in Forest, in addition to attending weekly practices and regular fire calls, he presents fire safety training to children at schools in the community.

### **Preserving the Environment**

Technician Chelsea Barnet volunteers with the Native Territories Avian Research Project doing Mobile Migratory Bird Banding and Public Information Stations in Canatara Park, Sarnia, Ontario. Chelsea is helping to gather global information to better understand the routes and needs of migratory birds.

### **Growing Community Flower Gardens**

With the efforts of municipal staff, community groups, residents, and CH2M, the municipality planted flowers throughout the community, competing against other municipalities around the world. The Municipality of Lambton Shores won the international prize from Community in Blooms, judged by program representatives from Holland. Employees also participated in a Trash Bash to clean up trash before the judges arrived. "Just wanted to say a big thank-you for the hospitality today with the judges," wrote Lambton Shores Director of Community Services Steve McAuley. "The coffee and treats were perfectly timed and much appreciated. Thanks again for helping Lambton Shores look great to our guests."

### **Investing in the Community**

The project also donated a total of \$2,500 to seven different community organizations this year. Donations range from support for youth sports and community gardens programs to sponsorship of the local Autism Golf Tournament and conservation group fundraisers. For many years, the project donated a bicycle to the annual fundraising auction for the Lake Smith Conservationists an organization Operator Shane Burley has been a member of since inception. Looking for a unique item for the groups 25<sup>th</sup> anniversary auction, they donated a kayak—which proved a big hit at the event. The group’s president, Sandra Whiting noted, “Your support this year and in past years had helped us to be successful. It is truly appreciated.”

### **Above and beyond for the client**

Not only are Lambton Shores team members incredibly engaged in their community, but they also exceed their sustainability goals. By end of the second quarter, they had already achieved 100% of their goal to decrease potable water consumption by 20,000 m<sup>3</sup> for the year. Staff have been diligent in reusing effluent water for general cleaning purposes and recording the usage. As of the beginning of September, they have saved 54,400 m<sup>3</sup> (14.4 million US gallons) of potable water. That’s equivalent to the amount of water used by 131 average households in one YEAR. Best of all for the client, they’ve saved more than \$137,000 so far!

“These team members are exceptional people who go out of their way to get involved,” said Lambton Shores Project Manager Rick Marsh. “Other firms aren’t as community-minded as we are, so our volunteer activities and commitment to sustainability are a differentiator for us.”