Minutes

Odour Management Team, Meeting #11

Date: October 2, 2014
Time: 10am- 3:30pm
Place: CASA Office, Edmonton

In attendance:

Name	Stakeholder group
Ann Baran	Southern Alberta Group for the Environment
Francisco Echegaray	Natural Resources Conservation Board
Zaher Hashisho	Alberta Health
Joseph Hnatiuk	Canadian Society of Environmental Biologists
Kim Johnson	CAPP (Shell)
Carolyn Kolebaba (by phone)	AAMDC
Tanya Moskal-Hébert	Alberta Agriculture and Rural Development
Gary Redmond	Alberta Airshed Council (Alberta Capital Airshed)
Brendan Schiewe (10-11am)	Alberta Health
Al Schulz	Chemistry Industry Association of Canada
David Spink	Prairie Acid Rain Coalition
Celeste Dempster	CASA

Action Items:

Action Items	Who	Due
8.2: The team will invite the AER to give a presentation on the odour-related changes to Directive 60.	Celeste	Meeting #13.
10.3: Members will look for contractors or in-house capacity to help with graphic design and/or editing.	All	ASAP.
11.1: Celeste will distribute information on AER Directive 60 in conjunction with Action Item 8.2.	Celeste	Meeting #13.
11.2: Celeste will distribute the Complaints Task Group update presentation.	Celeste	ASAP.
11.3: Gary will provide contacts for industry associations to participate in the Complaints Task Group's decision tree pilot testing.	Gary	ASAP.
11.4: Francisco will provide contacts for NRCB inspectors to participate in the Complaints Task Group's decision tree pilot testing.	Francisco	ASAP.
11.5: Gary will share the 'RFP' recently used by the Alberta Airshed Council and Celeste will distribute to the OMT.	Gary, Celeste	Meeting #12.
11.6: Celeste will update the OMT's Gantt chart.	Celeste	Meeting #12.

1. Administrative Items, Part 1

David chaired the meeting which began at 10:00am. Participants introduced themselves and welcomed to the meeting. Quorum was achieved.

The agenda and meeting objectives were approved.

The minutes from meeting #10 were reviewed. The minutes were approved with the amendment of several typos. The action items from meeting #10 were updated as follows:

Action Items	Who	Status
8.2: The team will invite the AER to give a presentation on the odour-related changes to Directive 60.	Celeste	Carry forward.
10.1: Celeste will distribute the presentation from the Odour Assessment Task Group consultant.	Celeste	Complete.
10.2: Keith, Carolyn, and Ann will send Celeste the names of additional reviewers for the Health Task Group's pilot test of the symptom tracking tool for individuals.	Keith, Carolyn, Ann	Complete.
10.3: Members will look for contractors or in-house capacity to help with graphic design and/or editing.	All	Carry forward. See item 5.
10.4: Celeste will develop step-by-step action plans for the work under Education/Communication/Awareness and assembling the GPG.	Celeste	Complete. See item 4 and 5.
10.5: Celeste will poll for meeting dates for the remainder of 2014.	Celeste	Complete.

Action Item 11.1: Celeste will distribute information on AER Directive 60 in conjunction with Action Item 8.2.

2. Updates

CASA Update:
- The Board meeting met on September 18th 2014 in Edmonton.
  - They were provided with a written status report on the OMT. It was noted that the AER has declined to provide funding – see item 6.
  - The Board reviewed and approved in principle the non-point source air emissions project charter. The Board wishes to obtain funding for the work before giving final approval for the project charter.
- The Electricity Framework Review team continues to work on the remaining 5-year review tasks.
- The next Board meeting will be on December 4th 2014 in Calgary.

Other Odour Initiatives:
- The Cumulative Environmental Management Association (CEMA) has selected a contractor to develop strategies for odour management in the Wood Buffalo area. It is anticipated that this work will be completed in December 2014/January 2015. The OMT will continue to keep abreast of this work and coordinate with CEMA as necessary.
- The OMT co-chairs have been asked to speak at the Synergy Alberta conference on November 4th 2014. Celeste is working with the co-chairs to develop key messages and a presentation, which will be shared with the OMT. The OMT noted that this is an excellent opportunity to share the work of the team.

3. Task Group Updates

Health Task Group:
The team heard an update on the work of the Health Task Group. Brendan Schiewe, a member of this task group, was on hand to respond to questions from the OMT and to provide additional details about the work. The Health Task Group has made significant progress towards its two main deliverables. The task group is focused on two pieces of work:
- Stream 1 - A backgrounder about odour and health:

- o The backgrounder is focused on building understanding about odour and health as well as clarifying what is known and not known about the relationship between odour and health, while using a non-judgmental tone.
  - o The task group has prepared a table of contents, developed and reviewed multiple drafts, then sent the document to be reviewed by a professional editor. The task group is currently in the process of finalizing the backgrounder for inclusion in their final report to the OMT.
- The OMT discussed Stream 1 work as follows:
  - o In developing the backgrounder the task group worked to keep the piece short and concise but cover the necessary range of topics and to provide useful information using a non-judgemental tone.
  - o The backgrounder was written to align with the audience for the Good Practice Guide (government and industry) as the backgrounder will be included in this document.
  - o The backgrounder does identify the issue of sensitive populations, but doesn't elaborate in great detail.
  - o A literature review on odour and health was provided in-kind by Alberta Health. This document is not available publically (but is going through the process to be made public) and was made specially available for the task group. This document was one input to the backgrounder.
  - o The backgrounder cites primary literature. These papers are all publically available.
  - o The idea of 'desensitization' is referenced in the backgrounder using different terminology.
  - o The task group did not interview practitioners, but several members of the task group are practitioners and the task group had access to documents that reference practitioners.
  - o The OMT noted that health professionals could be interested in the backgrounder.
  - o The backgrounder does include an executive summary.
- Stream 2 - Tool(s) for individuals to track the health-related impacts of odour
  - o The tool will help individuals to record any symptoms they feel may be related to an odour. An individual can then use this information to discuss their symptoms with their health professional.
  - o The tool is a 1-page pdf that can be printed and completed by hand or filled out on the computer. The task group has developed a prototype and subsequently tested the tool for clarity and ease of use.
  - o The pilot testing did not look at the validity of the tool as this would be quite complex due to legal, ethical and confidentiality issues. Rather, it focused on assessing ease of use, utilizing the task group's existing network of contacts. The task group asked reviewers to try out the tool and then to complete a short survey using Survey Monkey – a free online survey tool. The entire OMT was included in the pilot testing.
  - o The task group will review the results of the pilot testing and make adjustments to the tool as necessary in anticipation of finalizing the tool for inclusion in their final report to the OMT.
- The OMT discussed Stream 2 work as follows:
  - o It was noted that some people had difficulties opening the pdf.
  - o Although the task group has yet to discuss the results, generally the feedback from the pilot testing looks positive and offers some constructive suggestions to improve ease of use.
  - o In developing the tool, the task group has had to carefully consider the legal and ethical obligations around recording health information (i.e. the Health Information Act).

- o The task group will provide advice around the distribution of the tool and future iterations of the tool (continuous improvement).
  - o The tool will be part of the Good Practice Guide.
  - o It was noted that the intensity scales include a 'zero' to account for latent effects.
- The task group anticipates completing its work in November 2014.

Complaints Task Group:
Tanya Moskal-Hebert, co-chair of the Complaints Task Group, provided an update presentation with highlights as follows.

- The task group has chosen a consultant to develop a decision tree designed to direct complainants to the appropriate agency as efficiently as possible. The decision tree will also provide assistance to help a non-expert (the call operator) solicit relevant odour-related information from another non-expert (the caller).
- The task group is currently working with the consultant to develop the draft decision tree and plans to test it with call operators in order to:
  - o Test the workability of the tool in the real world,
  - o Ensure that the tool meets its goals (i.e. to direct complainants efficiently), and
  - o Make any adjustments so that the tool is useful.
- The task group have identified reviewers to participate in the pilot testing. Reviewers will be asked to use the tool for a period of two weeks and to complete a feedback form. The pilot testing will be coordinating by the consultant.
- The task group will also be developing additional good practices around complaint management for inclusion in the Good Practice Guide.
- The task group anticipates completing its tasks by the end of 2014 but its final report will not be ready for submission to the OMT until early 2015.
- The task group is on budget and anticipates using its entire budget allocation.

Action item 11.2: Celeste will distribute the Complaints Task Group update presentation.

The OMT discussed the plan for pilot testing the decision tree as follows:
- The OMT provided suggestions for additional reviewers to be included in the pilot testing.

Action Item 11.3: Gary will provide contacts for industry associations to participate in the Complaints Task Group's decision tree pilot testing.

Action Item 11.4: Francisco will provide contacts for NRCB inspectors to participate in the Complaints Task Group's decision tree pilot testing

The OMT advised the Complaints Task Group to proceed with pilot testing of the decision tree as described.

Odour Assessment Task Group:
- The task group is working with a consultant to prepare an inventory and analysis of odour assessment tools. The report will contain a 2-page overview of each odour assessment tool (with links to more detailed resources), general guidance steps for choosing tools depending on the purpose of the odour assessment, and a matrix outlining the characteristics of each tool allowing users to easily compare tools.
- The consultants provided a presentation on odour assessment the format of the report at OMT meeting #10.

- The task group is currently working with the consultant to finalize the report.
  - It was noted that there are some concerns related to the style of the report that the task group is working to resolve.
  - It was also noted that the task group is very pleased with the 'guide' that has been developed (i.e. an odour assessment quick sheet).
- The task group anticipates completing its work by the end of 2014.

Enforcement/Role of Regulation Task Group:
- The task group kicked off this work on June 23rd 2014 and prepared an RFP to collate and review regulatory approaches. The consultant will be asked to recommend which approaches may be the most appropriate to the Alberta context and to then conduct additional research.
- The task group reviewed RFP responses and chose a consultant to undertake this work.
- The task group met with the consultant to kick-off the work at the end of September 2014 and expects this work to be complete by the end of January 2015.
  - It was noted that the consultant have been involved in the recent Peace River Proceedings which focused on oil and gas. At the kick-off meeting, it was emphasized that oil and gas is one part of this work but not the focus. The GPG is meant to be applicable to all sectors operating in Alberta.

Prevention/Mitigation Task Group:
- The task group kicked off on June 18th 2014 and prepared an RFP for an inventory and analysis of odour prevention and mitigation tools.
- The task group reviewed RFP responses and chose a consultant to undertake this work.
- The task group met with the consultant to kick-off the work at the end of September 2014 and expects this work to be complete by the end of January 2015.

It was noted that the variety of consultants being used by the task groups helps to incorporate different perspectives in to the GPG.

The OMT discussed the process for approving task group final reports.

The OMT agreed that:
- A Final Report from a task group will be made up of two types of components:
  - Products/tools that have been developed by the task group themselves or with the assistance of consultants
    - Ex. Backgrounder on odour and health from the Health Task Group (developed by the task group)
    - Ex. Inventory and analysis of odour assessment from the Odour Assessment Task Group (developed with the assistance of a consultant)
  - Process-related information:
    - This information includes describing the process a task group undertook, assumptions made, advice on distribution of products/tools, advice on the continuous improvement of products/tools, and any recommendations for the OMT to consider.
  - Logistically, these two components will be presented in a single document – i.e. the task group's Final Report to the OMT.
  - Generally, products/tools will be included in both the GPG and the OMT Final Report to the CASA Board whereas process-related information will *only* be included in the OMT Final Report to the CASA Board.

The OMT agreed to the following process to review and approve task group final reports:
1. When a task group completes its final report, the OMT will be given 4 weeks to review the document and to solicit feedback from constituents.
   a. NB: OMT members also have a responsibility to keep informed and keep their constituents informed about team and task group work on an on-going basis. This includes regularly touching base with colleagues who sit on task groups. Our goal as a team is to identify any significant issues as soon as possible in the process so that the task group can discuss and develop solutions as early as possible.
2. During this review period, OMT members should seek feedback on:
   a. With respect to product/tools: Are there are any show stoppers?
      i. Any show stoppers should be reported to Celeste immediately.
   b. With respect to process-related information: Has the task group completed all the work that they were asked to undertake?
      i. NB: At this point in the process, we are not testing for consensus but rather testing for completion with respect to process-related information.
3. At the next OMT meeting, the task group will provide an overview presentation and the OMT will have the opportunity to ask any questions, discuss any issues and *will determine if the task group final report can be accepted*.

The OMT agreed that 'acceptance of a final report' means that:
1. There are no show stoppers in the product/tools.
   a. It is anticipated that any show stoppers would be dealt with at the meeting and it is assumed that once a show stopper has been resolved that a task group final report can then be accepted. OMT members should come to this meeting ready to discuss any show stoppers.
2. The task group has completed all the work that they have been asked to undertake and can disband.
   a. If the OMT determines that not all work can be completed, they should provide specific direction to the task group and direct them to complete this work.

The OMT agreed that once a task group final report has been accepted:
1. The product/tools from the task group final report will be incorporated into the GPG and the OMT Final Report to the CASA Board.
2. The process-related information from the task group final report will then be considered by the OMT as they develop the OMT Final Report to the CASA Board. Once the OMT has developed the OMT Final Report, this will be tested for consensus (rather than the task group final reports).

4. Education/Communication/Awareness

The team reviewed the proposed timelines and next steps (Action Item 10.4) and agreed that the approach outlined was reasonable.

In accordance with the accepted timelines and next steps, the OMT reviewed the list of target audiences identified at meeting #10 and undertook brainstorming to identify what material from the Good Practice Guide (GPG) these groups might be particularly interested in (see Appendix A).

The OMT also noted that as they develop the roll-out plan for the GPG, they will need to prioritize initiatives based on the available budget.

5. Assembling the Good Practice Guide

The team reviewed the proposed timelines and next steps (Action Item 10.4) and agreed that the approach outlined was reasonable.

In accordance with the accepted timelines and next steps, the OMT reviewed the deliverables outlined on pg. 8-9 of the Project Charter and discussed their overall vision for the GPG:

OMT Vision for the Good Practice Guide	
Content	*Structure & Style*
− Information & tools that the stakeholder/user can use to improve odour management − Provides guidance & direction − Highlights the work of the task groups − 'Toolkit' − Tools provided are useful & deliver desired results − Places Alberta in 'context' about how we manage odour in this province	− <u>Enticing</u> to read & use (design) − Clear & concise − Responsible, responsive & refreshing − User-friendly − 'PR tool' for government & industry

The OMT noted that assembling the GPG involves two main tasks:
1. Preparing the content, and
2. Designing and testing the GPG to make it enticing.

With respect to Task 1, this relates mainly to the outputs of the task groups. The OMT noted that when they are reviewing task group reports they should think about them in the context of the GPG.

In accordance with accepted timelines and next steps, the OMT reviewed Action Item 10.3 (Members will look for contractors or in-house capacity to help with graphic design and/or editing) as follows:
- Only one name has been put forward so far.
- The OMT discussed the possibility of an in-kind contribution from the Government of Alberta of an in-house graphic designer. The OMT decided against this path forward due to scheduling conflicts and the concern that in-house GoA designs require GoA branding (rather than CASA branding).
- The OMT discussed the possibility of engaging a college design student, but decided against it because this task is very complex.
- There should be a hard copy and an e-version of the GPG.

The OMT outlined the following next steps for engaging a graphic designer:
- Members will complete Action Item 10.3 ASAP.
- Celeste will distribute the names of the graphic designers with the material for meeting #12.
- At meeting #12, the OMT will decide whether to sole source the work or to develop an RFP.
- The OMT will form a Design Subgroup who will work directly with the consultant.

Action Item 11.5: Gary will share the 'RFP' recently used by the Alberta Airshed Council and Celeste will distribute to the OMT.

6. Timeline and Budget Check-in

Budget Check-in:

As noted under item 2, the AER has declined to provide funding. The OMT co-chairs and Celeste met to discuss the implications of reduced overall funding and provided the following key messages:

- Funding is sufficient to complete the work under complaints, odour assessment, health, prevention/mitigation and enforcement/role of regulation from the Project Charter.
- There is currently $15,000 allocated to editing and designing the GPG. At meeting #10, the OMT briefly discussed whether this amount is sufficient.
- There is currently no funding allocated to printing of the GPG or to the roll-out plan.
- After the core task group work is complete, there is a possibility that there will be a small amount of funding remaining that could be reallocated to areas with insufficient or no funding. It is not possible, however, to speculate further until task group work is completed.

As a result of reduced overall funding, the OMT will need to prioritize work based on the available budget. The OMT will discuss this at meeting #12. It was also noted that the OMT should present these budgetary implications to the CASA Board in December 2014.

It was also noted that it may be possible to approach industry with specific funding packages.

Timelines Check-in:

The OMT reviewed Handout #2, a Gantt chart, which outlines the OMT's overall timelines. The OMT noted that several timelines have changed:

- Several task group deadline have been extended,
- The timing of continuous improvement work has been changed to follow task group work, and
- Education/Communication/Awareness work has been updated to mirror the assembly of the GPG.

Action Item 11.6: Celeste will update the OMT's Gantt chart.

At meeting #12, the OMT will use the updated Gantt chart to discuss whether the project's end date is still realistic. The OMT noted that they do not wish to sacrifice quality.

7. Meeting Wrap-up

The team reviewed the action items from this meeting.

The objectives for meeting #12 are:

- Hear updates on task group work.
- Continue work on Education/Communication/Awareness:
  - Discuss how to engage target audiences.
- Continue discussion around assembling the GPG:
  - Discuss the layout & table of contents of the GPG.
  - Determine whether to sole source or undertake an RFP process to engage a graphic designer.
- Discuss budget prioritization.

- Discuss whether the project's end date is still realistic.
- Prepare an update for the CASA Board meeting in December 2014.

At meeting #10, it was noted that all OMT members have a responsibility to keep informed and keep their constituents informed about team and task group work. This includes regularly touching base with colleagues who sit on task groups. Our goal as a team is to identify any significant issues as soon as possible in the process so that the task group can discuss and develop solutions as early as possible. This ongoing two-way communication is the key to identifying these issues early. To assist with this process, Celeste has created two 'Monthly Update' documents that are available from the login page:
- News & Activities: provides an overview of team and task group activities that OMT member can use to update their constituents
- Milestones & Timelines: provides an overview of when milestones will be reached in order to help OMT members plan the timing of their engagement with their constituents

These documents will be posted at the beginning of each month.

The meeting adjourned at 3:30 pm.

Appendix A

Target Audience (Identified at meeting #10)	What material from the GPG will they be interested in? (identified at meeting #11) *agreed that all target audiences will be interested in the GPG as a whole

Call operators
– The Coordination of Information Centre (CIC – call centre for ESRD, AER, NRCB, Alberta Transportation and the Alberta Emergency Response Team) but especially focus on others from industry, airshed zones and municipalities
– Need to distinguish between CIC and 'Others' as others may not have the same training as CIC operators but are still required to handle complaints.
	Main Focus:
	– Mainly interested in the complaints work
	   o Decision tree
	   o Matrix of response options
	General:
	– Could also be interested in other pieces for their general knowledge:
	   o Possibly health?
	   o A broader sense of the information (what happens after a call, knowing what the options are)
	   o The whole GPG
	– Might call operators point callers to other information?

Airshed zones	Main Focus: – Complaints o Decision tree
Industry members (from various sectors) – Industry associations (CAPP, CFA) – Focus on front line people – Health, safety and environment committees – Plant operators	Main Focus: – Complaints process – Health aspects – Odour assessment and prevention/mitigation o Community surveys – Enforcement/Role of Regulation
Regulators	Main Focus:

− Example: field investigators − People on the ground	− Complaints − Odour assessment − Enforcement/Role of Regulation − Health − Prevention/Mitigation

Municipalities	Main Focus:
	− Complaints
	    o Decision tree
	    o Matrix
	    o Follow-up
	− Prevention/Mitigation
	    o Land use planning
	− Enforcement/Role of Regulation

Health professionals	Main Focus: − Health o Tool − Complaints − The results of odour assessment
Health Link Alberta	Main Focus: − Health o Tool − Complaints − Prevention/Mitigation − Enforcement/Role of Regulation
ENGO Community -Alberta Environmental Network	Everything! Main Focus: − Complaints − Prevention/Mitigation − Odour assessment − Enforcement/Role of Regulation − Health
Synergy groups (about 30 groups in Alberta) − Multi-stakeholder, community-based groups that address local pressures of oil and gas development − There is a spectrum of capacity	Main Focus: − Odour assessment − Prevention/mitigation − Enforcement/Role or Regulation − Complaints process
CEMA Air Working Group	Main Focus: (depends how far along they are with CEMA AWG work – may wish to review it in the context of their work, or use pieces to feed into their work) − Odour assessment − Prevention/mitigation − Enforcement/role of regulation − Health
Land-use Secretariat (ESRD)	Main Focus:

• Staff responsible for developing the Air Management Frameworks	• Complaints • Enforcement/role of regulation • Prevention/mitigation • Odour assessment

The task group also noted:

Other Considerations	Notes
Private citizens (Albertans)	− Not a main audience for the GPG − Therefore, determined at meeting #10 that 'the public' is not a focus of the roll-out plan − As such, the GPG will be made available but private citizens will not be the focus of the roll-out plan − *Make information available through CASA and CASA stakeholders* (ex. Airsheds, GoA, municipalities) − Ex. Posting on websites, making it a top hit on search engines − Need a central repository for the GPG