



# Minutes

## *Odour Management Team, Meeting #13*

Date: December 2, 2014  
Time: 10am- 3:30pm  
Place: Shell Office, Calgary

### In attendance:

<b>Name</b>	<b>Stakeholder group</b>
Keith Denman	Alberta Environment and Sustainable Resource Development
Francisco Echegaray	Natural Resources Conservation Board
Jennifer Fowler (by phone)	Hinton Pulp
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
Gerald Palanca (11am-12pm)	Alberta Energy Regulator
David Spink (by phone)	Prairie Acid Rain Coalition
Chandra Tomaras	AUMA (City of Edmonton)
Kevin Warren	Alberta Airshed Council (PAMZ)
Celeste Dempster	CASA

### Action Items:

<b>Action Items</b>	<b>Who</b>	<b>Due</b>
13.1: Keith will ask Land-use Secretariat how they would like to be engaged in the roll-out plan for the GPG.	Keith	Meeting #14.
13.2: The OMT co-chairs will review the budget to determine what funds can be used to hire a communications expert to develop the GPG roll-out plan.	Co-chairs	Meeting #14.
13.3: Celeste will distribute the AER presentation on updates to Directive 60.	Celeste	ASAP.

## 1. Administrative Items

Keith 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 #12 were reviewed. The minutes were approved. The action items from meeting #12 were updated as follows:

<b>Action Items</b>	<b>Who</b>	<b>Status</b>
8.2: The team will invite the AER to give a presentation on the odour-related changes to Directive 60.	Celeste	Complete. See item 4.

11.1: Celeste will distribute information on AER Directive 60 in conjunction with Action Item 8.2.	Celeste	Complete.
12.1: Members will send Celeste any examples of Good Practice Guides.	All	Complete.
12.2: Celeste will notify Scott Rollans and Lori Wertz that the OMT will be conducting interviews in January 2015 to contract an editor/writer to assemble the GPG.	Celeste	Complete. See additional information below.
12.3: Celeste will create a standalone document describing the acceptance process for task group reports agreed to at meeting #12.	Celeste	Complete. See item 6.
12.4: Celeste will prepare a summary budget	Celeste	Complete.
12.5: Celeste will distribute the OMT status report for the December 4, 2014 CASA Board meeting.	Celeste	Complete.
12.6: Celeste will work with co-chairs to prepare the presentation for the December 4, 2014 CASA Board meeting.	Celeste	Complete.
12.7: Celeste will email monthly updates to the team.	Celeste	Complete.
12.8: Celeste will poll for meeting dates in January, February and March 2015.	Celeste	Complete.

Additional Information:

Action Item 12.2: Celeste notified Scott and Lori and both are interested in being considered for the contract.

## 2. Updates

CASA Update:

- The Board will meet next on December 4<sup>th</sup>, 2014 in Calgary.
  - As discussed at meeting #12, the OMT will be providing an update.
- CASA held a training workshop in interest-based negotiation on November 27, 2014. Anyone who would like to attend the next session (likely spring 2015) should contact Celeste.

Other Odour Initiatives:

- CEMA’s odour work continues to progress. Their consultant has requested access to draft reports from CASA task groups. It is CASA’s policy not to release reports until they’ve been accepted. Instead the OMT will offer that the consultant can speak with task group co-chairs who can speak to the work being undertaken and respond to questions.

## 3. Education/Communication/Awareness

The OMT continued work on the target audience matrix. The OMT engaged in a without prejudice brainstorming session to consider how they could engage target audiences around the material in the GPG – see Appendix A. The OMT noted that there are some specific communications materials that could be created and some opportunities to engage that cross cut target audiences.

***Action Item 13.1: Keith will ask Land-use Secretariat how they would like to be engaged in the roll-out plan for the GPG.***

The OMT discussed next steps to create a roll-out plan for the GPG. The OMT agreed that the next step is to engage a communication expert to develop the roll-out plan based on the OMT’s

discussions. This would include developing communications material, working with the OMT to develop different budget options, and considering how the plan can be successfully executed.

***Action Item 13.2: The OMT co-chairs will review the budget to determine what funds can be used to hire a communications expert to develop the GPG roll-out plan.***

## 4. Presentation from AER on Updates to Directive 60

Gerald Palanca, Alberta Energy Regulator, provided a presentation on the recent updates to Directive 60 related to odour. There are two main amendments related to odour:

- The AER can require mandatory conservation of solution gases from oil production for specific areas and projects regardless of gas conservation economics.
- A requirement that offensive off lease hydrocarbon odours will not cause an unreasonable impact to surface developments or surface improvements which include residents, roads, parks and public facilities.

These amendments were released on May 1, 2014 and came into effect on August 15, 2014. More information can be found on the AER website at <http://www.aer.ca/rules-and-regulations/directives/directive-060>.

***Action Item 13.3: Celeste will distribute the AER presentation on updates to Directive 60.***

## 5. Assembling the Good Practice Guide

At meeting #12, the OMT decided that in January 2015 the OMT co-chairs would conduct interviews with potential GPG editors and make a recommendation to the OMT about who should be hired to do the work. The OMT discussed the work to be done as follows:

- Take task group reports, extract relevant content and organize in a user-friendly, plain language, and easy to follow manner.
- Edit for flow and continuity, removing duplication, ensuring consistency.
- Write any additional sections (ex. introduction).
- Need to figure out how to incorporate all the pieces of the GPG (some are lengthier). The GPG needs to be succinct but not lose relevant information.

The OMT then developed a list of interview questions for potential editors:

- Experience taking large volumes of information and creating ‘Coles Notes’.
  - How do you determine what is important and should be included?
- Do you have any experience with similar projects?
  - What are some of the challenges you have encountered?
- Do you have experience working with multi-stakeholder groups?
- Have conversation with editor about plain language writing
  - How would they approach a technical topic that needs to be written in plain language?
- Ask them to share their ideas about their vision for this work.
- Have you worked with a graphic designer before? If so, who have you worked with?
- Are you available?
- Timeline – how quickly can you get work done?
- What are your rates?

- Ask them to supply some examples of their work.

The OMT should also touch base with the task groups that have worked with these editors previously to ask for feedback on the quality of the editor's work.

The OMT agreed that the information garnered from these interview questions will allow the co-chairs to make a recommendation for an editor to do the work. The OMT noted that there are quite a few questions to cover in one hour.

The OMT co-chairs will conduct the interviews in January 2015 and make a recommendation about who to hire. The OMT will have one week to review the decision electronically. Once an editor has been chosen the OMT will determine next steps to hire a graphic designer. The OMT hopes to have a graphic designer in place mid-February 2015.

The OMT will form a small subgroup to work closely with the editor and graphic designer.

## 6. Task Group Updates

The OMT began by reviewing the process that they outlined at meeting #12 for reviewing and accepting task group reports. The OMT noted that this is not the last opportunity to provide input into the GPG. The OMT will use the information from the task groups report to compile the GPG and the final report. As this is done, the OMT will discuss, incorporate suggestions, and massage material as required. The GPG will be fully reviewed and agreed to by consensus before it is presented to the CASA Board.

Acceptance of task group reports is focused on ensuring that work has been completed and information has been properly characterized. This information is for the consideration of the OMT as the GPG and final report is assembled. The review and acceptance process will be reviewed after the first task group final report has completed the process.

The OMT noted that the task groups were developed through a consensus process and that the task groups have followed the CASA process.

The OMT noted that when a task group's final report has been accepted, the task group will be disbanded. However, the OMT may wish to contact former task group members as the OMT is assembling the GPG if there are any questions.

### Health Task Group:

- The task group is in the process of finalizing their deliverables and preparing their final report to the OMT.
- The task group is aiming to complete its work by the end of 2014 but will likely complete it in early 2015.

### 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 will also be developing good practices around complaint management for inclusion in the Good Practice Guide.
- The task group will meet next on December 9, 2014.
- The task group anticipates submitting its final report to the OMT in February 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 the consultant's work being complete by the end of 2014 and will likely submit their final report to the OMT in early 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.

## **7. Meeting Wrap-up**

AARD announced that they will be contributing \$10,000 to the OMT for printing and extension of the GPG.

The team reviewed the action items from this meeting.

The objectives for meeting #14 (January 22, 2015) are:

- Hear updates on task group work
- Continue work on Education/Communication/Awareness
  - Determine next steps to engage a communications expert
- Continue work on assembling the GPG
  - Determine next steps to engage a graphic designer
- Discuss acceptance of the Health Task Group final report (if it is ready for submission)

The meeting adjourned at 2:35 pm.



# Minutes

## Appendix A

### Target Audience Matrix:

<b>Target Audience (Identified at meeting #10)</b>	<b>What material from the GPG will they be interested in? (added at meeting #11)</b> *assume that all target audiences will be interested in the GPG generally	<b>How might we engage them around the GPG material? (to be added at meeting #13)</b>
General Ideas for Engaging Audiences:		<ul style="list-style-type: none"> <li>- Science symposium on odour and GPG (would bring range of stakeholders together)</li> <li>- Workshops that focus on all components of the GPG at different locations across province</li> <li>- ‘Speaker bureau’: make open offer to all groups to come out and talk to them about the GPG</li> <li>- Have standard presentation that can use</li> <li>- Media coverage?</li> <li>- Making information available online</li> <li>- App?</li> <li>- Newsletters and publications (ex. Environmental Compliance Newsletter)</li> <li>- Create summary article (GPG ‘fact sheet’) with links that can send to newsletters and out to stakeholders</li> </ul>
<b>Call operators</b> <ul style="list-style-type: none"> <li>- The Coordination of Information Centre (CIC – call centre for ESRD, AER, NRCB, Alberta Transportation and the Alberta Emergency</li> </ul>	<b>Main Focus:</b> <ul style="list-style-type: none"> <li>- Mainly interested in the complaints work               <ul style="list-style-type: none"> <li>o Decision tree</li> <li>o Matrix of response options</li> </ul> </li> </ul> <b>General:</b> <ul style="list-style-type: none"> <li>- Could also be interested in other pieces for their general knowledge:               <ul style="list-style-type: none"> <li>o Possibly health?</li> <li>o A broader sense of the</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Call them               <ul style="list-style-type: none"> <li>o Real life simulations, “mock calls”</li> </ul> </li> <li>- Short information session/presentation with staff</li> <li>- Written summary</li> <li>- Webinar</li> <li>- Workshops</li> <li>- Will need to tailor material (likely need two sets for more experienced and less experienced)</li> <li>- Engage organizations directly to reach people (ex. CAPP, AUMA)</li> <li>- Make information available online so can access later, keep links</li> </ul>

<p>Response Team) but especially focus on others from industry, airshed zones and municipalities</p> <ul style="list-style-type: none"> <li>- 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.</li> </ul>	<p>information (what happens after a call, knowing what the options are)</p> <ul style="list-style-type: none"> <li>o The whole GPG</li> <li>- Might call operators refer callers to other information?</li> </ul>	<p>handy</p> <ul style="list-style-type: none"> <li>o Could be 'document-style' or more interactive</li> <li>o Could bookmark links and pull up as needed</li> </ul>
<p>Airshed zones</p>	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>- Complaints <ul style="list-style-type: none"> <li>o Decision tree</li> </ul> </li> <li>- Other areas? Example, providing information on odours and health (usually pass them on to Alberta Health Services)</li> </ul>	<ul style="list-style-type: none"> <li>- Go through AAC as Executive Directors and program managers primarily take calls</li> <li>- Webinar</li> <li>- In-person presentation or workshop</li> <li>- Community education role?</li> </ul>
<p>Industry members (from various sectors)</p> <ul style="list-style-type: none"> <li>- Industry associations (CAPP, CFA)</li> <li>- Focus on front line people</li> <li>- Health, safety and environment committees</li> <li>- Plant operators</li> </ul>	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>- Complaints process</li> <li>- Health aspects</li> <li>- Odour assessment and prevention/mitigation <ul style="list-style-type: none"> <li>o Community surveys</li> </ul> </li> <li>- Enforcement/Role of Regulation</li> </ul>	<ul style="list-style-type: none"> <li>- Presentations</li> <li>- Organizational newsletters (ex. APEGA, agrologists)</li> <li>- Different levels: <ul style="list-style-type: none"> <li>o High level (ex. CAPP, AFPA)</li> <li>o Company-level: not sure how to access?</li> </ul> </li> <li>- AER will be a good access point to reach industry</li> <li>- Presentations at industry conferences</li> </ul>
<p>Regulators</p> <ul style="list-style-type: none"> <li>- Example: field</li> </ul>	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>- Complaints</li> </ul>	<ul style="list-style-type: none"> <li>- Make sure that they are aware of the GPG</li> <li>- Make documents available</li> </ul>

investigators – People on the ground	<ul style="list-style-type: none"> <li>– Odour assessment</li> <li>– Enforcement/Role of Regulation</li> <li>– Health</li> <li>– Prevention/Mitigation</li> </ul>	<ul style="list-style-type: none"> <li>– Workshop, webinar, presentation</li> <li>– Through CASA process (AER rep)</li> <li>– Similar to what has already been mentioned for other target audiences</li> </ul>
Municipalities	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>– Complaints <ul style="list-style-type: none"> <li>○ Decision tree</li> <li>○ Matrix</li> <li>○ Follow-up</li> </ul> </li> <li>– Prevention/Mitigation <ul style="list-style-type: none"> <li>○ Land use planning</li> </ul> </li> <li>– Enforcement/Role of Regulation</li> </ul>	<ul style="list-style-type: none"> <li>– AAMDC &amp; AUMA newsletters</li> <li>– Workshop, webinar, presentation</li> <li>– AAMDC conventions (twice yearly, November &amp; March, lots of other people attend these conferences as well), zone meetings (there are 5 zones that meet at least once a year)</li> <li>– AUMA technical committee could help?</li> <li>– Engage councilors and politicians</li> <li>– Some municipalities have dedicated environment people</li> <li>– Similar to what has already been mentioned for other target audiences</li> </ul>
Health professionals	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>– Health <ul style="list-style-type: none"> <li>○ Tool</li> </ul> </li> <li>– Complaints</li> <li>– The results of odour assessment</li> </ul>	<ul style="list-style-type: none"> <li>– Work through AMA (Alberta Medical Association), CPSA (College of Physicians and Surgeons), Medical Officers of Health</li> <li>– Making sure that health professionals are aware of GPG tools that are available</li> <li>– Similar to what has already been mentioned for other target audiences</li> </ul>
Health Link Alberta	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>– Health <ul style="list-style-type: none"> <li>○ Tool</li> </ul> </li> <li>– Complaints</li> <li>– Prevention/Mitigation</li> <li>– Enforcement/Role of Regulation</li> </ul>	<ul style="list-style-type: none"> <li>– Presentation, workshop, webinar</li> <li>– Similar to call operators</li> <li>– Engage with Alberta Health Services</li> </ul>
ENGO Community -Alberta Environmental Network	<p>Everything!</p> <p>Main Focus:</p> <ul style="list-style-type: none"> <li>– Complaints</li> <li>– Prevention/Mitigation</li> <li>– Odour assessment</li> <li>– Enforcement/Role of Regulation</li> <li>– Health</li> </ul>	<ul style="list-style-type: none"> <li>– AEN have general meetings twice a year, good forum for sharing information</li> <li>– Clean Air and Energy Caucus has monthly phone calls (are already aware)</li> <li>– Use members and other caucuses to help distribute information, present to other caucuses (ex. Health Caucus)</li> <li>– Website and email notifications</li> <li>– Workshop (provide support for members to attend)</li> <li>– Have Glenn Isaac send out to all AEN organizations once the GPG is complete <ul style="list-style-type: none"> <li>○ Network is quite efficient at disseminating information</li> </ul> </li> </ul>



		<ul style="list-style-type: none"> <li>– Could provide a presentation to specific organizations as requested</li> <li>– Also connected to RCEN (national)</li> <li>– Any other environmental conferences could present at? (ex. Pembina)</li> <li>– Nature Alberta?</li> </ul>
<p>Synergy groups (about 30 groups in Alberta)</p> <ul style="list-style-type: none"> <li>– Multi-stakeholder, community-based groups that address local pressures of oil and gas development</li> <li>– There is a spectrum of capacity</li> </ul>	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>– Odour assessment</li> <li>– Prevention/mitigation</li> <li>– Enforcement/Role or Regulation</li> <li>– Complaints process</li> </ul>	<ul style="list-style-type: none"> <li>– Engage through Synergy Alberta</li> <li>– Synergy Alberta Conference</li> <li>– Engage through Gary Redmond</li> <li>– Presentations, workshop, webinar, etc.</li> </ul>
<p>CEMA Air Working Group</p>	<p>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)</p> <ul style="list-style-type: none"> <li>– Odour assessment</li> <li>– Prevention/mitigation</li> <li>– Enforcement/role of regulation</li> <li>– Health</li> </ul>	<ul style="list-style-type: none"> <li>– Engage through Katherine Duffett (program manager)</li> <li>– Make a presentation (of interest to CEMA AWG)</li> <li>– CEMA Board meetings (4 times per year)</li> <li>– CEMA annual general meeting (good opportunity to engage with First Nations and Metis)</li> </ul>
<p>Land-use Secretariat (ESRD)</p> <ul style="list-style-type: none"> <li>• Staff responsible for developing the Air Management Frameworks</li> </ul>	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Enforcement/role of regulation</li> <li>• Prevention/mitigation</li> <li>• Odour assessment</li> </ul>	<p><b><i>Action Item 13.1: Keith will ask Land-use Secretariat how they would like to be engaged in the roll-out plan for the GPG.</i></b></p>
<p>Aboriginal - First Nations and metis</p>	<p>Main Focus:</p> <ul style="list-style-type: none"> <li>– Complaints</li> <li>– Health</li> <li>– Prevention/mitigation</li> <li>– Enforcement/role of regulation</li> </ul>	<ul style="list-style-type: none"> <li>– Groups in different parts of the province may have a particular interest, depending on activity in the region</li> <li>– Could access through CEMA, well represented</li> <li>– Use AAMDC and AUMA to get information out</li> <li>– Connecting can sometimes be a challenge</li> </ul>

Other Considerations	Notes
Private citizens (Albertans)	<ul style="list-style-type: none"> <li data-bbox="562 267 1003 293">– Not a main audience for the GPG</li> <li data-bbox="562 302 1640 328">– Therefore, determined at meeting #10 that ‘the public’ is not a focus of the roll-out plan</li> <li data-bbox="562 336 1738 401">– As such, the GPG will be made available but private citizens will not be the focus of the roll-out plan</li> <li data-bbox="562 409 1640 474">– <i>Make information available through CASA and CASA stakeholders</i> (ex. Airsheds, GoA, municipalities)</li> <li data-bbox="562 482 1335 508">– Ex. Posting on websites, making it a top hit on search engines</li> <li data-bbox="562 516 1058 542">– Need a central repository for the GPG</li> </ul>