

BC MUNICIPAL SAFETY ASSOCIATION

# NEWSLETTER

FEBRUARY 2018



SEPTEMBER 16-19

*Save the date!*

JOINT ANNUAL CONFERENCE & TRADE SHOW

SUN PEAKS GRAND HOTEL & CONFERENCE CENTRE

# 2018



## MEETINGS

| DATE       | MEETING                 | LOCATION                                  |
|------------|-------------------------|---|
| March 2    | Annual General Meeting  | Sundance Place Motel Delta                |
| June 8     | Regular General Meeting | Sundance Place Motel Delta                |
| September  | Regular General Meeting | Sun Peaks Grand Hotel & Conference Centre |
| December 7 | Regular General Meeting | Sundance Place Motel Delta                |

## 2018 SAFETY TALKS CALENDARS

Our 2018 Calendar was published in late 2017 and complimentary copies were mailed to member organizations. A limited number of calendars are still available. If you would like to order additional copies, please send your request via email to [Helga Hildebrandt](mailto:Helga.Hildebrandt).

Cost per additional calendar is \$5.00 plus g.s.t. (shipping is included).



## GET IN TOUCH WITH US

### Mike Roberts

Executive Director

E: [mroberts@bcmsa.ca](mailto:mroberts@bcmsa.ca)

P: 778-278-3486 | C: 778-835-9669



20430 Fraser Highway  
Langley, BC V3A 4G2

### Justin Chouhan

Manager of Audit & Training Services

E: [jchouhan@bcmsa.ca](mailto:jchouhan@bcmsa.ca)

P: 778-278-3436 | C: 778-954-7399



[facebook.com/BCMSA](https://facebook.com/BCMSA)

## WHAT'S INSIDE

- 02** Meetings  
2018 Safety Talks Calendar  
Get In Touch With Us
- 03** Online Training is Here!  
2018 Joint Conference  
Announcement
- 04** SONAR Safety Leadership
- 05** 1,000 SSCP Completions  
More About our Certificate  
Programs
- 06** March 8: Free Webinar  
Creating a Win/Win...  
Best Practices in Injury  
Management  
Making a Difference
- 07** Reduce Your Risk of  
Ammonia Exposure
- 08** COR Organization  
Self-Assessment  
Grateful for the Experience
- 09** COR Program  
Congrats City of Abbotsford!
- 10** Above & Beyond  
Recognition Award
- 11** Are you "HeartSET"  
everywhere you go?

# Online training is here!

LEARN WHENEVER, WHEREVER

The BCMSA is thrilled to launch its Online Training system as its second stream of learning. This alternative to our classroom training consists of safety awareness courses that have been designed to allow employers, supervisors and workers to train in a dynamic, interactive style within their workplaces or on the go.

ACCESS OVER 200 COURSES!

Some of the topics include:

- Safety Awareness Topics (Accident/Incident Investigation, WHMIS, Safety Management Systems, and more)
- Respectful Conduct in the Workplace
- Workplace Violence Prevention
- Vehicle/Mobile Equipment Use
- Workplace Stress
- Trench Safety/Ground Disturbance



1. Go to [bcmsa.ca](http://bcmsa.ca)
2. Click
3. Learn!



## 2018 JOINT CONFERENCE ANNOUNCEMENT

Greg Wightman, President of Public Works Association of BC (PWABC) (r) and Caleb Mierau, President of BC Municipal Safety Association (BCMSA) (l) are pleased to announce that PWABC and BCMSA are working together to deliver a joint-conference in 2018. The benefits include more presentations in key topic areas including safety, public works, utilities and leadership; a larger tradeshow; and more opportunities to network with municipal leaders and industry professionals from across BC. There is great excitement as we combine the key strengths and areas of expertise of each of our associations to elevate the quality and value of your conference experience.

Stayed tuned for more exciting news on sponsorship and exhibitor opportunities starting April 1<sup>st</sup>. The conference program and early bird registration will be available on June 1<sup>st</sup>.





# SONAR

## SAFETY LEADERSHIP



**A BRAND NEW SAFETY WORKSHOP FOR TODAY'S  
SAFETY LEADERS.**

**Course length:** 8 hours

**Class minimum/maximum:** 10/25

**Supervisors Safety Certificate Program:** elective course

**EOCP CEU's:** n/a

**Price:** \$2,300 per class

**Course description:** Today's safety leaders must hold themselves to important standards: Their Empowerment of Others, Their Service and Their Relationships.

The 1-Day SONAR Safety Leadership training program is designed to provide today's safety leaders with the capacity, skills and tools to listen and respond to their workplace, as well as how to communicate effectively and successfully with everybody in it.

The SONAR Safety Leadership workshops train safety supervisors, managers and leaders to listen to what is going on in their workplace.

The workshop will show them how to be the human equivalent of SONAR.

By understanding what is really going on beneath the surface of their workplace, those supervisors, managers and leaders can develop relationships with their employees, by listening to their needs, understanding their values and recognizing their motivations – always with a view to increasing safety at every turn.

In order for safety leaders to be effective, they must be fully engaged with their own ability to grow, learn and build people, all of which are characteristics associated with effective leadership.

SONAR Safety Leadership participants will learn:

- The 4 Elements of Essential Leadership Practice
- How to Develop a Leader's Mindset
- How to Engage with Others
- How to Achieve Results Through Others
- The Power of Empathy
- The Importance of Personal Validation
- The Importance of Being a Generous Leader
- Why Today's Leaders Also Need to Be a Coach
- How to Use the JOHARI Window to Understand People and much, much more.

SONAR Safety Leadership participants will also receive:

- A digital copy of the SONAR Safety Leadership workbook
- Exclusive access to the 13-Week follow up video series BOLD Leadership at Work

# 1,000 SSCP COMPLETIONS



*From left: Sam Chauhan (Manager, Occupational Health & Safety), Anja Fouche (ByLaw Enforcement Officer, Public Safety), Justin Chouhan (Manager, Audit and Training Services, BCMSA), Jas Rehal (Manager Public Safety Operations, Public Safety).*

The City of Surrey's Anja Fouche was successful in completing the course requirements for the Supervisors Safety Certificate Program (SSCP) on November 23<sup>rd</sup>. Anja was presented with the 1,000<sup>th</sup> certificate in the Program.

The Program was established in 2012 to recognize those who have invested time and energy into learning the key elements of occupational health and safety from a supervisor's perspective.

## MORE ABOUT OUR CERTIFICATE PROGRAMS



Find details for both programs:

<http://www.bcmsa.ca/training-events/municipal-worker-safety-certificate-program/>

<http://www.bcmsa.ca/supervisor-safety-certificate/>

MARCH

08

THURSDAY

March 8<sup>th</sup>

11:00 a.m. to noon

**British Columbia  
Municipal Safety  
Association**

**WORK SAFE BC**

*Presenters:* **JUDY REILLY**  
STRATEGIC  
ENGAGEMENTS  
WORKSAFEBC

**JOHN FRASER**  
HEALTH  
& SAFETY  
PERFORMANCE  
CONSULTANT  
WORKSAFEBC

*Facilitator:* **MIKE ROBERTS**  
EXECUTIVE DIRECTOR  
BCMSA

## FREE WEBINAR

### CREATING A WIN/WIN... BEST PRACTICES IN INJURY MANAGEMENT

Learn from this webinar:

- Understanding claims management versus injury management
- Moving from re-active to pro-active... learning to take control rather than waiting
- Key best practices that can make your program successful
- Essential ingredients of your Injury Management program
- What you can do right away, that will make a difference
- The importance of culture / senior management commitment

[Sign up now!](#)

Participants will be able to pose questions of the facilitator and learn how to make the best use of this informative session.

There is no charge for this webinar. The first 100 registrants will receive log-in information a week before the session.

## MAKING A DIFFERENCE

*By Helga Hildebrandt, BCMSA Office Manager*

In 2009 I happened to be browsing Craigslist job ads for my teenage son when I came across the ad for BCMSA's first Administrative Assistant position. 'Setting up a new office' and 'defining and implementing processes' were highlights of the job description. I cannot lie, that really appealed to my Type A personality! On a whim, before leaving for vacation, I threw my hat in the ring. After years of working part-time jobs while raising my little people, and juggling my days around their school schedules, the timing was right for this exciting full-time opportunity - my youngest child had just graduated from high school.

Over the years my role has evolved from Administrative Assistant to Office Manager and our staff has grown from two to six. In 2012 I set a wild goal – complete BCIT's part-time studies Graphic Design program. I graduated from the program last July and am thrilled that I can use and further develop my skills working at the BCMSA. While my primary

responsibilities at the BCMSA are accounting, design and marketing, my best days are those when I'm working on creative projects like this newsletter, annual report or our annual Safety Talks Calendar. I positively get lost in the creative process and really love it!



When I'm not working you can find me hanging out with my hubby of 32+ years. I also enjoy working on freelance design projects – being part of the creative story for my clients is very rewarding.

I am lucky to work in this team environment and am excited for what's to come knowing that the work we do at the BCMSA is making a difference in worker health and safety.

# REDUCE YOUR RISK OF AMMONIA EXPOSURE

By Gord Harkness, WorkSafeBC Risk Analysis Unit Manager

## Characteristics of ammonia

Ammonia is a toxic and corrosive substance commonly used as a refrigerant in commercial, industrial, and recreational facilities. In a sealed pressure system, ammonia is not harmful to people or the environment; however, leaked or spilled ammonia becomes a gas, which can be fatal if inhaled.

Generally, ammonia fumes are easily detected due to its low odour threshold (2-55 ppm), but workers that have been repeatedly exposed over time to low levels of ammonia may become desensitized to the smell and may not detect it at the early stages of a leak or spill.

## The dangers of ammonia

In low concentrations, ammonia can cause irritation or burns to skin and mucous membranes. Because it reacts with moisture, exposure may irritate eyes and can result in permanent blindness. Inhaled, the fumes can cause coughing, chest pains, and difficulty in breathing.

At higher concentrations, exposure can result in bronchopneumonia, pulmonary edema, and death. On its own or combined with certain other chemicals such as chlorine, bromine, iodine and hypochlorite bleaches, ammonia can form an explosive mixture, creating fire or explosion hazards.

Ammonia also presents a hazard to facility equipment. It corrodes many kinds of rubber and plastic, and its vapours react with moisture in the air to form aqueous ammonia which attacks copper, zinc, tin, cadmium.

Almost all reported incidents of ammonia exposure were a result of a malfunction or occurred during installation, maintenance or the transfer of ammonia.

## Reducing the risk of exposure to ammonia leaks

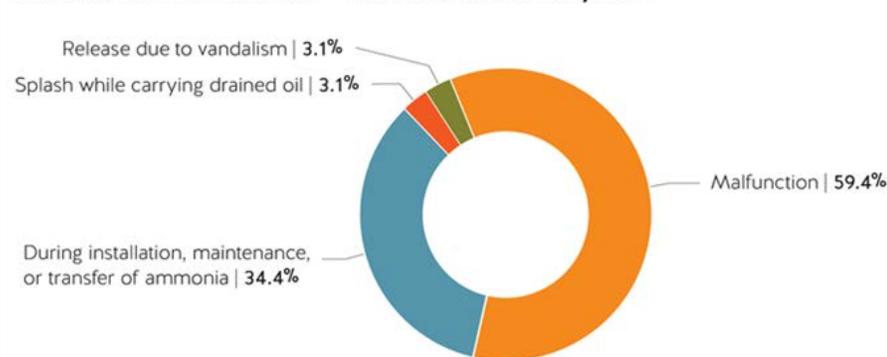
If your workplace uses ammonia, you have a legal responsibility to create a health and safety program to reduce the chances of a leak or spill and protect your workers in the event of an exposure. While every workplace is unique, common requirements of a health and safety plan include:

- A written exposure control plan. The plan needs a formal risk assessment by a qualified person who determines which workers are at risk of exposure, and the possible extent of that exposure, whether by direct contact or by inhalation.
- Ammonia monitoring and alarm systems. Maintain, test, and calibrate this equipment on a regular schedule and keep records of these activities.
- A written emergency response plan. Depending on your location, you may wish to extend this plan to include the area surrounding your facility, such as schools or businesses.
- Personal Protective Equipment (PPE), including breathing apparatus, face masks, and clothing.
- Regular inspections of the facilities, including alarms and safety equipment such as PPE, first aid supplies, and eyewash stations.
- Training programs for workers, including written procedures and records of training.

Safety inspections of facilities most often highlight shortcomings in:

- Exposure control plans
- Monitoring and alarm systems
- Personal protective clothing and safety equipment

Causes of ammonia releases — incidents 2004 to July 2015



WorkSafeBC is conducting a three-phase ammonia inspection initiative and has created [resources](#) to help you assess and identify risks, and protect your workers. These resources include Ammonia: Employer information for Ice Rinks and Recreational Facilities and the Ammonia in Refrigeration Systems guide. With the help of industry feedback, we are updating the version of Ammonia in Refrigeration Systems guide, to be posted on WorkSafeBC in April 2018.



## CERTIFICATE OF RECOGNITION (COR) ORGANIZATION SELF ASSESSMENT

Check out our free interactive online self assessment for organizations to receive feedback on their readiness for a COR review. This tool can also be used as a way to assess their current Safety Management System as measured by WorkSafeBC COR Standards and Guidelines.

[smsreview.bcmsa.ca](https://smsreview.bcmsa.ca)

## GRATEFUL FOR THE EXPERIENCE

*By Justin Chouhan, BCMSA Manager of Audit & Training Services*

I am thrilled to be writing my very first newsletter article as part of the BCMSA team. I'm now into my sixth month at the BCMSA after previously working for the City of Coquitlam and City of Richmond. I could not thank both the City of Coquitlam and City of Richmond enough for helping me develop the tools and skills needed to build a strong safety professional, and those tools and skills have definitely helped guide me in my transition into the Manager of Audit and Training Services at the BCMSA. Thank you to my entire BCMSA team for all their hard work and dedication; you all have made this transition seamlessly easy. There is only one word to describe you all – AWESOME!!

As we roll into the month of March, the BCMSA is as busy as it's ever been. As of February 26<sup>th</sup>, we have booked over 400 courses for 2018 and the requests continue to flow in. We are thankful to our membership for continuing to trust our organization with their training and for making the BCMSA their resource of choice.

I'm very excited to announce that the BCMSA has launched Online Training as it's second stream of training. Our



Online Training allows employers, supervisors and workers to access over 250 health and safety awareness courses in a dynamic, interactive style within their workplace or on the go. I'm also very proud to announce that the BCMSA has partnered with FIORE Group Training and launched a Sonar Safety Leadership course. The 1-Day SONAR Safety Leadership training program is designed to provide today's safety leaders with the skills and tools to listen and respond to their workplace, as well as how to communicate effectively and successfully within their workplace. You can read more about it on Page 4. We have already booked a number of SONAR Safety Leadership courses for various municipalities and anticipate this to continue over the year. Get your bookings in now!

In closing, I again express my gratitude towards our membership for it's continual support of the BCMSA. I hope everyone has a safe, productive year. All of us at the BCMSA look forward to serving you in 2018 and beyond. Thank you!

## COR PROGRAM

Employers interested in participating in the Certificate of Recognition (COR) Program need to follow the outlined process and complete all required forms.

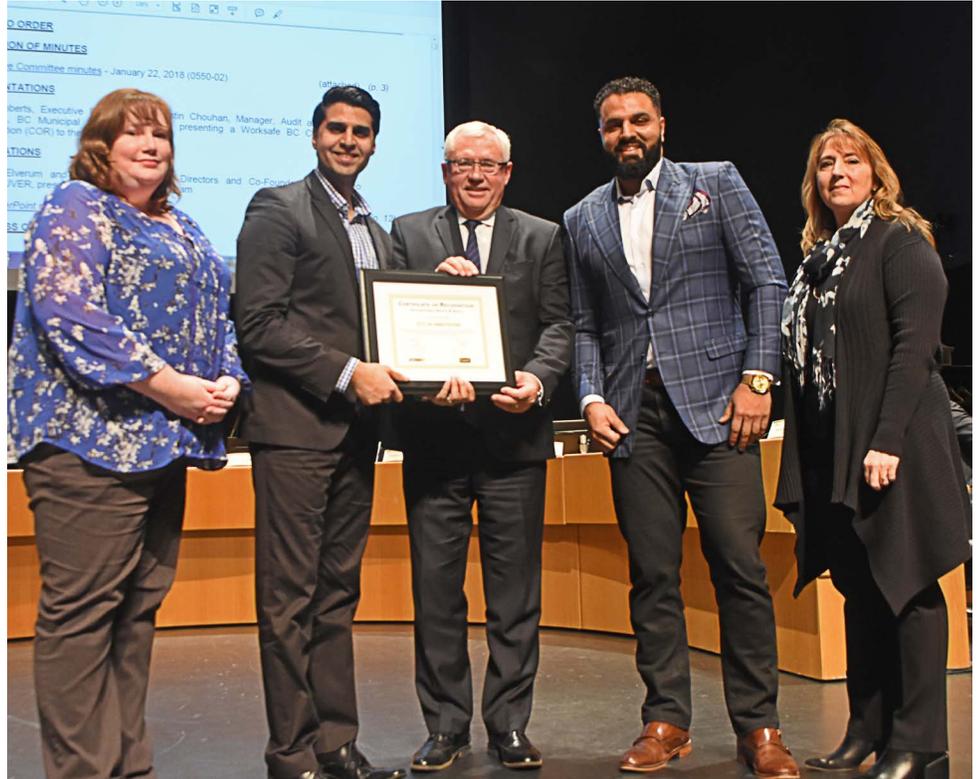
Find everything you need to get started: [Process & Forms](#)

The [Certificate of Recognition \(COR\) Toolkit: An Employer Guide to COR Certification](#) will help employers understand the COR process.

Included in the manual is an overview of what is needed to succeed in achieving COR, detailed explanations of the audit tool questions and practical examples of forms, policies and procedures that organizations can use or modify based on their specific needs. By following this manual, organizations can expect to improve their safety performance and reduce costs.

Congratulations to all the COR certified organizations and their staff, for recognizing the value of establishing and supporting effective Health and Safety Management and Return to Work Systems. Benefits include reduced injuries, improved morale, improved productivity, and, of course, incentive cheques from WorkSafeBC and often, reduced assessment rates.

## CONGRATS CITY OF ABBOTSFORD!



***From left: Madelyn Davidson (Coordinator, Occupational Health and Safety), Justin Chouhan (Manager, Audit and Training Services, BCMSA), Mayor Henry Braun, Parm Phangura (Manager, Occupational Health and Safety), Allison Pye (Manager, Business Improvement).***

On February 5<sup>th</sup>, Justin Chouhan, BCMSA Manager of Audit and Training Services, presented the City of Abbotsford with their COR certificate. The City of Abbotsford was successful in completing their COR certification for Safety Management Systems in December of 2017 and is to be commended for their leadership in health and safety, as achieving COR is no simple matter. The heart of COR is a commitment from the highest level to do what it takes to ensure worker health and safety and takes dedication from staff to ensure safety programs and procedures are created and maintained. The City of Abbotsford showed commitment from every level of the organization in establishing an excellent safety culture among all workers, management, and executives. The BCMSA congratulates the City of Abbotsford on this outstanding achievement!

For more information on the COR Program, contact [Justin Chouhan](#), Manager of Audit & Training Services.

# ABOVE & BEYOND

## RECOGNITION AWARD

The BCMSA and St. John Ambulance recognizes individuals who have acted alone or as a team in providing assistance to either those in need of medical aid using their knowledge in first aid; or those in a situation where their lives may be in danger with or without the application of first aid. Taylor Buell (bottom center), Shem Smith (top center) and Meagan

McMillan (not shown) were recognized for their actions at the Comox Valley Regional District Parks and Recreation Meeting jointly by Mike Roberts, BCMSA Executive Director (right) and Dave Valentine, St. John Ambulance Area Commissioner (left) for Vancouver Island at the first annual Above and Beyond Award presentation on January 23<sup>rd</sup>.



In September, a gentleman in his early 50's collapsed into full cardiac arrest while public skating. The staff responded very quickly and began performing CPR. After using the AED machine three times and further CPR, the gentleman regained consciousness. The gentleman arrested two more times and was then stabilized and transported to Vancouver where he received a complicated heart surgery. We are thrilled to report he is now doing very well.

If you know of someone who has acted alone or as a team in providing assistance to either those in need of medical aid using their knowledge in first aid; or those in a situation where their lives may be in danger with or without the application of first aid in the past year, the BCMSA and St. John would like to recognize their effort.

[Above & Beyond Nomination Form](#)

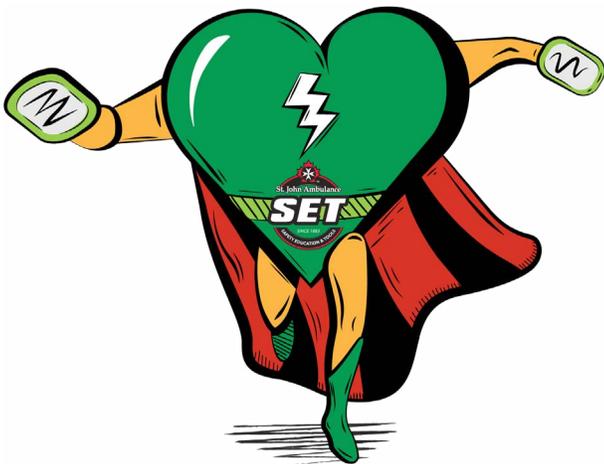


## Are you “HeartSET” everywhere you go?

Today, Canadians are choosing to be HeartSET by getting safety education and tools to stay safe at work, home and play. Imagine the peace of mind you would have if all the people that matter to you in your life were CPR trained and an AED was in close proximity to where you work, live and play. Our communities would be tremendously safer with people empowered as bystanders to save lives when a cardiac arrest occurs.

In Canada, a staggering 35,000 to 45,000 people die of sudden cardiac arrests each year. A cardiac arrest is when your heart suddenly stops pumping, your brain is quickly starved of oxygen; you become unconscious and stop breathing. It only takes three minutes for brain damage to set in and within 10 minutes the person has usually died. In most cases the ambulance will not make it in time. Almost 80 percent of all cardiac arrests occur in homes and public places, and 35 to 55% are witnessed by a family member, co-worker or friend. The survival rate of victims of sudden cardiac arrest (outside of a hospital) is approximately 5%. Unfortunately, the majority of people witnessing cardiac arrest do not perform CPR. Knowing how to respond to a cardiac arrest can increase the odds of survival and recovery by 30% or more.

Defibrillation is the only effective treatment for sudden cardiac arrest. Automated External Defibrillators (AEDs) deliver an electrical shock to the heart to help re-establish a normal rhythm, and when combined with CPR, the use of an AED can increase the likelihood of survival by up to 75%.



### **Three Simple Steps to Get HeartSET:**

#### **#1 TRAIN – Get CPR Training**

In Canada, we simply cannot rely on strangers and bystanders to help us if a cardiac arrest occurs. The chance that a bystander knows and will perform CPR in Canada is about 15%, according to an Ottawa Hospital Research Institute (OHRI) study. In a matter of hours, you can learn cardiopulmonary resuscitation (CPR), a life-saving technique that is uncomplicated and easy to learn. St. John Ambulance is the largest provider of regularly scheduled first aid training programs in Canada.

*Get CPR trained today and be one step closer to being HeartSET everywhere you go. Please visit [sja.ca](http://sja.ca) to register for a CPR training session that's convenient for you.*

#### **#2 EQUIP – Buy an AED for Your Space**

An automated external defibrillator (AED) is a small, lightweight, and portable electronic device that delivers an electric shock through the chest wall of a person whose heart has stopped beating. It is proven to be one of the most important tools in saving the life of someone suffering sudden cardiac arrest, and it's a piece of equipment that St. John Ambulance recommends for every space. Because most AEDs emit clear voice prompts and have legible and visual instructions, they can be used by anyone, regardless of age or experience. In fact, using an AED is one of the easiest first aid techniques you can master. All AEDs are easy to use and possess three basic elements: a battery, a main unit that analyzes heart rhythm and generates the electrical charge, and the pads that deliver the shock. St. John Ambulance is the largest provider of AEDs in British Columbia and the Yukon.

Visit [GetHeartSET.com](http://GetHeartSET.com) for complimentary tools and resources to help you with your AED purchase.

#### **#3 MAINTAIN – Update your AED Supplies and CPR Training Skills**

In order to stay HeartSET, you must ensure your CPR training is up to date and your AED supplies are maintained. Simply re-certify your CPR training and keep a log indicating that the AED is operational, the batteries are still working, and all the components of your kit are in working order. On average, batteries should be replaced every four years, and pads every two years.

**Please Get HeartSET today. [www.GetHeartSET.com](http://www.GetHeartSET.com)**