



# Minutes

## Odour Management Team, Meeting #12

Date: November 13, 2014  
 Time: 10am- 3:30pm  
 Place: CASA Office, Edmonton

### In attendance:

Name	Stakeholder group
Humphrey Banack	Alberta Federation of Agriculture
Kim Eastlick	Alberta Energy Regulator
Francisco Echegaray	Natural Resources Conservation Board
Keith Denman	Alberta Environment and Sustainable Resource Development
Zaher Hashisho	Alberta Health
Joseph Hnatiuk	Canadian Society of Environmental Biologists
Kim Johnson (by phone)	CAPP (Shell)
Carolyn Kolebaba	AAMDC
Tanya Moskal-Hébert	Alberta Agriculture and Rural Development
Angella Vertzaya	AUMA (City of Edmonton)
Kevin Warren	Alberta Airshed Council (PAMZ)
Celeste Dempster	CASA
Michelle Riopel (from 11:20am)	CASA
Robyn Jacobsen (12:45pm-1:10pm)	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.
11.1: Celeste will distribute information on AER Directive 60 in conjunction with Action Item 8.2.	Celeste	Meeting #13.
12.1: Members will send Celeste any examples of Good Practice Guides.	All	Meeting #13.
12.2: Celeste will notify Scott Rollans and Lori Weltz that the OMT will be conducting interviews in January 2015 to contract an editor/writer to assemble the GPG.	Celeste	ASAP.
12.3: Celeste will create a standalone document describing the acceptance process for task group reports agreed to at meeting #12.	Celeste	Meeting #13.
12.4: Celeste will prepare a summary budget	Celeste	Meeting #13.
12.5: Celeste will distribute the OMT status report for the December 4, 2014 CASA Board meeting.	Celeste	ASAP.
12.6: Celeste will work with co-chairs to prepare the presentation for the December 4, 2014 CASA Board meeting.	Celeste	ASAP.
12.7: Celeste will email monthly updates to the team.	Celeste	ASAP.
12.8: Celeste will poll for meeting dates in January, February and March 2015.	Celeste	ASAP.

# 1. Administrative Items

Humphrey 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 #11 were reviewed. The minutes were approved with the amendment of two typos. The action items from meeting #11 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.
10.3: Members will look for contractors or in-house capacity to help with graphic design and/or editing.	All	Complete. See item 3.
11.1: Celeste will distribute information on AER Directive 60 in conjunction with Action Item 8.2.	Celeste	Carry forward.
11.2: Celeste will distribute the Complaints Task Group update presentation.	Celeste	Complete
11.3: Gary will provide contacts for industry associations to participate in the Complaints Task Group's decision tree pilot testing.	Gary	Complete.
11.4: Francisco will provide contacts for NRCB inspectors to participate in the Complaints Task Group's decision tree pilot testing.	Francisco	Complete.
11.5: Gary will share the 'RFP' recently used by the Alberta Airshed Council and Celeste will distribute to the OMT.	Gary, Celeste	Complete.
11.6: Celeste will update the OMT's Gantt chart.	Celeste	Complete.

## 2. Updates

### CASA Update:

- The Board will meet next on December 4<sup>th</sup>, 2014 in Calgary.
  - The OMT will have time of the agenda to provide an update – see item 7.
- CASA is holding a training workshop in interest-based negotiation on November 27, 2014. The session is already full. Anyone who would like to attend the next session (likely spring 2015) should contact Celeste.

### Other Odour Initiatives:

- The OMT co-chairs presented at the Synergy Conference on November 4, 2014. The presentation illustrated the perspectives of the three caucuses and highlighted the multistakeholder process used by the OMT. The presentation was well attended and received.

## 3. Assembling the Good Practice Guide

The OMT began by reviewing the vision for the Good Practice Guide (GPG) developed at meeting #11.

The OMT then created a rough draft table of contents for the GPG based on a list of the work being undertaken in each area of the Project Charter (see Appendix A). The OMT identified additional sections that will need written and shared ideas for the overall layout and look of the GPG. The draft table of contents and layout will evolve as material becomes available and work progresses. The

OMT will use it to begin discussions in January 2015 with the writer/editor and graphic designer who will be hired to assemble the GPG.

***Action Item 12.1: Members will send Celeste any examples of Good Practice Guides.***

Next, the OMT continued the discussion from meeting #11 related to hiring a graphic designer and writer/editor to assemble the GPG. The OMT noted that these tasks require two distinct skills sets and the team will likely need to contract two different people who will then need to work and coordinate together. The OMT agreed that the priority is an editor/writer and that the majority of the available funds should be spent on this task in order to ensure quality content. The OMT agreed to hire an editor/writer and then revisit potential graphic designers. The OMT has already identified five potential graphic designers.

The OMT noted that the contract for assembling the GPG is not large enough to warrant a full RFP. Instead, the OMT decided to use an interview process to choose an editor/writer in January 2015 as follows:

- December 2014: The OMT will develop interview questions, including:
  - Experience working with graphic designers
- January 2015: The OMT co-chairs will interview potential candidates.
  - The OMT identified two potential candidates: Scott Rollans and Lori Weltz.
- January 2015: After the interviews are complete, the co-chairs will make a recommendation for who to contract.
  - The OMT will have one week to approve the recommendation electronically.
- Once an editor/writer has been chosen, the OMT will revisit graphic designers.
- Mid-February 2015: The OMT should have the graphic designer hired.

***Action Item 12.2: Celeste will notify Scott Rollans and Lori Weltz that the OMT will be conducting interviews in January 2015 to contract an editor/writer to assemble the GPG.***

## **4. Task Group Updates**

The task group began by reviewing the process that they outlined at meeting #11 for reviewing and accepting task group reports. Post-meeting #11 the CASA Secretariat reviewed the process and found that it could be further refined to align with general CASA process.

At meeting #11 the OMT discussed the idea of ‘show stoppers’. The CASA Secretariat posed the question to the team about ‘show stoppers’ and why the OMT felt that there would be any in the task group final reports:

- The task groups have representation from all three stakeholder groups (government, industry and NGO). Any organization that has a particular interest in an area of work should have a representative on that task group. All task group and team members have a responsibility to engage in two-way communication to stay informed of the work of the task groups. All task groups are aiming to submit a consensus report. If the task group has undertaken a successful process, there should be no major issues in their final reports.
- The OMT noted that a ‘show stopper’ (i.e. a major issue) in a task group report would be the result of a failure in communication.
- The OMT saw the review process as a ‘fail safe’ in case an organization has not been engaging in ongoing two-way communication.

- The OMT 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
- The OMT noted that it can be challenging to obtain feedback from constituents before working drafts are available.
  - Task groups work with and gather feedback on working drafts as they develop their final reports.
- The co-chairs play an important role to ensure that each sector actively participating in the process.
- The OMT noted that it is important to trust in the process.

The OMT outlined a process to review and accept task group final reports as follows:

1. When a task group submits their final report to the OMT, the content contained in the report is being provided to the OMT for their consideration as the OMT develops the Good Practice Guide as well as the OMT Final Report. It may or may not be included in the final versions of these documents which will be forwarded to CASA Board of Directors for their approval.
2. When a task group submits their final report to the OMT, the OMT will undertake a process to review and accept the final report.
3. Acceptance of a task group report final report means that: The task group has completed their workplan and that the OMT accepts their final report for consideration as they develop the Good Practice Guide and the OMT Final Report (i.e. task group work has been completed, the OMT will take it from here).
4. When a task group submits their final report to the OMT, the OMT will have the opportunity to review it with their constituents (about 4 weeks). At this time, members should:
  - a. Explain to their constituents how the task group final report will be used (i.e. for the OMT’s consideration as the Good Practice Guide and OMT Final Report is developed).
  - b. Determine if their constituents are able to live with the final report.
    - i. Reminder: OMT members also have a responsibility throughout the process to solicit feedback on a regular basis to help task group identify any issues in advance.
  - c. *When soliciting feedback from constituents, OMT members should play an active rather than a passive role.* Members have a responsibility to advocate and explain the work rather than simply emailing it out.
5. If an OMT member’s constituency is not able to live with the report, they should document the issue and provide a rationale for discussion at the next OMT meeting.

- a. The OMT will discuss this issue at the meeting and strive to achieve consensus and accept the task group final report.
  - b. If consensus cannot be achieved, the OMT will follow the process for non-consensus outlined in their Operational Terms of Reference.
6. It is possible that a constituency is able to live with the report and will identify some considerations around the task group final report. The OMT member should record these considerations and bring them to the OMT at the appropriate time as the Good Practice Guide and OMT Final Report are developed.
  7. Once a task group final report has been accepted, the OMT will consider it as they develop the Good Practice Guide and the OMT Final Report.
  8. As the Good Practice Guide and OMT Final Report are developed, the OMT will determine how the content from the task group final reports will be used and incorporated.

*The OMT will review this process after the first task group final report has gone through the process and make any adjustments.*

Celeste will post draft reports online as they become available on the login page, but OMT members should be aware that these are draft and will likely evolve as the final submission to the OMT is developed.

***Action Item 12.3: Celeste will create a standalone document describing the acceptance process for task group reports agreed to at meeting #12.***

The OMT heard an update on the work of each of the task groups:

Health Task Group:

- The task group is in the process of making finalizing their deliverables and preparing their final report to the OMT.
- The task group is considering whether it is necessary to hire a graphic designer to finesse the symptom tool tracker. *The OMT approved this piece of work should the task group decide to move forward with a graphic designer.*
- The task group will meet next on November 21, 2014.
- The task group is aiming to complete its work by the end of 2014.

Complaints Task Group:

- The task group is working with a consultant to develop a decision tree designed to direct complainants to the appropriate agency as efficiently as possible.
- The task group has been pleased with the consultant's work and will be keeping her on to write up and edit the good practices around complaint management being developed by the task group for inclusion in the Good Practice Guide. *The OMT approved the consultant's ongoing involvement.*
- The task group will meet next on November 20, 2014.
- 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.

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 task group is currently working with the consultant to finalize the report. The final round of feedback to the consultant has been delayed, but the task group has taken steps to bring work back on track.
- The task group anticipates completing consultant work by the end of 2014 and will likely submit their final report to the OMT in January 2015.

#### Prevention/Mitigation Task Group:

- The task group is working with a consultant to prepare an inventory and analysis of odour prevention and mitigation tools.
- The task group will meet next on December 10<sup>th</sup>, 2014.
- The task group expects the consultant work to be completed by the end of January 2015.

#### Enforcement/Role of Regulation Task Group:

- The task group is working with a consultant to collate and review regulatory approaches and analyze applicability to an Alberta context.
- The task group will not be preparing a quantitative objective. Rather their work is focused on analyzing the strengths and weaknesses of different “approaches” to regulation and enforcement and exploring their applicability to the Alberta context.
- The task group will meet next on December 12, 2014.
- The task group expects the consultant work to be completed by the end of January 2015.

## **5. Review Overall Timelines**

The OMT reviewed the updated timelines for task group work and discussed if the original deadline of April 30, 2015 was still realistic. The OMT determined that a deadline extension of 2 months to June 30, 2015 was necessary. The OMT anticipates completing all work before the summer holidays begin and making their final presentation to the CASA Board in September 2015.

The OMT will request a deadline extension at the next CASA Board meeting on December 4, 2014.

## **6. Budget Prioritization**

At meeting #11, the OMT noted that as a result of reduced overall funding, the OMT will need to prioritize work based on the available budget.

Although sufficient funding has been made available to complete the main components of work, the OMT has not received the full amount they were expecting. There is currently \$17,900 unallocated funds available to do work. The OMT discussed the most efficient way to allocate this money.

The OMT considered that:

- The \$15,000 currently allocated to editing and assembling the GPG is insufficient.
- There is no funding allocated to:
  - Printing the GPG,

- Writing the Final Report, or
- The roll-out plan for GPG.

*The OMT decided to allocate the remaining available funds to editing and assembling the GPG. The OMT determined that their priority is to create a quality product. The OMT also noted that:*

- Potentially not all the task groups will use their full budget allocation. These funds can be redirected to areas where there is no funding.
- As funders see the final product take shape, they may be more apt to provide additional funding for printing and roll-out.
- As the development of the Good Practice Guide nears completion, the OMT will prepare specific budgetary requirements for each outstanding piece of work. The Board will be asked to reconsider the funding shortfall in early 2015.

***Action Item 12.4: Celeste will prepare a summary budget.***

## **7. Board Update**

The OMT will provide a written update and presentation at the next CASA Board meeting on December 4<sup>th</sup>, 2014.

***Action Item 12.5: Celeste will distribute the OMT status report for the December 4, 2014 CASA Board meeting.***

The update will focus on:

- An overview of the current status of work (including in-kind contribution statistics),
- A budget update, and
- The deadline extension.

The OMT prepared the following key messages related to budget:

- The OMT has not received the full amount of funding that was expected.
- The OMT has been frugal and will be able to complete its main components of work.
- However, there is currently no funding for:
  - Printing the GPG,
  - Writing the Final Report, or
  - The roll-out plan for GPG.
- As the development of the Good Practice Guide nears completion, the OMT will prepare specific budgetary requirements for each outstanding piece of work. The Board will be asked to reconsider the funding shortfall in early 2015.

***Action Item 12.6: Celeste will work with co-chairs to prepare the presentation for the December 4, 2014 CASA Board meeting.***

David has volunteered to give the presentation.

## **8. Meeting Wrap-up**

The team reviewed the action items from this meeting.

The objectives for meeting #13 are:

- Hear updates on task group work
- Continue work on Education/Communication/Awareness
  - Discuss how to engage target audiences
- Continue work on assembling the GPG
  - Identifying interview questions for potential editors/writers
- Hear a presentation from the AER on updates Directive 60

Meeting #13 is scheduled on December 2, 2014 in Calgary from 10:00am to 3:30pm hosted by Shell.

*Action Item 12.7: Celeste will email monthly updates to the team.*

*Action Item 12.8: Celeste will poll for meeting dates in January, February and March 2015.*

The meeting adjourned at 2:45 pm.





# Minutes

## Appendix A

Draft Table of Contents for Good Practice Guide:

NB: This a draft table of contents that will evolve as work progresses. It will be used to describe and discuss upcoming work with the writer/editor and graphic designer.

<i>General Layout Comments</i>		
<ul style="list-style-type: none"> <li>- Would like to see two formats:               <ul style="list-style-type: none"> <li>o Hard copy:                   <ul style="list-style-type: none"> <li>▪ Durable form (ex. coil binding)</li> <li>▪ 'Normal sized' so would be easy to transport</li> </ul> </li> <li>o E-format:                   <ul style="list-style-type: none"> <li>▪ With links between different sections</li> </ul> </li> </ul> </li> <li>- Format comments:               <ul style="list-style-type: none"> <li>o Should be enticing</li> <li>o Use colour appropriately</li> <li>o Possibly use tabs or colour coding to distinguish between chapters</li> <li>o Imagine that there would be 'tear away' sections/products (ex. decision tree, cheat sheets), possibly use thicker card stock</li> </ul> </li> <li>- Style comments:               <ul style="list-style-type: none"> <li>o Written for a general level reader                   <ul style="list-style-type: none"> <li>▪ While the public is not the main audience, there is lots of information that they will find relevant</li> <li>▪ Write simply</li> <li>▪ Include appropriate level of detail</li> </ul> </li> <li>o Write in "layers" i.e. start at a high level but additional detail is there for those who want it</li> </ul> </li> </ul>		
<i>Chapter Heading</i>	<i>Work from Project Charter (NB: The OMT identified some additional pieces)</i>	<i>Section Specific Layout Comments</i>
Executive Summary		
Introduction	<ul style="list-style-type: none"> <li>- Background on CASA</li> <li>- Introduction to odour in Alberta</li> <li>- Introduction to the GPG               <ul style="list-style-type: none"> <li>o Multistakeholder work (credibility)</li> </ul> </li> <li>- Why are we doing this?</li> <li>- What do we hope to change?</li> </ul>	

	<ul style="list-style-type: none"> <li>- Purpose of the GPG</li> <li>- How the GPG was developed (science and credibility)</li> <li>- How to use the GPG</li> <li>- Highlight continuous improvement</li> </ul>	
Background	<ul style="list-style-type: none"> <li>- Background information on odour</li> <li>- Backgrounder on odour and health</li> <li>- Background information on odour prevention &amp; mitigation</li> <li>- Background information on odour assessment</li> <li>- Information on how odour is currently regulated and enforced in Alberta</li> <li>- A short write-up on the importance of good communications when managing odour</li> </ul>	<ul style="list-style-type: none"> <li>- Don't want this chapter to be too overwhelming or bulky</li> <li>- The OMT imagined that you would read the background section and then jump to your specific section of interest, which contain the tools</li> <li>- May be useful to have a 1-page 'tear away' on enforcement &amp; regulation?</li> </ul>
Health	<ul style="list-style-type: none"> <li>- Odour and Health Symptom Tracking Tool (for individuals to track any symptoms that they are experiencing that they feel may be related to an odour)</li> </ul>	
Complaints	<ul style="list-style-type: none"> <li>- Decision tree (an associated guidance document) for call operators to refer complainants to the correct organizations</li> <li>- Advice/guidance for organizations on a good complaints management process</li> </ul>	
Odour Assessment	<ul style="list-style-type: none"> <li>- CASA Odour Assessment Guide (cheat sheet 'key' summarizing odour assessment tools)</li> <li>- Write-ups on odour assessment tools</li> </ul>	
Prevention & Mitigation	<ul style="list-style-type: none"> <li>- Summary of prevention &amp; mitigation tools according to where they can be applied (source-pathway-receptor model)</li> <li>- Odour Prevention &amp; Mitigation Planning Chart (flow chart that summarizes prevention &amp; mitigation report)</li> <li>- Write-ups on odour prevention &amp; mitigation tools</li> <li>- Case studies illustrating prevention &amp; mitigation tools</li> </ul>	
Enforcement & Regulation (?)	<ul style="list-style-type: none"> <li>- Will need to see where this information fits best – GPG or Final Report? <ul style="list-style-type: none"> <li>o Information on and analysis of approaches</li> </ul> </li> </ul>	
Conclusion	<ul style="list-style-type: none"> <li>- A short write-up on the importance of continuous improvement</li> </ul>	