

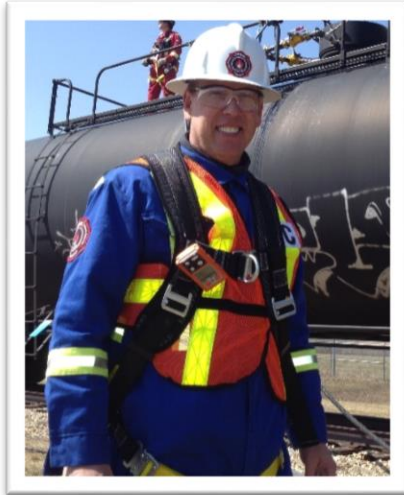


# Emergency Response Assistance Canada (ERAC) Newsletter

Volume III, Issue I

March 2015

## Message from the President, Spencer Buckland



It is hard to believe spring is already upon us. For many in Canada we are happy to see the warm temperatures begin after such a brutally cold winter in many parts of the country. Our first quarter of 2015 has proven to be a busy and productive one with two Flammable Liquids activations and four LPG activations.

We continue to be actively involved at the Transport Canada ERAP Task Force and numerous working groups which are developing recommendations, which will no doubt affect

all ERAPs for all products being transported in Canada. There will be mandatory training requirements coming out that will enhance the skill and knowledge level of our Flammable Liquid Technical Advisors (FLTAs) and Flammable Liquids Technical Specialists (FLTSs); in turn will likely impact our LPG Remedial Measure Advisors (RMAs). Some of the proposed changes will require ERAC FLTAs and FLTSs to have NFPA or equivalent certification of the following:

Hazmat Technician  
Crude by Rail  
Tank Car Specialist  
NFPA 472 Bulk Flammable Liquid Fire Fighting  
And or NFPA 1001 or 1002

We are currently working on merging our On-Call Flammable Liquids Technical Advisor role with the LPG Home Based Coordinator (HBC) role. Going forward, there will be a team of 8 HBCs rotating 24/7 call for both LPG and Flammable Liquid incidents. This change reduces the complexity and confusion when our Emergency Call Centre (ECC) is called as the HBC is immediately contacted after the initial information is taken from the individual calling into the ECC.

As we continue to develop best practices and work closely with our Plan Participants and stakeholders from the railways, there is a need to change some of the processes in order to be more efficient and effective in supporting incident activation. The Emergency Call Centre Operator (ECCO) Log has been simplified to reduce the amount of questions the caller has to answer to 6 basic questions:

## Welcome Aboard!

Emergency Response Assistance Canada (ERAC) is pleased to introduce a new member to our team since our last newsletter; Susan Reed, Manager, Finance.

Susan joins ERAC with more than 20 years' experience in financial accounting, budgeting and reporting in the no-profit sector. Susan is a Certified General Accountant and is a committed leader, trained in business process improvement methodologies and policy development.

We are thrilled to have Susan on our team. Please join me in welcoming her to ERAC.



Continued.....

- What is your Name
- What is your Number
- What is the Nature of the incident
- What is the Location of the incident
- What is The ERAP #
- Name of Consignor

This information is then relayed to the HBC on-call and the remainder of the log will be completed by the HBC and those attending the scene.

For rail incidents of LPG and Flammable Liquids, there has been an ongoing review of how ERAC can best support our Plan Participants, First Responders and the railways. One of the changes is ensuring the Technical Advisors being activated to rail incidents have all of the advanced training mentioned earlier. This ensures, regardless of whether or not it is a Flammable Liquid or LPG product, we have individuals in protective bunker gear trained to a higher level of knowledge to perform tank car damage assessment, product knowledge and provide firefighting advice. The LPG RMAs will continue to respond to LPG road and stationary tank incidents and will also be activated to support large scale rail incidents as needed based on the decisions made by the HBC and Operations Managers, Don Merriam and Patrick Knight.

As we begin another season of Regional Training of Response Teams, RMAs and Technical Advisors, I would ask the Team Leaders to contact either Don or Patrick to book the training dates and work on ensuring we maintain your teams training and assessments.

We are looking forward to a safe successful 2015!



## RMAs Opportunities

*We are currently looking for qualified individuals interested in becoming an RMA to join our response capabilities in Saskatchewan (Saskatoon or north) and Northern Alberta (Edmonton, High Prairie or Grande Prairie). If you, or someone you know, would be interested in learning more about becoming an RMA, please contact Don Merriam at (514) 714-1075 or at [don.merriam@erac.org](mailto:don.merriam@erac.org).*



## 2015 ERAC National Training Forum:

The ERAC National Training Forum occurs every two years and will be taking place in Montreal, QC at the Omni-Mont Royal May 27<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup>. The theme of this year's National is Leadership in Crisis. We are very excited to have our RMAs, RTLs, HBCs, FLTAs, FLTSS, Committees and Board members join us to hear and learn from a great list of engaging speakers including: Transport Canada, CN, CP, STARS Air Ambulance, MD-UN and ERAC.

Our keynote speaker this year is General Roméo Dallaire. General Dallaire is a retired Canadian Senator, a retired Canadian Army Lieutenant-General, a devoted humanitarian and an outspoken advocate and champion of human rights. During his distinguished military career, General Dallaire commanded the United Nations peacekeeping mission in Rwanda prior to and during the 1994 genocide. His courage and leadership during this ill-fated mission has earned him recognition, affection, and admiration from around the globe. He is an author of two best-selling books: Shake Hands with the Devil – the Failure of Humanity in Rwanda and They Fight Like Soldiers; They Die Like Children – the Global Quest to Eradicate the Use of Child Soldiers. General Dallaire is an Officer of the Order of Canada, a Grand Officer of the National Order of Quebec, a Commander of the Order of Military Merit, recipient of the Pearson Peace Medal, the Meritorious Service Cross, the United States Legion of Merit, the Aegis Award on Genocide Prevention, the Harvard Secular Society Humanism Award, the Edita and Ira Morris Hiroshima Foundation for Peace and Culture Award and the United States Holocaust Memorial Museum Elie Wiesel Award.

If you haven't RSVP'd yet for the ERAC National Training Forum, please contact Carley Milhausen immediately to secure your attendance. Carley can be reached at 587-349-5877 or via email at [carley.milhausen@erac.org](mailto:carley.milhausen@erac.org).

We look forward to seeing you at the end of May!

## Regional Training & Assessments for LPG & Flammable Liquids:

### LPG:

Abbotsford, BC - Superior Propane - May 21 & 22, 2015  
Winnipeg, MB – Euroway – June 17 & 18, 2015  
Taylor, BC - Spectra Transmission - September 9 & 10, 2015  
Saint John, NB - RST Industries - September 15, 16 & 17, 2015  
\*joint training with Flammable Liquids  
Red Deer, AB - Keyera - September 29, 30 and October 1, 2015

### Flammable Liquids:

Richmond, BC - Quantum Murray - February 10 & 11, 2015  
Thunder Bay, ON - Potter Environmental - March 18, 2015  
Kamloops, BC - RAM Environmental - April 10, 2015  
Saint John, NB - RST Industries - September 15, 16 & 17, 2015  
\*joint training with LPG



LPG, High Prairie AB  
January 2015



Flammable Liquids, Gogama ON  
March 2015



LPG, Prophet River BC  
January 2015



Flammable Liquids, Gogama ON  
February 2015



## LPG Division

*Don Merriam - Operations Manager, LPG*

The LPG division of ERAC has responded to four incidents in the first two months of the year. In addition, the Emergency Call Centre has received five “notification only” calls, which sometimes turn into activations. Event reports for all activations are now being sent to RMAs and RTLs as information and for distribution to Team Members. If there is any additional information that you would like to see in these reports, please contact me at [don.merriam@erac.org](mailto:don.merriam@erac.org).

The spring regionals are fast approaching. We are asking teams who have not done railcar transfers last year, at activations or at regionals, to try and schedule rail for this year. If there are companies with LPG rail loading racks in your area, and they are Plan Participants, I can contact them on your behalf to assist you with arranging a training session at their facility.

Many of our Plan Participants are asking to conduct simulations to ensure that ERACs activation protocol and their own internal protocols are aligned and integrate smoothly. Your participation, if contacted, is necessary and appreciated. My intention is to spread these call requests out evenly across the country but as the vast majority of the Plan Participants are in Alberta, those regional RMAs and RTLs will get more simulation calls than others.

The ERAC LPG Plan is to be renewed and submitted to Transport Canada this year. There are many additions required to any new submission. The Flammable Liquids Plan was the first of this new generation of plans and the new LPG Plan must also include these additions. Some of these directly affect qualifications and training standards of our responders, as well as response requirements. The Plan will be vetted by the Operating Committee before submitting to Transport Canada and any changes affecting responders will be communicated as soon as possible.

The Operating Committee will be meeting on May 27<sup>th</sup>, prior to the ERAC National Training Forum in Montreal. The new Plan, including an updated equipment list and any changes to the training matrix, will be discussed.

## Welcome New RMAs

Peter Van Immerzeel  
Williams Lake, BC

Ryan Knight  
Whitehorse, YK

Ray Zylstra  
Gravenhurst, ON

A big welcome to our new RMAs! We look forward to working with you.

## Recently Retired RMAs

Ken Perry  
Prince George, BC

Darren Sullivan  
Sarnia, ON

Scott Hauer  
Whitehorse, YK

Wayne Cundliffe  
Lloydminster, AB

## Recently Retired Operating Committee Member

Bruce Hall  
Calgary, AB

Thank you for your service.  
We wish you the best of  
luck with your future  
endeavors.





## Flammable Liquids Division

*Patrick Knight - Operations Manager, Flammable Liquids*

The Flammable Liquids Division at ERAC has continued to improve its program over the last six months and recently received a three year interim approval for its plan submitted to Transport Canada.

Over the next three years we will continue to improve our program through Quality Management Process. Some of the items we are working on at the moment are:

- Activation and mobilization process by limiting the briefing questions on the front end of the call activation
- Activation and mobilization flow process chart
- Continued regional training and assessment of the teams and Technical advisors across Canada
- Improvements to our training programs
- Flammable Liquids, Firefighting incident flow chart and procedures
- New ERAP awareness training module to align with the new HBC, RMA and TA roles and responsibilities

In addition, ERAC is developing a training requirement schedule as part of our gap analysis and sending individuals on a variety of courses so they meet the required competencies that aligns with the Task Force recommendations. Some of these courses include; Tank Car Specialist, Crude by Rail and RAC, Railway Emergency Response Training, Hazmat Technician, NFPA 472, Chapter 16 and Ethanol Emergency Response Train the Trainer. Rail has also given us the opportunity to send individuals to a few incidents for the purposes of gaining some experience in the field on railway operations.

We would like to have the 2014-2015 Response Team Regional Training and assessment cycle completed by no later than mid-June. I would ask the Response Team Leaders to continue to work with us to establish a date to complete the first year Regional Training and Assessment cycle if they have not been assessed.

Again, I would like to thank all our supporters which include, Emergency Response Service Providers, CN Rail, CP Rail, RAC, Canadian Association of Fire Chiefs and Producers and Industrial Oilfield Fire, who have been instrumental in the development of the Flammable Liquid ERAP and membership on the Technical Advisory Committee and Firefighting Working Groups.

I'm looking forward to seeing you all and meeting new folks at the ERAC National Training Forum in Montreal, QC at the end of May!

## Current ERAC Opportunities

*Emergency Response Assistance Canada (ERAC) is currently recruiting for the position of Manager, Safety and Quality Improvement.*

*We are looking for an individual with experience in Emergency Preparedness and Response or Operations Management within the rail industry or oil and gas industry preferred.*

*If you, or someone you know, would be interested in joining the ERAC team, please take a look at our job posting on [Indeed.com](#).*

*Please forward your cover letter and resume to [Carley Milhausen @ carley.milhausen@erac.org](mailto:Carley.Milhausen@erac.org)*



## Update on SafetySync

*Cheryl Dahlager – Manager, Process Services*

I hope all of you have had a great first quarter!

We continue to work on keeping our Team Members compliant with SafetySync and also require your assistance in doing so. We are asking all Team Leaders to ensure that their Team Members responding to an incident are compliant with SafetySync Courses, Policies, and Certificates. 75% of Team Members responding to an incident must be 100% compliant with SafetySync, while the remaining 25% of team members must not work alone and always be accompanied by a Team Member that is 100% compliant. All RMAs, FLTAs and RTLs are to be 100% compliant. ERAC will notify you every time a new Certificate, Policy or Course is launched as this WILL affect your compliance.

For your information, there are 2 ways to log into SafetySync;

Option 1 is through our website:

- [www.erac.org](http://www.erac.org)
- go to the Training tab (a list will appear)
- select ERAC Training Courses
- then select either LPG Training Courses or Flammable Liquids Training Courses
- this will take you to the SafetySync portal where you can log in with your user name and password

Option 2 is go directly to the SafetySync website:

- [www.safetysync.com](http://www.safetysync.com)
- click on the login button (right hand side)
- enter your First Name and Last Name
- for Company enter LPGERC (for LPG training) or ERAC FL (for Flammable Liquids training)
- then enter your password

Feel free to contact Cheryl Dahlager at [cheryl.dahlager@erac.org](mailto:cheryl.dahlager@erac.org) or Shandie Hildebrand at [shandie.hildebrand@erac.org](mailto:shandie.hildebrand@erac.org) at any time if you are having problems with your log in, password or any of your training modules. We are happy to help!



*Flammable Liquids, Gogama ON  
February 2015*



*LPG, Cambridge ON  
February 2015*



*Flammable Liquids, Moncton NB  
November 2014*



*LPG, St. Basile NB  
January 2014*

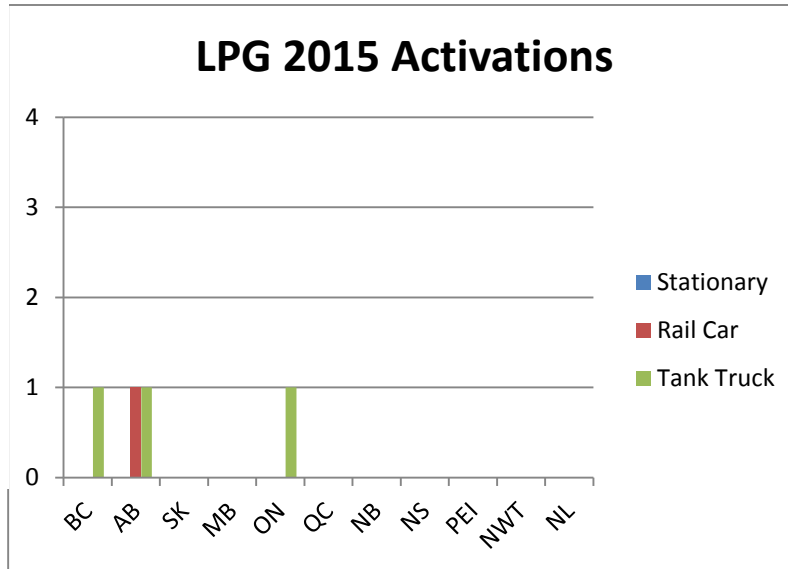


### Spotlight on LPG Safety:

LPG EMERGENCY  
RESPONSES TO DATE IN  
2015

- 0 - Stationary
- 1 - Rail Car
- 3 - Tank Truck

4 Total

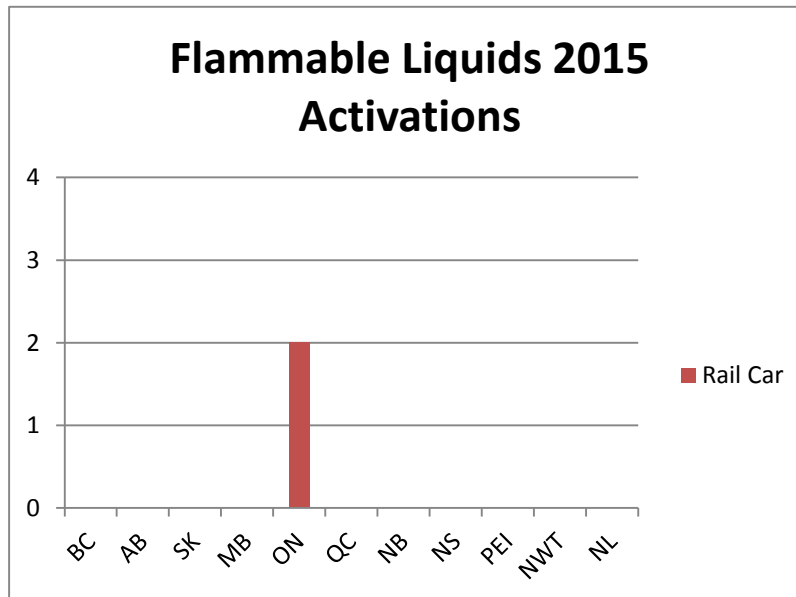


### Spotlight on Flammable Liquids Safety:

FLAMMABLE LIQUIDS  
EMERGENCY  
RESPONSES TO DATE  
IN 2015

- 0 - Stationary
- 2 - Rail Car
- 0 - Tank Truck

2 Total



### Contact Information

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