

ODOUR MANAGEMENT PROJECT Final Report Presentation to the CASA Board

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OVERVIEW

OMT Final Presentation

1. Odour Management Project Background
2. Project Vision, Scope and Membership
3. Overview of the Good Practices Guide and work of the task groups
4. Lessons Learned and Continuous Improvement
5. Recommendations and Decisions

Background, Vision and Goal

Odour Management Project

- ❑ September 2012: Board reviews of Statement of Opportunity and approves the formation of a working group to develop a Project Charter.
- ❑ March 2013: Board approves project charter and formation of the project team
- ❑ June 2013: first meeting of Odour Management Team (OMT)

Vision for Odour Management in Alberta:

- ❑ There is a comprehensive framework for odour management in Alberta

Goal for the Project Team:

- ❑ To create a good practice guide for assessing and managing odour in Alberta.

Membership and Process

Odour Management Team

People – Consultants were hired to help create pieces of, and compile/design the “Good Practices Guide”, but this project was a “people” project in that all 3 stakeholder groups committed a large amount of “people” time to the project and have done a lot of topic specific work

Interests – While there are some differences of opinion on the approaches that should be used to manage odours everyone shares the common interest of better/more effective odour management

CASA – The CASA Secretariat has provided excellent project management/ support to keep the project on time, on budget and to facilitate and co-ordinate the many elements of the project

Synergy – This Project is an excellent example of synergy at work in that all the project team and task group participants have contributed something unique/valuable to the process and the products of from the Project will hopefully reflect this



CASA's Odour Project

7 Areas of Focus

1. Health
2. Prevention & Mitigation
3. Assessment
4. Enforcement & Regulation
5. Complaints
6. Education, Communication & Awareness
7. Continuous Improvement

Odour Project Deliverables

Odour Management Team

Final Report and Recommendations:

- Final report and any SMART (specific, measurable, action-oriented, realistic and time-bound) recommendations
- Identify and prioritize any further work

Good Practice Guide:

- Used to communicate the results of the project team as well as the “toolkit” resulting from their work
- The purpose of the GPG is that people involved in odour management or an odour issue can easily access the work of the project team and apply it.



GOOD PRACTICES GUIDE

Goal: To create a good practices guide for assessing and managing odour in Alberta

Principles

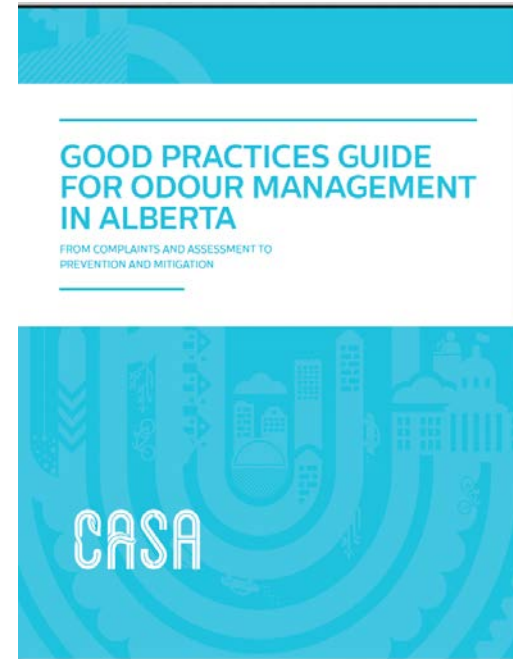
- Assess and recommend national and international best practices applicable in the Alberta context
- Capture individual task group work
- Offer practical tools and approaches
- Be clear, concise and user friendly
- Provide keys/roadmaps to guide tool selection and use



Structure of the guide

Key sections

- Understanding Odour
- Odour and Health
- Odour Prevention & Mitigation
- Odour Assessment
- Odour Management (Regulation)
- Odour Complaints





UNDERSTANDING ODOUR

Summary of elements that are essential to the understanding and characterization of odours and odour events





HEALTH TASK GROUP

Backgrounder and Tool

- ❑ Task Group Members prepared a table of contents and then drafted each section of the Backgrounder and gathered information about currently available tools for tracking the health-related impacts of odour.
- ❑ Members developed a prototype tool – reviewed and discussed and pilot-tested it for usability.

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ODOUR PREVENTION

Outlines actions and tools to prevent or mitigate odorant releases and/or nuisance odour events



PREVENTION/MITIGATION TASK GROUP



Review of Odour Prevention and Mitigation Tools for Alberta report supports Task Group objectives by:

- Providing an introduction to the role of prevention and mitigation within odour management; Plan, Do, Check and Act Model
- Reviewing best practices for managing odour at the interface between odorous activities and receptors; Source-Pathway-Receptor Model
- Analyzing best practices to determine their applicability to Alberta



Review of Odour Prevention and Mitigation Tools for Alberta
10035 108 Street NW, FLR10, Edmonton, Alberta
Clean Air Strategic Alliance

January 16, 2015
Pinchin File: 05009
FINAL

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ODOUR ASSESSMENT

Outline of the different odour assessment tools and approaches that can be used and when and how to use them



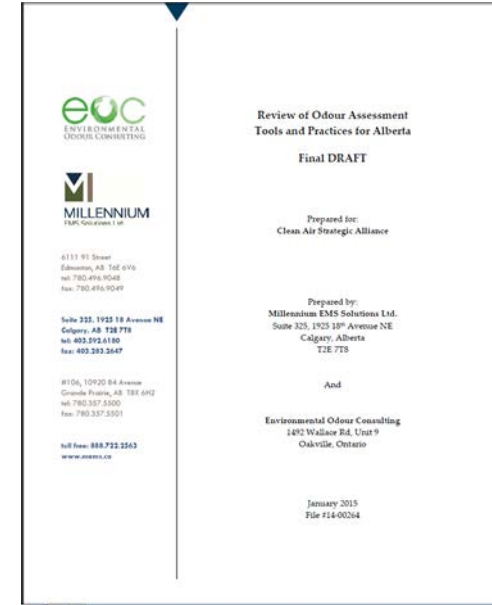


ODOUR ASSESSMENT TASK GROUP



“*Review of Odour Assessment Tools and Practices for Alberta*” with an “*Odour Assessment Guide*” supports the Task Group objectives by:

- ❑ Providing an inventory and brief description of specific odour assessment tools/practices with analysis of when, where and how the tool and/or practice might be applied to the Alberta context.
- ❑ Providing a ‘guide’ for the tools and practices that facilitates user’s access to the information on tools and helps users understand which tool is appropriate to their odour assessment needs.



- 1.0 PURPOSE, FORMAT, AND SCOPE
 - 2.0 INTRODUCTION TO ODOUR
 - 3.0 ODOUR ASSESSMENT
 - 4.0 ODOUR ASSESSMENT TOOLS AND PRACTICES
 - 5.0 REFERENCES SECTIONS 1 TO 4
 - 6.0 ODOUR ASSESSMENT TOOL DESCRIPTION
- Appendix A The CASA Odour Assessment Guide



ODOUR MANAGEMENT

Regulatory options identified
as potential approaches for
managing odours



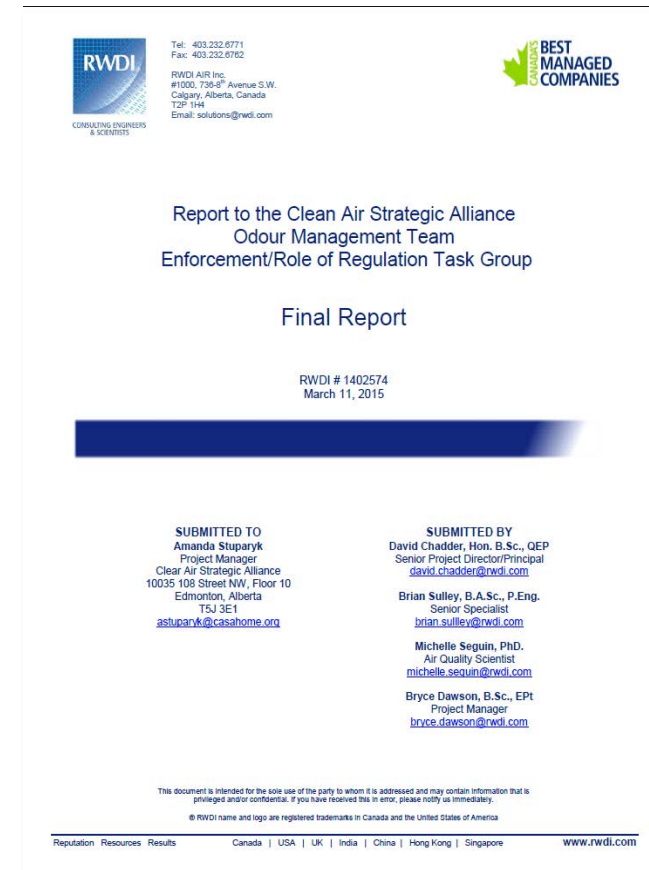


ENFORCEMENT/ROLE OF REGULATION TASK GROUP



Report to the Clean Air Strategic Alliance Odour Management Team, Enforcement/Role of Regulation Task Group, Final Report (RWDI)

- ❑ An inventory of regulatory practices, regulations, and enforcement approaches to odour management;
- ❑ Discussion around links between regulation and enforcement and gaps in current regulations
- ❑ Applicability in Alberta





ODOUR COMPLAINTS

Guidance and advice about odour complaint management, from taking the complaint to preparing for an investigation





COMPLAINTS TASK GROUP



Two main products were delivered to meet their objectives:

- ❑ A backgrounder entitled Alberta Odour Complaints Overview describes and improves understanding of mechanisms now in place to manage odour complaints.
- ❑ A guidance document that includes information on communications and information exchange and roles and responsibilities for responding to odour complaints.

Reporting Odours in Your Community

If you are troubled by an odour in your community, do you know where to report it? Do you know how to describe it?

Before you call, have the following information ready:

- Location: Where you were when you noted the odour
- Description: Words you would use to describe the odour
- Frequency: Dates and times you noticed the odour
- Duration: How long the odour was noticeable
- Weather: Conditions when you noticed the odour

Here are some words used to describe odours. Which matches the odour you're reporting?

Chemical	Earthy	Fruity	Offensive	Floral
<input type="checkbox"/> Acetic	<input type="checkbox"/> Grassy	<input type="checkbox"/> Citrus	<input type="checkbox"/> Rotten	<input type="checkbox"/> Flower
<input type="checkbox"/> Bleach	<input type="checkbox"/> Hay	<input type="checkbox"/> Fertilizer	<input type="checkbox"/> Garlicky	<input type="checkbox"/> Fragrant
<input type="checkbox"/> Blue	<input type="checkbox"/> Musty	<input type="checkbox"/> Fruity	<input type="checkbox"/> Rancid	<input type="checkbox"/> Herbal
<input type="checkbox"/> Metallic	<input type="checkbox"/> Moldy	<input type="checkbox"/> Over-ripened	<input type="checkbox"/> Sour milk	<input type="checkbox"/> Perfumy
<input type="checkbox"/> Nail polish	<input type="checkbox"/> Mushroom	<input type="checkbox"/> Put	<input type="checkbox"/> Sweet & sour	<input type="checkbox"/> Spicy
<input type="checkbox"/> Paint-like	<input type="checkbox"/> Pea-like		<input type="checkbox"/> Rotten eggs	
<input type="checkbox"/> Petroleum	<input type="checkbox"/> Pine		<input type="checkbox"/> Rotten meat	
<input type="checkbox"/> Gasoline	<input type="checkbox"/> Swampy		<input type="checkbox"/> Rotting	
<input type="checkbox"/> Plastic	<input type="checkbox"/> Woody		<input type="checkbox"/> Rotten/rot	
<input type="checkbox"/> Rubbery	<input type="checkbox"/> Yeast		<input type="checkbox"/> Skunky	
<input type="checkbox"/> Sulfur			<input type="checkbox"/> Urine	
<input type="checkbox"/> Tar			<input type="checkbox"/> Vinegar	
<input type="checkbox"/> Turpentine			<input type="checkbox"/> Vomit	
<input type="checkbox"/> Urine			<input type="checkbox"/> Yeast	
<input type="checkbox"/> Varnish				

Smoky	Medicinal	Fecal	Putrid	Fishy
<input type="checkbox"/> Burnt	<input type="checkbox"/> Alcohol	<input type="checkbox"/> Manure	<input type="checkbox"/> Burning	<input type="checkbox"/> Dead fish
<input type="checkbox"/> Antiseptic	<input type="checkbox"/> Ammonia	<input type="checkbox"/> Eggs	<input type="checkbox"/> Cakes	<input type="checkbox"/> Fenn solution
<input type="checkbox"/> Coffee-like	<input type="checkbox"/> Menthol	<input type="checkbox"/> Sewer	<input type="checkbox"/> Dead animal	
<input type="checkbox"/> Eucalypt	<input type="checkbox"/> Lime		<input type="checkbox"/> Decay	
<input type="checkbox"/> Grass smoke	<input type="checkbox"/> Vinegar		<input type="checkbox"/> Rotting	
<input type="checkbox"/> Wood smoke				

Other (describe):

Where to call

If you smell natural gas (rotten eggs), leave the immediate area. Once safely away, call 911.

For other odours, if you know the source, you can call the organization directly. This will help your complaint to be acted on more quickly. Or you can call one of the following provincial or municipal numbers:

- Alberta Energy Regulator (AER) – Oil and gas
1-800-222-6514
- Alberta Environment and Sustainable Resource Development (AESRD) – Environmental
1-800-222-6514
- Natural Resources Conservation Board (NRCB) – Agricultural
1-866-363-4722
- 311 Calgary or 311 Edmonton – Municipal for Edmonton and Calgary

! If at any time the odour is causing physical symptoms or illness, call:

- Your family doctor
- Health Link Alberta (1-800-405-5465)
- 911 (for emergencies only)

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Appendix A – Sample Odour Complaint Form

Odour Complaint Form

Call date:	Call time:	Reference number:		
Caller name: (May remain anonymous)		Call received by:		
Location where you experienced the odour:		Phone number:		
Odour description (check all described by caller)				
<input type="checkbox"/> Acidic <input type="checkbox"/> Bleach <input type="checkbox"/> Blue <input type="checkbox"/> Metallic <input type="checkbox"/> Nail polish <input type="checkbox"/> Paint-like <input type="checkbox"/> Petroleum <input type="checkbox"/> Gasoline <input type="checkbox"/> Plastic <input type="checkbox"/> Rubbery <input type="checkbox"/> Sulfur <input type="checkbox"/> Tar <input type="checkbox"/> Turpentine <input type="checkbox"/> Urine <input type="checkbox"/> Varnish	<input type="checkbox"/> Grassy <input type="checkbox"/> Hay <input type="checkbox"/> Musty <input type="checkbox"/> Mushroom <input type="checkbox"/> Pea-like <input type="checkbox"/> Pine <input type="checkbox"/> Swampy <input type="checkbox"/> Woody <input type="checkbox"/> Yeast	<input type="checkbox"/> Citrus <input type="checkbox"/> Fermented <input type="checkbox"/> Fruity <input type="checkbox"/> Over-ripened <input type="checkbox"/> Put	<input type="checkbox"/> Garbage <input type="checkbox"/> Fermented <input type="checkbox"/> Garlicky <input type="checkbox"/> Sour milk <input type="checkbox"/> Sweet & sour <input type="checkbox"/> Rotten eggs <input type="checkbox"/> Rotting meat <input type="checkbox"/> Rotting <input type="checkbox"/> Rotten/rot <input type="checkbox"/> Skunky <input type="checkbox"/> Urine <input type="checkbox"/> Vinegar <input type="checkbox"/> Vomit <input type="checkbox"/> Yeast	<input type="checkbox"/> Flower <input type="checkbox"/> Fragrant <input type="checkbox"/> Herbal <input type="checkbox"/> Perfumy <input type="checkbox"/> Spicy
<input type="checkbox"/> Burnt <input type="checkbox"/> Antiseptic <input type="checkbox"/> Coffee-like <input type="checkbox"/> Eucalypt <input type="checkbox"/> Grass smoke <input type="checkbox"/> Wood smoke	<input type="checkbox"/> Alcohol <input type="checkbox"/> Ammonia <input type="checkbox"/> Menthol <input type="checkbox"/> Lime <input type="checkbox"/> Vinegar	<input type="checkbox"/> Manure <input type="checkbox"/> Eggs <input type="checkbox"/> Sewer	<input type="checkbox"/> Burning <input type="checkbox"/> Cakes <input type="checkbox"/> Dead animal <input type="checkbox"/> Decay <input type="checkbox"/> Rotting	<input type="checkbox"/> Dead fish <input type="checkbox"/> Fenn solution
Other (describe):				
Frequency and duration			Time: <input type="checkbox"/> Don't know/no answer	
When did you first notice the odour? Date: _____				
How often have you noticed the odour? How long does it last?				
<input type="checkbox"/> One time	Start time: _____	End time: _____	<input type="checkbox"/> More than once a week	
<input type="checkbox"/> Continuous since	Date: _____	Time: _____	<input type="checkbox"/> Once or twice per month	
<input type="checkbox"/> Daily	Time of day: _____		<input type="checkbox"/> Other	
Intensity (How strong is the odour?)				
<input type="checkbox"/> Faint: Odour is barely detectable, need to stand still and inhale while facing into the wind to notice it. <input type="checkbox"/> Moderate: Odour is easily detected while walking and breathing normally but it is not overpowering. <input type="checkbox"/> Strong: Odour is penetrating, you can't get away from it and it can easily be detected at all times. <input type="checkbox"/> No answer.				

Continued on next page



FUTURE PLANS

Continuous improvement and education, awareness and communication strategies



Sharing the Guide

Release in Fall 2015

- CASA Secretariat will implement the Communications workplan
- Download the Guide: CASA website (casahome.org)
- Ability for CASA Board/OMT Members to incorporate designed logo & hyperlink on their own websites
- Request for the CASA Board Members to champion the GPG with their respective communications areas for distribution and promotion
- Also available on the website:
 - Tools, forms and templates
 - Full reports on which the guide is based
 - Task group final reports

Continuous Improvement

Future Work

The OMT identified two important aspects of the commitment to continuous improvement:

1. The tools and practices developed for this project, as reflected in the Good Practices Guide, should be reviewed and updated as needed on a regular basis using a multi-stakeholder process; and
2. Future work should be undertaken to fill gaps and build a more solid foundation for odour assessment and management in Alberta.

Based on its findings from this project, the OMT has identified several areas that are particularly in need of additional effort and research (Section 10.2 of the Final Report).

FINAL THOUGHTS

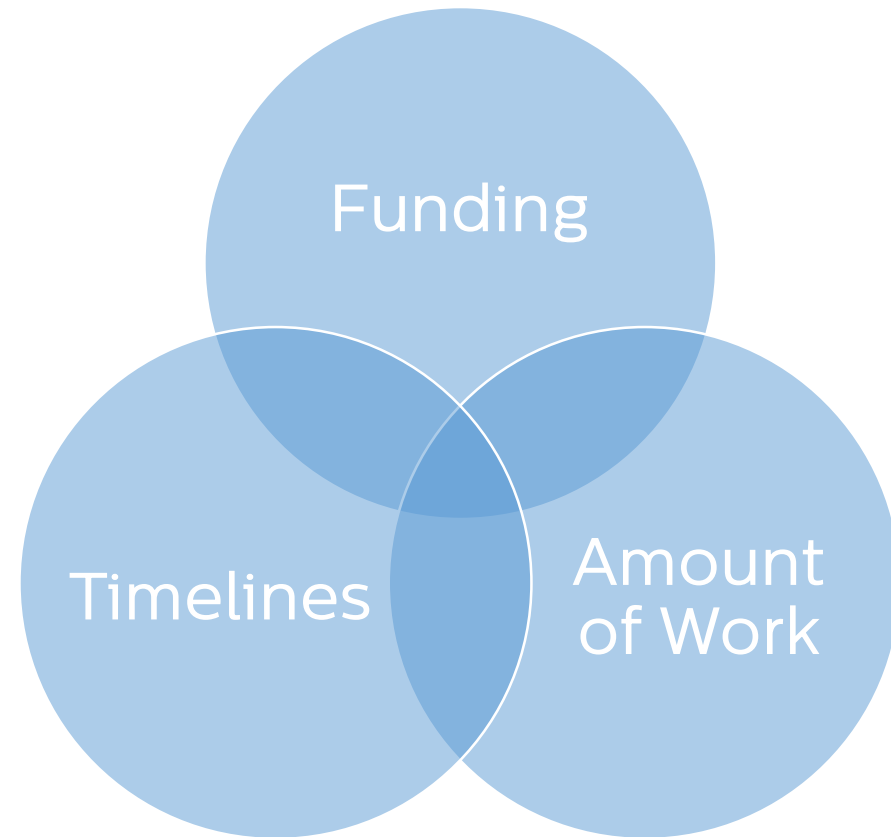
Lessons Learned and Advice;
Recommendations and Decisions



Lessons learned

Post-2015 Release

- Project funding challenges
- Realistic Project Scope
- Consultant considerations and Sharing Information
- Nature of Project



**The multi-stakeholder approach used by CASA for the OMT and task groups were especially useful and beneficial to the project products. All members provided value-added comments, advice and recommendations to each aspect of the deliverables. **

Measuring Performance

Performance Indicator

- The fundamental value of the GPG cannot be accurately reflected by a quantitative metric (such as data gathered by Google Analytics). Therefore, a qualitative metric would also be required (such as a survey).
- Without a baseline, the team found it challenging to set specific targets for defining “success”.

Despite these challenges, the team was able to agree on three measures. The measures include:

1. A targeted survey to users of the GPG,
2. The number of times the GPG is cited in various sources, and
3. Data gathered via Google Analytics.

Recommendations

Comprehensive Recommendation

Recommendation 1: Review of the *Good Practices Guide for Odour Management in Alberta*

The OMT recommends that:

Within five years of the approval of this report by the CASA Board, CASA begin the first review of the Good Practices Guide for Odour Management in Alberta to determine if and where improvements are needed or could be made, based on effectiveness to date of the tools in the Guide and new information.

Decisions

CASA Board Approval

1. Accept the Final Report of the Odour Management project team
2. Approve the consensus recommendation
3. Approve the Good Practices Guide for Odour Management in Alberta for distribution, as per the Communications Plan
4. CASA Board members champion the GPG

NOTE: the OMT is not requesting that it be disbanded at this time, as there is outstanding work related to the implementation of the Communications Plan. The OMT will provide the Board an update of progress and a request to be disbanded at the December 2015 Board meeting.