

Hybrid Meeting

MEMBERS IN ATTENDANCE:

Mike	Roberts	BCMSA	CEO
Sergio	Picco	City of Burnaby	Vice-President
Magnus	Enfeldt	City of Vancouver	Treasurer
Sam	Chauhan	City of Surrey	Director
Sarah	Josefson	City of Kelowna	Director
Jacson	Lau	City of Coquitlam	Director
Nela	Graham	Metro Vancouver	Director
Parm	Phangura	City of Abbotsford	Director
Shaun	Bradley	City of Colwood	Worker Rep Director
Amanda	Alberti	Harris and Company LLP	Director (appointed)

Alex	Castley	City of Penticton
Arun	Sundarsm	City of White Rock
Charity	Igiri	City of Pitt Meadows
Coreen	Wolanski	MOTI
Craig	Cowper	City of Cranbrook
Daniel	York	City of Penticton
Eva	Kaczmarcyk	City of Delta
Hedy	Wong	City of Coquitlam
Jessica	Pu	TI Corp
John	Weloy	City of Burnaby
Lisa	Hoult	City of West Kelowna
Miriam	Bougie	Resort Municipality of Whistler
Sarah	Goodwin	District of Lake Country
Sarah	Negrin	City of Fort St John
Scot	Mortimer	BC PSA
Steevie	Dhesi	City of Vancouver
Tera	Ziegler	District of Saanich
Tracy	Wynnyk	Transportation Investment Corp
Tracy	Gowans	District of North Vancouver
Vanna	Lymberopoulos	City of Coquitlam

Guests

Sudhir	Nair	WorkSafeBC
Michael	Paine	WorkSafeBC

Jane

Beaumont

BC Association of Clinical Counsellors

The meeting opened at 9:31 am

Sergio Picco called the meeting to order.

Additions to Agenda

No

Adoption of Previous Minutes

Magnus Enfeldt **Moved** to adopt the September 25, 2023, Regular General Meeting Minutes, seconded by Daniel York, **Carried**.

President Report

CEO Report

As a part of our “systems before staffing” philosophy to help mitigate the impact of organization growth on the financial positions continuing planning is underway related to implementation of a new accounting software with more robust features. A feasibility assessment is underway to see what is required for 2025 implementation.

Continued system improvements are being completed utilizing the current software to reduce risk and increase efficiency but based on growth patterns within the organization we expect this portfolio to grow in coming years.

A grant has been submitted to the Ministry of Mental Health and Addictions in efforts to fund the Pre-Emptive Mental Wellness Initiative.

The 2023 interim financial audit with MNP will be occurring November 23 and 24, 2023 and the final audit will occur February 5-9, 2024.

Communications

BCMSA has been successfully completing outreach initiative at the below listed conferences.

BC First Responders Health	BCWWA Conference & Tradeshow	BC Fire Chaplin's Conference
CPHR British Columbia & Yukon	LGMA Conference & Tradeshow	#JAC 2023

Western Conference on Safety	EOCP Conference & Tradeshow	FCABC Conference & Tradeshow
BCRPA Conference & Tradeshow	UBCM Conference	2023 Regional Employers Symposium
BCFTOA Conference & Tradeshow	BCPFFA Conference	BCACC Conference

In addition, we have been focused on our communication strategy to ensure we can be immediately responsive to trends and emerging issues to ensure our membership has access to critical safety information.

#JAC2023

The 2-day event was an incredible success, resonating deeply with our delegates. With 2 keynote sessions, an array of 32 technical presentations, an impressive roster of 75 exhibitors, and an assembly of 303 delegates representing more than 94 municipalities, districts, towns, First Nations, government agencies, and private companies. We await final reconciliation of the event to determine the final margins of the event.

#JAC2024

PWABC and BCMSA are in the process of negotiating MOU terms for the 2024 event. The BCMSA conference team and the executive of PWABC met to develop an overall conference strategy. The developed strategy will provide the overarching goals, priorities, and structure of the conference. It was determined in that meeting that use of an external event planner is both cost prohibitive and has had challenges including timely financial reconciliation.

2024-2026 Partnership Agreement with PWABC

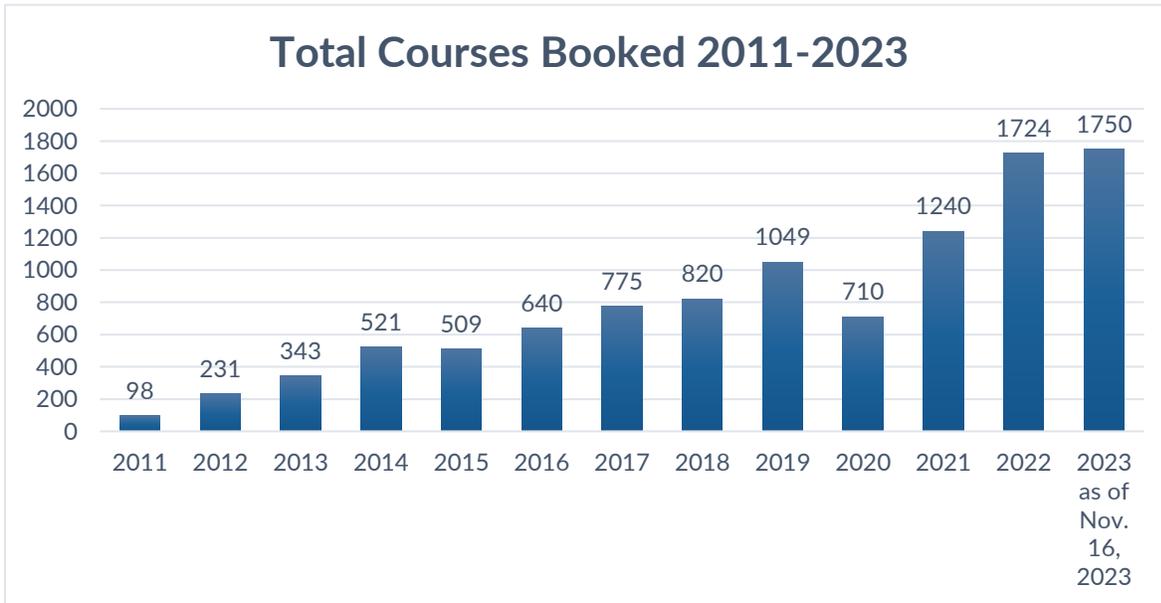
The partnership agreement between BCMSA and PWABC is fully executed with the understanding that each event will have a separate MOU to dictate the effort and financial commitments of both parties.

A soft hold has been placed on the Penticton Trade and Convention Centre as the hosting location for 2024 and 2026's JAC. Site visits are occurring in the coming weeks to view potential locations for 2025.

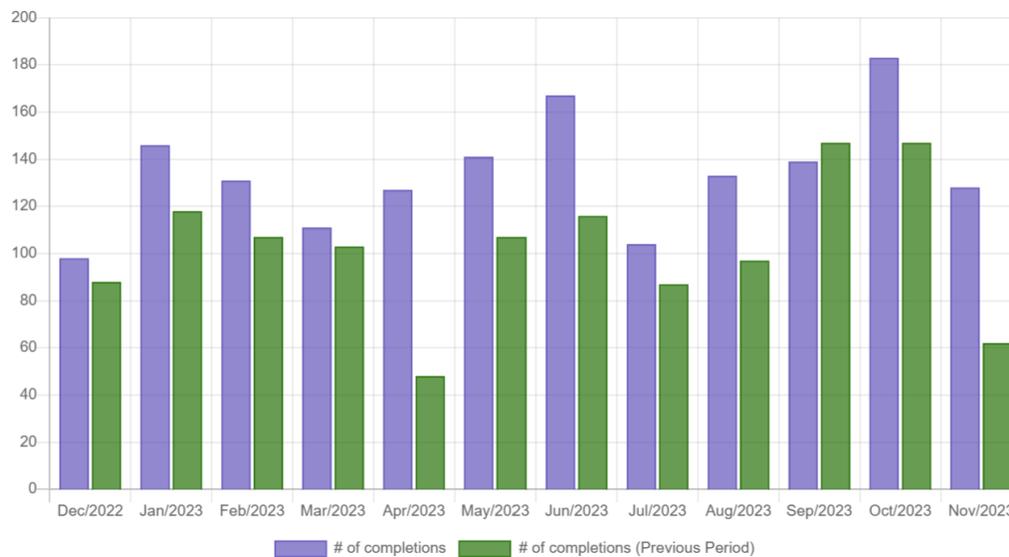
Director of Programs and Initiatives

Training

The BCMSA has booked 1750 courses (virtual and in-person) thus far in 2023 (Figure 1 below). Although in-person/virtual training has remained consistent with 2022 numbers, the BCMSA has seen major growth in their E-learning portfolio in 2023 with an increase of 25% in total courses



completed. (Figure 1.1 below). This also aligns with the BCMSA operational strategy which included planning for appropriate staffing levels while maintaining service levels through other streams of training such as E-learning.



Furthermore, over 25,000 individuals have taken training through the BCMSA in 2023, something that has never been done before at the Association. This makes up approximately

50% of the population within local government that has trained with the Association in 2023.

The full breakdown is below:

- In-person/virtual trainees – 18,000
- E-learning (Bistrainer) – 1500
- E-learning (Occupational Awareness for Firefighters) – 6,000

BCMSA/BCACC Partnership

The BC Municipal Safety Association (BCMSA) and the BC Association of Clinical Counsellors (BCACC) have partnered to deliver a pre-emptive mental wellness program to BC Municipal employees.

The Pre-emptive Mental Wellness Program's primary goal is to overcome existing challenges in mental health support by facilitating enhanced accessibility for employees of BC local government. This service, offered free of charge to employers and employees within BC's local government, ensures anonymity to reduce stigma and remove barriers for employees seeking mental health support. Emphasizing an upstream care model, the program's primary objective is to prevent the escalation of mental health concerns, thereby curbing their exacerbation.

The Pre-emptive Mental Wellness Project target launch date is May 1, 2024.

Few things to note:

1. BCMSA/BCACC Working Group has met twice to work on the details of the program
 - a. Created a landing page draft
 - b. Scripted the call literature, for training
 - c. Partnership announcement
 - d. Working group is made up of 18 municipalities – 14 Human Resources – 14 Health and Safety Professionals Professionals -

BCMSA Course Updates

New Courses/Partnerships

CMHA

CMHA is developing a Burnout course which will have a municipal focus. This course is in the development stage and the BCMSA hopes to release this in the fall.

E-Learning

Psychological Health and Safety

The BCMSA launched the 1st e-learning module of its Psychological Health and Safety Certificate: Champion Psychological Health and Safety in November. The 2nd module (Psychologically Safe Leader) will be available in December of this year.

CMHA

BCMSA is working with CMHA to develop awareness courses into E-learning format for the fall. This project is in the early stages but we are hopeful to offer this after the summer.

Leadership Safety Certificate

The BCMSA is very excited to introduce its 4th Certificate Program for the Association: The Leadership Safety Certificate Program. The BCMSA conducted a pilot for both the City of Vancouver and City of Surrey in September and November of 2023. The 2-day (16 hour) certificate is made up for 2 courses: Sonar Safety Leadership and Safety Essentials for Leaders. The key learning outcomes from this program are below:

Leadership Safety Certificate Program	
Sonar Safety Leadership Day One (1)	Safety Essentials for Leaders Day Two (2)
<p>Key learning outcomes:</p> <ol style="list-style-type: none"> 1. How to Develop a Leader’s Mindset 2. How to Engage with Others 3. How to Achieve Results Through Others 4. The Power of Empathy 5. The Importance of Personal Validation 6. The Importance of Being a Generous Leader 	<p>Key learning outcomes:</p> <ol style="list-style-type: none"> 1. Understand WHY and HOW coaching develops people 2. Examine the foundational tools and techniques to effectively coach 3. Apply the GROW Model and Practice 4. Values alignment, performance leadership, and a high-performance safety culture 5. Work and Life Integration

The pilot for both the City of Vancouver and City of Surrey received overwhelmingly positive feedback. The certificate required some alterations for day 2 (more activities and breakout groups) after the City of Vancouver pilot took place and these were integrated into the program in time for the City of Surrey sessions.

In saying that, the BCMSA will be running two open enrollment Leadership Safety Certificate Programs in 2024 taking place on February 28-29 and October 23 and 24. The cost of the open enrollment certificate will be \$300.00/per person for the 2-days of training (which is in line with our per person full day rate of \$150.00/per person). The cost of the 2-Day Leadership Safety Certificate program will be \$4900.00 with a class maximum of 25 participants if an organization would like to run this in-house.

Collaboration Announcement

The BCMSA is thrilled to announce our collaboration with the Canadian Society of Professionals in Disability Management (CSPDM). This collaboration marks a significant milestone in our commitment to enhancing professional development opportunities for all.

Canadian Society of Professionals in Disability Management (CSPDM) is a founding member of the International Association of Professionals in Disability Management (IAPDM). Professionals maintaining their CDMP can now use the below BCMSA training courses to maintain their credits. Our BCMSA-offered courses recognized by CSPDM for CEC credits include:

- Change Management – Thriving through Workplace Change (1 CEC)
- BCMSA Fatigue Awareness and Lifestyle Training (1.5 CEC)
- BCMSA Musculoskeletal Disorder (MSD) Training for Supervisors (1.5 CEC)
- BCMSA Prevention of Workplace Violence (1 CEC)
- Dealing with Difficult Conversations (1 CEC)
- Time Management (0.75 CEC)
- BCMSA Fatigue Management: Workers (4 CEC)
- BCMSA Office Ergonomics (4 CEC)
- BCMSA Musculoskeletal Disorder (MSD) Reduction Strategies for Supervisors (8 CEC)

Resources

2023 Safety Talks Overview

The 2023 safety talks have had a total download of 44,860. 25 safety talks were made available. For 2024, 24 talks are being developed. The safety talks will be released by the end of the year.

AMHSA/BIS Course Collaboration

BCMSA is collaborating with AMHSA and BIS Trainer on Phase 2 of Due Diligence for Supervisors. The course will be released in Q1 of 2024. The course update will include additional interactive activities and a case study.

Webinars

BCMSA-CMHA-EOCP Webinar Collaboration

In 2023 four webinars were offered in collaboration with CMHA and EOCP. The webinars were widely registered for, and feedback from participants was positive.

Webinars	Time	Number of registrants	Attended Live	Viewed Recording
De-escalation	60 minutes	661	505	93
Compassion Fatigue	40 minutes	418	203	66

Tips for those on the front line	60 minutes	324	148	18
Self care and stress management	60 minutes	366	-	-

Other Webinars

For 2024 we will be continuing our efforts to provide a total of four webinars in collaboration with EOCP and CMHA and four other webinars.

Engagement Project

For 2023, BCMSA worked with two organizations on the engagement project.

For the next 12-18 months Rasleen will continue to support the organizations through their road map. Moving forward in 2024, BCMSA will be running the engagement with three organizations.

Safety Culture Survey

Within the last year ten organizations have committed to participating in the Safety Culture Survey. On average the survey has run for three weeks with all organizations. The survey includes a custom survey link, QR code and a final report with recommendations. For 2024, the survey will continue to be offered as a free service to local government.

COR

Internal Auditor Training

The Association ran it's 3rd Internal Auditor Training session for 2023 on October 17 and 18th at the BCMSA office. For 2024, the team will be hosting 4 internal training sessions. These sessions are free, and the manual will be electronic. If individuals would like a hard copy manual the cost will be \$50.

COR Benchmarking Reports

With the onset of our COR dashboard, the BCMSA has utilized this program to develop COR Benchmarking reports for COR certified municipalities and naturally aligned organizations. Each COR certified organization will receive a report once their audit has been completed which will allow them to compare their results with like minded associations as well as compare their results with internal previous years scores. This report will give organizations valuable information which they use to better their safety management system and processes.

COR Certified Organizations

The BCMSA is forecasting many new COR certified organizations in 2024. This is a major feat as this would be the largest number of new COR certified organizations within a calendar year in the Associations history.

COR Zoom Webinar(s):

After each internal auditor course, we propose to have 30-45 minute session on a refresher 1 month after so that auditors can ask any pertinent questions to their student audit, 4 webinars in the year.

January 2024 – the team will be hosting an internal auditor refresher, 45–60-minute session for all internal auditors who need assistance with the new tool. This will be recorded and be used an auditor resource.

Spring 2024 – we will be having an external auditor collaboration session (approx. 90min) where we can have External auditors submit questions/comments/concerns ahead of time and build out a talking point agenda.

COR Self-Assessment Tool

The COR team will be working with Operations to update the tool and put it in our website rather than use an external provider as that technology is obsolete.

Presentations

Presentation: Preemptive Mental Wellness Program, BCMSA/BC Association of Clinical Counsellors

WorkSafeBC Report

Updated backgrounder on OFA regulation changes that are effective November 2024

- Align with two CSA standards.
 - First Aid Training and First Aid Kits
- Requirement for employers to do a risk assessment for FA.
- Greater emphasis on remote work and when a workplace is less accessible by emergency services.
- OFA 1, 2, 3 names changing to Basic, Intermediate and Advanced First Aid

Bill 5

- Effective Jan 1, 2024, Asbestos licensing for abatement contractors and worker certification comes into effect.

- WorkSafeBC website asbestos hub for worker certification information and asbestos abatement contractors to register with WorkSafeBC for license.

Certified Concrete Pump Operator Program

- January 1, 2024, Concrete pump operators are required to be certified. Currently there are not enough operators who have been able to complete the practical exam portion of the certification program. WorkSafeBC is allowing provisional acceptance of operators when they have completed the written exam, scheduled, and paid for the exam up until July 2024.

Bill 41

- Guideline is being produced on bill 41 on duty to cooperate and accommodate will be provider to employers.

Automotive Lifts

- Pre 1990 ANSI standards are being reviewed. Lifts that may not meet the requirements may require additional inspections by a qualified person or potentially decommissioning.

Sub Committee Reports

Covered in the Director of Programs and Initiatives report.

Round Table – Scripted Questions

- 1. We are hearing from membership that they are seeing major delays with WorkSafeBC in response time with claims, what are your experiences?**
 - Miriam Bougie (Resort Municipality of Whistler): Experiencing claim delays with WorkSafeBC with claims from 2021. Commitment to respond in 2 days speaking to call center new initiative to have service coordinator call back in 24 hours.
 - Daniel York (City of Penticton): Experiences for physical injuries have had small delays but easier to manage by utilizing OT pre acceptance, experiencing delays in claims related to PH&S.
 - Tera Ziegler (District of Saanich): Waiting 3-6 months for adjudication on first responder claims and longer to get into treatment. Have 135 MH claims for employees that have non-presumptive. There are not enough service providers. Employers are managing mental health risk of our employees and own providers while they wait for assessment.
 - Sam Chouhan (City of Surrey): Challenged in case management recruitment and availability of service providers, new response model.
- 2. What areas of the job are taking up time and resources that wasn't a part of the role in previous years?**

- Sergio Picco (City of Burnaby): Industry has so many unique things its why we are in this profession. Mental Health, bullying and harassment have been their new challenges.
- Sarah Josefson (City of Kelowna): Mental Health has become prime in safety and HR. Kelowna has seen lots of turnovers at WorkSafeBC so having inquiries on toxic process gases and wanting site visits that was recently completed with the last person.
- Tera Ziegler (District of Saanich): Lack of healthcare providers are a challenge. Employees do not have consistent medical providers.
- Sam Chauhan (City of Surrey): Young supervisors and building their toolbox.
- 3. **Technology is advancing and being utilized differently in orgs. Orgs have been implementing AI. What are your experiences with AI and have you considered how it would help or hinder to Safety Management System?**
- Sarah Josefson (City of Kelowna): IT department assessing utilization of it across the organization. OHS Department getting close to releasing AI safety chat bot will point to WorkSafeBC resource and give them an answer with their safety duties as well as the federal OHS reg for airport and MOTI traffic management manual to help navigate it.

RoundTable:

- Daniel York (City of Penticton): Completed first cert audit in November waiting to hear back results but hearing positive things
- Magnus Enfeldt (City of Vancouver): What is the feedback loop on consultation process with WorkSafeBC. WorkSafeBC to get back to us.
- Craig Cowper (City of Cranbrook): Just finished BCMSA Initiative with audit and safety culture survey.

Meeting adjourned at 12:23pm.

Upcoming Meetings for 2024:

- March 14th BOD/ March 15th RGM
- June 6th BOD/ June 7th AGM/RGM
- September 12th BOD September 13th RGM
- BCMSA/PWABC Conference October 7th – 9th Penticton
- December 5th BOD, December 6th RGM