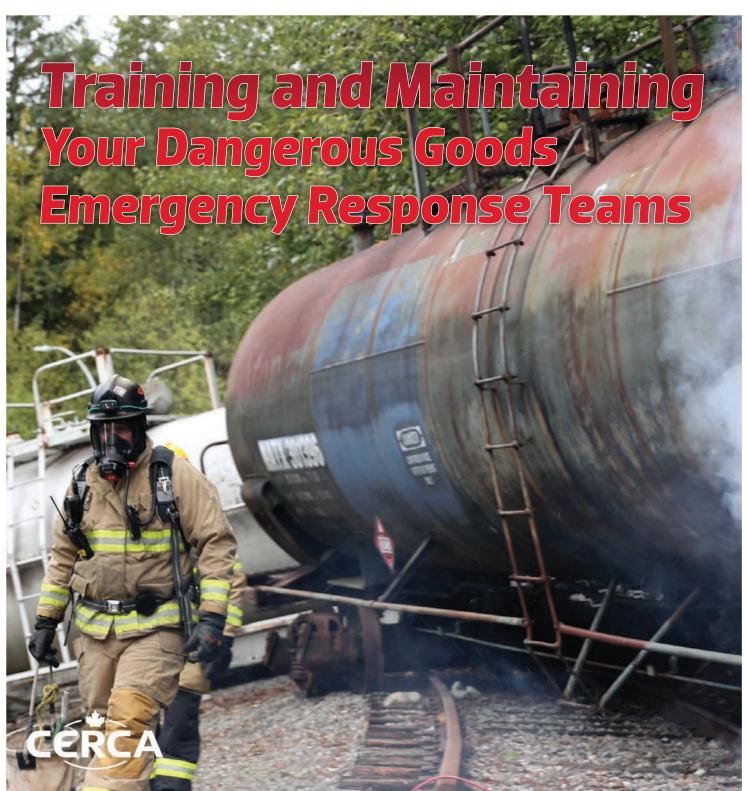
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On the Cover: To run a dangerous goods response team, you need to abide with health and safety legislation and hold a valid transportation of dangerous goods certification. But this is just the start of your journey – you also need to train and maintain that team. Photo courtesy of Timothy Ian Smith and Andrew Matsubara at Transport Canada.

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Contractors Alliance c/o Shawn Barton 200-5035 South Service Road Burlington, ON LTL 6M9 Tel: (416) 253-6000 shawn.barton@qmenv.com www.cerca-aceiu.ca

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Toll-Free: (866) 999-1299
Toll-Free Fax: (866) 244-2544
sales@matrixgroupinc.net
www.matrixgroupinc.net

President & CEO

Jack Andress

Operations Manager

Shoshana Weinberg sweinberg@matrixgroupinc.net

Senior Publisher

Jessica Potter jpotter@matrixgroupinc.net

Publishers

Julie Welsh, Christine Scarisbrick

Editor-in-Chief

Shannon Savory ssavory@matrixgroupinc.net

Editors / Social Media Managers

Jenna Collignon, Paul Adair, Kaitlin Vitt

Finance / Administration

Lloyd Weinberg, Nathan Redekop accounting@matrixgroupinc.net

Director of Circulation & Distribution

Lloyd Weinberg distribution@matrixgroupinc.net

Sales Manager

Jeff Cash jcash@matrixgroupinc.net

Matrix Group Publishing Inc. Account Executives

Colleen Bell, Jackie Casburn, Chandler Cousins, Helaina Van Dommelen, Rob Gibson, Jim Hamilton, Scott Hendren, Frank Kenyeres, Sandra Kirby, Andrew Lee, Brian MacIntyre, Caitlin Nakamura, Wilma Gray-Rose, Joseph Ukaoha

Layout & Design

Cody Chomiak

Advertising Design

James Robinson

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Shawn Barton Chair, CERCA

A Message from the Chair

s Chairman of the Canadian Emergency Response Contractor's Alliance (CERCA). I am honoured to reflect on our achievements over the past year and share our vision for 2025. Our organization has made significant strides in

enhancing emergency response capabilities across Canada, and I am excited to highlight our progress and future direction.

Recognizing our emergency response professionals

As we conclude another dynamic year, I extend my deepest gratitude to all Emergency Response professionals across various disciplines. Your unwavering dedication ensures the safety and well-being of our communities and environment. The CERCA network proudly stands with you, committed to enhancing our impact in this critical sector. Your tireless efforts, often in challenging and hazardous conditions, exemplify the highest standards of professionalism and commitment to public safety.

Adapting to a changing landscape

Our world is rapidly evolving, presenting new challenges for emergency response:

- Increasingly extreme weather events, bringing unique risks and response requirements both within and beyond industrial settings.
- Technological advancements introducing new environmental risks.
- Shifting demographic patterns and urbanization affecting emergency response strategies.

These changes underscore the importance of maintaining robust emergency response capabilities across all sectors. CERCA is committed to staying at the forefront of these evolving challenges, continuously adapting our strategies and resources to meet the demands of our changing world.

CERCA's focus: training and sustainability

To address these challenges, CERCA is intensifying its efforts on training and sustainability. In this issue, we present articles exploring:

- · Essential requirements for training qualified environmental emergency response teams.
- Strategies for maintaining team readiness and adaptability in diverse scenar-
- Current and upcoming programs supporting CERCA member team development.
- · Innovative approaches to sustainable emergency response practices.

Initiatives such as these are crucial for ensuring our response teams remain efficient, informed, and prepared to tackle emerging threats. By focusing on sustainability, we aim to not only respond effectively to emergencies but also minimize our environmental impact in the process.

Collaborative path forward

As we approach 2025, let's continue strengthening our collective capabilities. By prioritizing training and sustainability, we ensure CERCA members are equipped with cutting-edge knowledge and methodologies for effective emergency response. Our commitment to collaboration extends beyond our organization, as we seek to forge stronger partnerships with government agencies, academic institutions, and industry leaders to create a more resilient emergency response network across Canada. I'm pleased to announce that the CERCA community will reconvene this November for our 54th semiannual general meeting in Quebec City. This gathering offers an invaluable opportunity for collaboration, knowledge sharing, and strategic planning for the future of emergency response in Canada. I encourage all members to participate actively and contribute their insights to shape our collective path forward.

Thank you for your dedication and unwavering commitment to excellence. Together, we make a significant difference in safeguarding our people and planet. As we look to the future, I am confident that CERCA will continue to lead the way in inno-

vative, effective, and sustainable emergency response practices, setting new standards for our industry and contributing to a safer, more resilient Canada.



MEET THE CERCA TEAM

CHAIR Shawn Barton

QM Environmental Tel: (236) 983-1537 Shawn.Barton@gmenv.com

VICE-CHAIR Andy Jeves

NUCOR Environmental Solutions Ltd. Tel: (604) 910-6796 andvi@nucorenv.ca

TREASURER

Jessica Cain

GFL Environmental Services Inc

Tel: (437) 997-1886 jkovatch@gflenv.com

SECRETARY John Zaidan

Cameco Tel: (306) 956-8060 john zaidan@cameco.com

PAST CHAIR David Hill

GFL Environmental Services Inc. Tel: (416) 458-9096 david.hill@gflenv.com

COMMUNICATIONS DIRECTOR Shawn Barton

QM Environmental Tel: (236) 983-1537 Shawn.Barton@gmenv.com

Training and Maintaining Your Dangerous Goods Emergency Response Teams

By Sarah Hassanally, CRSP, MDEM and Mark Jasper, CRSP at GHD



n Canada, we tend to struggle with the 'catch-22' of needing to maintain highly skilled and proficient dangerous goods response teams, without the frequency and diversity of incidents needed to establish and maintain these skills.

To overcome this dilemma, professional contractors

like those at the Canadian Emergency Response Contractors' Alliance (CERCA) and in-house response teams must look past training and skill-specific drills to form the foundation of their training programs. We have seen that the most successful programs go beyond the minimum standards and regulatory guidance and take the time to evaluate the skills needed to perform the tactics in the field, as well as seek to establish the appropriate knowledge acquisition levels needed to perform the tactics safely and proficiently as a team.

Let's quickly discuss what the regulatory guidance and associated standards look like in Canada. To be a dangerous goods response team in Canada you need to start with simply abiding by your applicable health and safety legislation and to hold a valid transportation of dangerous goods certification.

Meeting the standards

Emergency first responders, trade associations, and applicable regulators

The most successful training programs take the time to ensure their teams have the skill and creativity for any response tactics - wherever and whenever they might be needed. Photo courtesy of Transport Canada.

(Transports Canada's *Transportation of Dangerous Goods Regulations*, Environment and Climate Change Canada's *Environmental Emergency Regulations*), have adopted or recommended levels of competency through United States' standards and / or have established programs for their associated employees, members, and regulatees. In the case of the *Emergency Response Assistance Plan Program* under Transport Canada, the type and level of training that a response team maintains is assessed prior to the approval to ship associated dangerous goods within Canada.

Applicable standards include:

- NFPA 470, Hazardous Materials / Weapons of Mass Destruction (WMD) Standard for Responders
- 29 CFR 1910.120 Hazardous Waste Operations and Emergency Response Established training standards and programs from trade associations include:
- The Chlorine Institute (TCI) Chlorine specific training (online), annual hands-on training, first responder outreach training through TransCAER®
- International Fertilizer Association (IFA) – Ammonia and fertilizer training programs, first responder awareness training
- Canadian Association of Petroleum Producers (CAPP) – First responder awareness training, Canadian Emergency Response to Flammable liquids in Transport training

Both Responsible Distribution Canada (RDC) and the Chemistry Industry Association of Canada (CIAC) have also established mandatory codes of practice for their members related to the safe handling, transport, and emergency response to associated hazardous materials.

When we evaluate what exists in these standards and associated programs, we see that there are varying levels of implementation and skill acquisition that are available to a participant, and that the courses











Initiation

First contact with a skill

Acquisition

Coordination of key elements in the correct order

Consolidation

Execution of the movements of the skill in the correct order with no modifying

Refinement

Execution of the skill in a way that is very close to the ideal model in terms of form and speed with modifying factors

Creative Variation

Execution of the skill performed according to the ideal model, responsive to modifying factors through creative variation of the skill

provided are only a starting point for continued learning and consolidation, not refinement.

Building a team

Understanding skill acquisition ensures that you are providing team members with sufficient training and the practice needed to perform a task safely and effectively.

The various stages of skill acquisition are:

- Initiation first contact with a skill
- Acquisition coordination of key elements in the correct order
- Consolidation execution of the movements of the skill in the correct order with no modifying factors
- Refinement Execution of the skill in a way that is very close to the idea model in terms of form and speed, with modifying factors
- Creative Variation Execution of the skill performed according to the ideal model, responsive to modifying factors through creative variation of the skill

A team may have a mixture of skill levels, but we need to understand what that balance is so that we are able to maintain competency and safety for any given operation.

Ideally, we are looking for the organization's team leaders to possess a creative variation skill level for any response tactic. They would be able to execute the tactic in various geographies, from -40 to +40 degrees Celsius, and handle other variations that may be present in remote location.

Team members who are working under the guidance of a team leader may only have a skill acquisition between consolidation and refinement. When we understand how skill acquisition works, we can then determine what skill acquisition level is needed for the tactics the dangerous goods response team needs to perform.

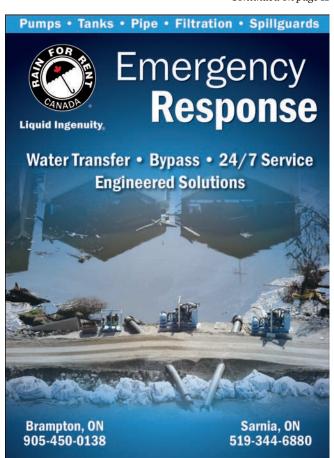
Finally, we need to ensure we are testing our members in their performance to maintain this skill level. Emergency exercises, specifically functional drills, are an excellent way to test the skills of a team.

As an example, for scrubbing corrosive gases during a transfer the skill progression is as follows:

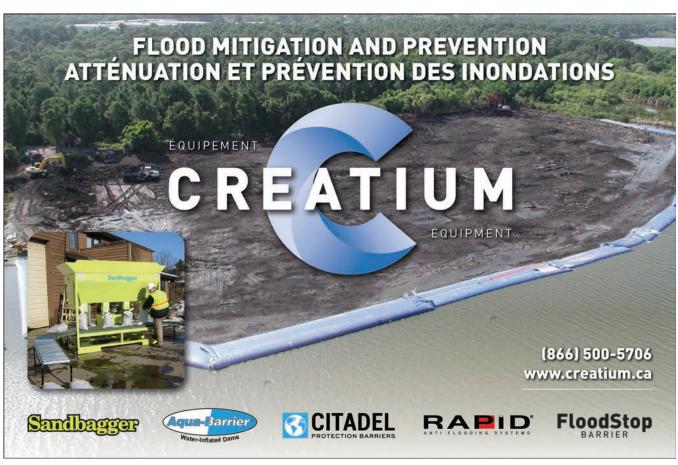
- Initiation
 - Definition of scrubbing
 - Identify different scrubbing compounds

- > Listing scrubbing equipment
- > Viewing of scrubbing demonstration
- Acquisition
 - > List steps of scrubbing procedure
 - > Demonstrate scrubbing with team leader assistance
 - > Consolidation
 - Demonstrate scrubbing with minimal team leader assistance

Continued on page 11







Refinement

- Confirm scrubbing medium / solution with plan or technical advisor
- Demonstrate scrubbing with no assistance
- Successfully respond to instructor injects / modifying factors that may disrupt tactical evolution
- Creative variation
 - Work to troubleshoot field issues
 - Work with technical advisors to modify scrubbing tactic with available equipment in remote locations
 - Brief regulators on modifications and equivalent levels of safety

What have we learned?

In sport, skill acquisition is gained through practice, drills, skill breakdowns and coaching. Instructors and evaluators are supported with rubrics, common pitfalls, coaching opportunities and solutions.

But how do we take this 'sport mentality' to our response teams when we may only formally practice once per year and may have limited funding to complete training events?

If you can only do five things, get started with these considerations as applied to your training programs:

- What does your team need to be able to do?
- What tactics are they completing with only your team?
- What tactics are they completing with assistance?
- Are there some tactics that they should not be completing as they cannot achieve the level of skill acquisition with your current training process?
- Are there tactics that you can identify as crucial to your response operations? Focus here and create practices and coaching opportunities to achieve the skill needed.

Ultimately, it does not matter if you a public first responder, contracted dangerous goods response team, or an in-house spill team, we need to understand what skill levels are needed to fulfill the tactics we are expected to perform.

If the level of skills does not match the requirement to perform the tactic, we need to change the expectations or invest in training and practice.

Sarah Hassanally is a graduate of York University's Master of Disaster and Emergency Management program with 17 years of experience in emergency management including response, plan preparation, recovery, and stakeholder engagement.

Combining planning and response experience with coaching development and adult education Sarah works with the Emergency Management Group at GHD facilitating training courses and exercises throughout North America. Sarah is an ICS Canada Instructor and leads the GHD Incident Management Team service offering supporting client Incident Management Team staffing at incidents.

Mark Jasper, CRSP, is a seasoned Registered Safety Professional with over 23 years of comprehensive experience in emergency management. He leads a team of highly skilled professionals across North America within the GHD Fast Incident Response Services Team (GHD FIRST), providing expert support for incident management and preparedness programs. Mark has developed and managed two Canada's largest emergency response contractor networks and actively contributes to numerous committees, task forces, and regulatory bodies.





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By David Jarrell, Remedial Measures Specialist, Transportation of Dangerous Goods Directorate, Transport Canada

angerous goods are transported all across Canada every day. As such, Transport Canada (TC) develops safety standards and regulations that provide risk-based oversight and connects

first responders to industry experts for advice on or help with a release or anticipated release of dangerous goods.

In addition to TC's well-known Emergency Response Guidebook (ERG) and Canadian Transport Emergency Centre (CANUTEC), another resource in place that is providing additional emergency preparedness and increased public safety is the Emergency Response Assistance Plan (ERAP) program.



RMS conducting firefighting training at FESTI 2021 with ERAC.

The ERAP program helps to ensure a timely, appropriate, safe, and coordinated response for higher risk dangerous goods that have released, or are anticipated to release, after being involved in an incident during transport.

What is the ERAP program?

The ERAP program helps to ensure a timely, appropriate, safe, and coordinated response for higher risk dangerous goods that have released, or are anticipated to be released after being involved in an incident during transport. Each ERAP is specific to certain dangerous goods, their mode(s) of transport, their means of containment, and the geographic area in which the dangerous goods will be transported.

An ERAP must be submitted to – and approved by – TC prior to transporting these dangerous goods in Canada and must detail specialized personnel and equipment needed for responding to an incident. Along with other emergency plans, the ERAP will be used by the plan holder to assist first responders in mitigating a dangerous goods event and coordinate the response resources that are available.

Within TC, it is the Chief Response Operations (CRO) who is the overseer of the ERAP program and has a team of 15 Remedial Measures Specialists (RMS) spread all across Canada to help administer the program.

An RMS is a specialized transportation of dangerous goods (TDG) inspector with a science background, and is well trained in response actions, means of containment, and the equipment used to mitigate an incident. RMS also follow a training cycle that ensures they maintain their technical currency in emergency response and stay current, as this is a field that evolves after every major incident. This training ensures that the RMS can properly assess ERAP submissions, validate exercises and other training with respect to an ERAP submission, and evaluate the progress and safety of a response to dangerous goods incidents.

TC does its due diligence to ensure that the ERAP submissions it approves can be implemented correctly and can respond to a release or anticipated release effectively. The check on the implementation

is done during the RMS' review of the plan submission and can be done at any time during the process, including before or after approval has been given. Called the Response Equipment Location Assessment (RELA) process, this practice happens for each response location listed in an ERAP to ensure that the location has the necessary equipment for the type of response indicated. The RELA also ensures that any personnel have been trained by the plan holder on their role in a response, have proper personal protective equipment to protect themselves from exposure to the dangerous goods listed in the plan, and have the necessary skills, training and experience to be effective at mitigating a release or anticipated release of the dangerous goods listed in the plan.

RELA: what to expect

For third-party emergency response contractors, such as Canadian Emergency Response Contractors' Alliance (CERCA) members, due to the number of plans they are responding to and the frequency of changeover in both their own personnel and in their clients' ERAPs, TC does biennial assessments on these locations to ensure the information on file is as current as possible.

During these contractor RELAS, TC ensures that the ERAP plan holder who has retained the contractor's emergency response services has put them in the best possible position to respond.

The RMS in charge of the RELA will review with the contractor the ERAPs to which they are listed as responding, as well as the recent training and equipment these plan holders have provided them. The RMS will also review other training the contractor has done and any recent releases and anticipated releases they have mitigated to better gauge the level of experience and readiness the contractor has with respect to these dangerous goods. Furthermore, the RMS will survey the response

equipment the contractor has access to and the personal protective equipment (PPE) they have to keep them safe.

If there is any conflict between what is on site and what is expected as per the ERAP, TC will work with the contractor and plan holder (as they are the regulated party) to rectify the situation.

A beneficial partnership

For more severe events where an ERAP does not apply, such as orphaned dangerous goods or a CBRNE (chemical, biological, radiological, nuclear, and explosive) event, TC does not have response capacity on its own to deal with them. Instead, TC relies on its assessed CERCA members to be part of their response network team to aid federal or provincial partners in resolving these types of dangerous goods incidents.

The RELAs that were done on these contractors provide all federal response partners the confidence that TC has fully assessed their capabilities and that they are capable to conduct any response actions needed based on the situation at hand. This system has worked well at recent training events testing the process (FESTI – March 2019 and JIBC – October 2023) where TC was able to aid federal partners dealing with chemical emergencies using CERCA resources.

Despite their differences, TC and CERCA contractors have a synergistic relationship for the betterment of dangerous goods response in Canada. CERCA members are very engaged with TC and, as a group, they are committed to not only maintaining but bettering their response organization and the level of response in Canada.

When CERCA members are more thoroughly involved throughout the entire ERAP process and frequently do training with RMS, it allows TC to better understand the response capabilities of CERCA members, as well as have greater familiarity with their personnel. This helps to ensure that, at the site of an incident, there will be a timely, appropriate, safe, and coordinated response – which is what all those involved are looking for.

A graduate of Queen's University in Kingston, Ontario, David started out dealing with dangerous goods when he worked for Queen's Department of Microbiology and Immunology as a biohazardous waste disposal technician. He is today a Remedial Measures Specialist with Transport Canada.



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LSEP Online Training: Are You Prepared?



ince 2003, Eastern Canada Response Corporation (ECRC) has been engaged by its industry shareholders to set up a separately funded division that is responsible for the implementation and coordina-

tion of a *Land Spill Emergency Prepared- ness* (LSEP) program.

"Our shareholders are four of the largest oil companies in Canada, they also sit on the Canadian Fuels Association (CFA) LSEP Funding Committee," says Addison Vickerd, Manager, Atlantic Region, ECRC-SIMEC. "We deliver the land spill program for CFA, which provides a verification process, training, and equipment for contractors when needed to help in the response of a fuel truck rollover."

ECRC's scope of work relates specifically to establishing a network of response contractors who meet minimum qualifications for preparedness (pursuant to the Land Transportation Emergency Response Guideline published by the Canadian Fuels Association) in the area of response personnel and equipment to respond to a land-based incident involving

refined petroleum products in the land transportation sector.

ECRC also conducts assessments of contractors to ensure minimum qualifications are being met with regards to equipment availability and maintenance programs for emergency response equipment, and ensuring contractors are trained and yearly exercises are conducted.

ECRC's area of operations for this program includes all the Canadian provinces and the Yukon and, as of June 2024, LSEP Awareness Level training is also being offered – in part – online for free.

Online training

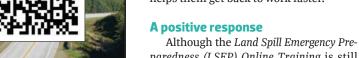
On behalf of CFA, ECRC has launched its bilingual online emergency preparedness Awareness Level training, Land Spill Emergency Preparedness (LSEP) Online Training – Response Strategies for Petroleum Road Transportation Incidents. This training covers recommended best practices and is intended for individuals and organizations responding to hazardous material incidents involving refined hydrocarbon products. The various modules included in the training are meant to assist the responder

in areas such as basic cargo tank design features, the damage assessment process, likely methods of container breach / release, understanding product behaviour, personal protective equipment requirements, spill and leak control procedures, describing loading / unloading methods, and providing a greater understanding of the Incident Command System (ICS).

"The training is also very interactive," says Vickerd. "We recognized that these are adult learners, and we needed to include verifications of learning. So, as participants go through each one of the 11 modules, there's reinforcement – whether that's videos demonstrating the topic or drag and drop answers that help them work through what it is they are learning."

The online theory portion of the LSEP training is designed to be completed within six to eight hours, with each module taking about 45 minutes to finish. That said, the training does not have to be completed in one sitting.

"It's tough to get emergency response contractors to come sit down for two days and do all of their LSEP training in-person," says Vickerd. "So, we figured that if we can give them more flexibility to complete the theory portion of the training ahead of time and online at their own pace, we only then have to show up in person to do the operational skills training and exercising – which helps them get back to work faster."

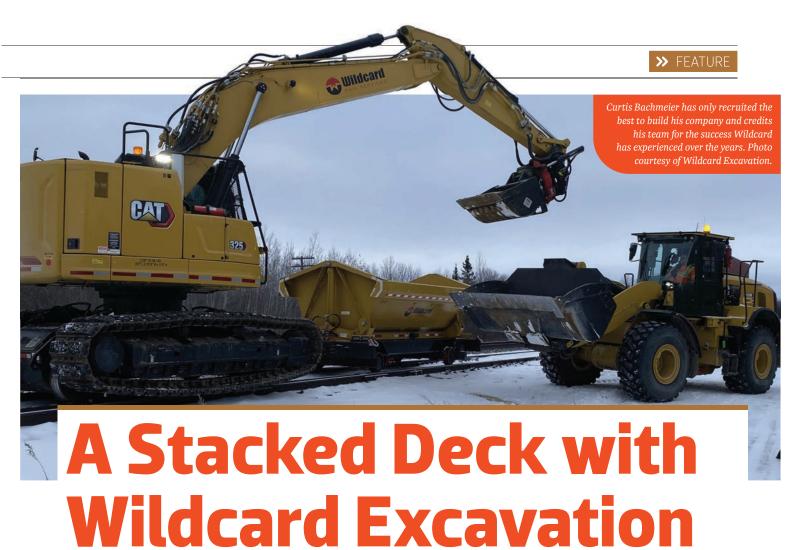


start

LSEP Response Strategies for

Petroleum Road Transportation Incidents paredness (LSEP) Online Training is still relatively new to the emergency response industry, the feedback so far has been overwhelmingly positive. Many in the emergency response contracting community have been asking for options when it comes to LSEP training, and appreciate the online opportunities afforded to their personnel by the CFA and ECRC.

What's more, there has also been a quick uptake among not just emergency Continued on page 18



By Paul Adair, Staff Writer

perating out of
Kleefeld, Manitoba, Wildcard
Excavation Inc.
is a well-respected construction
company that
specializes in
environmental,
rail, and excavation services.

Founded by current company President Curtis Bachmeier in 2013, Wildcard Excavation started out with just Bachmeier and a single Bobcat skid steer, and primarily focused on residential work. In the years since, the business has grown to become one of southeastern Manitoba's top excavation companies, with a qualified team of up to 60 employees and a large fleet consisting of excavators, loaders, dozers, graders, backhoes, skid steers, heavy haul trucks, and trailers.

"You never know what each day will bring, and it can fluctuate from feast to famine back to feast very quickly. I think that anyone in this industry can attest to the ups and downs of the emergency response world and how difficult that can be." - Curtis Bachmeier, Wildcard Excavation

The company has also moved away from residential work to almost entirely pursuing transmission and powerline work for Manitoba Hydro, environmental rail services for the Canadian National Railway Company (CN), and other significant projects for commercial clients. Wildcard Excavation also goes wherever its services are needed, from south of the border in North Dakota to Ontario to British Columbia, and even as far north as Churchill, Manitoba.

"When I first started out, I didn't think Wildcard would grow to be as big as it is today," says Bachmeier. "But when I see an opportunity, I usually go for it. That means if we need more people or equipment to do the job, or we have to travel where the work is, we get it done."

Environmental response

In 2019, a CN train derailed near St. Lazare, Manitoba, and this was Bachmeier's first call for environmental response. However, it was not his last.

Since 2019, Wildcard Excavation has been active performing emergency environmental cleanup services and site restoration of active derailment sites for CN throughout Manitoba and Ontario, and the company is continuously equipping itself to take on more emergency response calls.

"Emergency response for CN is now a sizeable portion of our business, which can be a challenge for those of us who focus on this kind of stuff," says Bachmeier. "You never know what each day will bring,

Continued on page 18

Continued from page 16

response contractors and ECRC fuels association members, but from other stakeholders potentially impacted by hazardous material incidents involving hydrocarbon products.

"Making it available to all was really part of our intent," says Vickerd. "If we were going to design an Awareness Level course and put it out there for emergency responders, we also want to get it into the hands of other personnel – for free – so that they could have a greater understanding of what our emergency response contractors are dealing with in the field. It also gives them a chance to learn what a proper responder – like those at the Canadian Emergency Response Contractors' Alliance – and good work habits looks like."

You can find out more about the *Land Spill Emergency Preparedness (LSEP) Online Training* at https://ecrc-simec.bluedrop.io/storefront/ecrc-simec or scan this QR Code with your mobile device.

Continued from page 17

and it can fluctuate from feast to famine. I think that anyone in this industry can attest to the ups and downs of the emergency response world and how difficult that can be."

The Wildcard difference

Wildcard Excavation strives to provide value and quality service to all of its customers in a safe and professional manner. It is this dedication to customer service that helps set the company apart from the competition.

"After safety, customer satisfaction is our top priority," says Bachmeier. "It's critical that every job we do is done properly, efficiently, and – most importantly – safely, no matter the ask or the task. If our customers are happy with our work and everybody gets home at the end of the day, we consider that a success."

The key to Wildcard Excavation's success over the years has been its people. The Indigenous-owned company prides itself on being able to work hard and safe, and Bachmeier fosters a culture where everyone feels welcome. He has made a point of recruiting only the best people from all aspects of his industry, and then doing what he can to retain them.

"You're nothing without your people, and our people are some of the best in the business," says Bachmeier. "We want to take care of our employees and give them the opportunities to succeed in this business, as well as the equipment they need to be safe and the ability to make a good wage. This is something that is very important to me and has helped Wildcard to build one of the best teams in the business."

The value of CERCA

Bachmeier first heard about the Canadian Emergency Response Contractors' Alliance (CERCA) through his Environmental Services Manager, Eric Laviolette, and he immediately thought becoming a member would be a good fit for his company.

Bachmeier says, "Being a member helps to grow our business. We're always looking to serve other markets, and there really is no better way to get your name out there than to join a group like CERCA. We are still very new members but the people at CERCA have been very good to deal with and we're very happy with our membership to date."



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TRANSCAER Canada Prepares for the Launch of its New Safety Train

By Kristina Adler, Transportation Policy and Program Officer, Chemistry Industry Association of Canada



tanker car known as the 'Safety Train' that would travel around the country to educate first responders?

The CCPX 911 tank car was active along rail corridors and functioned as an important educational tool showing first responders how to deal with real-life emergencies that involved the transportation of dangerous goods. The Safety Train operated as a classroom on wheels and was outfitted with commonly used valve arrangements to highlight some of the commodities that are transported throughout Canada, as well as familiarize first responders with what they might encounter in the event of a transportation incident involving dangerous goods. It operated for nearly 30 years under the management of the Chemistry Industry Association of Canada (CIAC) and the Railway Association of Canada (RAC), travelling from town to town until it was sadly retired in 2018 due to wear and tear.

Back on track

In 2019, CIAC began working with Transport Canada under the Rail Safety Improvement Program to develop modern training tools to help emergency responders and communities across Canada increase their awareness of rail safety. This funding enabled CIAC to develop and use virtual reality tools to support TRANSCAER outreach efforts, as well as build a new Safety Train to replace the retired CCPX 911 tank car.

By incorporating lessons learned from nearly 30 years of participation, the team will deliver a modernized



tank car to support the continued delivery of awareness level and hands-on rail safety training in communities across Canada. When complete, the TRANSCAER Canada team will host a launch event before the Safety Train embarks on its crosscountry tour, the new Safety awareness about rail safety and emergency response for transportation incidents involving dangerous goods.

In the collaborative spirit of the TRANSCAER program, the team has worked with TRANSCAER, CIAC members, and other partners to source and secure donations to support the development of the tank car. This was an important step in the project and has allowed many stakeholders to get involved and donate to support the development of the new Safety Train.

Through its commitment to education and community engagement, TRANSCAER has made significant strides toward setting up a modern

training program, and the team is eager to share its new tools with communities and emergency first responders across Canada. TRANSCAER continues to make developments in raising awareness of the safe transportation of dangerous goods, and our new tools will provide additional opportunities for TRANS-CAER to engage with stakeholders and broaden the reach of the program in

While a full list of Canadian TRANS-CAER training events is available on the www.transcaer.ca website, the TRANS-CAER team is eager to share that the safety train will be available to use at upcoming events in 2025. Stay tuned for TRANSCAER events featuring the new Safety Train.

>>

We hope to see you there!

Kristina Adler is the Transportation Policy and Program Officer for the Chemistry Industry Association of Canada (CIAC). She supports CIAC's

Transportation of Dangerous Goods and transportation safety policy issues and leads the industry's TRANS-CAER® outreach initiative. Kristina also plays an important role in bringing together and strengthening collaboration between chemical manufacturers, carriers, and emergency responders through the Transportation Emergency Assistance Program (TEAP® III). Additionally, she manages the interface of industry and government interests as the coordinator of the Multi-Association Committee on the Transportation of Dangerous Goods and contributes to a wide range of processes related to the transportation of dangerous goods policy in Canada.





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The Founding Fathers of Canadian Emergency Response

By Paul Adair, Staff Writer

ithin the world of emergency response, there are some names that stand out as true builders of this industry because of their contributions and their

lasting impact on the Canadian Emergency Response Contractors' Alliance (CERCA). What follows are the stories of two such pioneers: Phil Linder and Dale Buckholtz.

Phil Linder, (formerly) Quantum Emergency Response

Although Phil 'Tang' Linder passed away in 2013, his legacy to emergency response lives on.

Phil was a member of Vancouver Fire Rescue Services (VFRS) for 28 years and, in 1989, he was appointed to the very first fire department Hazardous Materials Team in Canada. He spent 12 years in this role, followed by another 10 as a training officer before retiring from VFRS in 2012. Once retired, he joined up with the original owners of Quantum Environmental – Doug Wynn and Jeff Westeinde – to help establish Quantum Emergency Response.

"Phil was the driving force behind Quantum Environmental," says Andy Jeves, National Program Manager Emergency Haz-Mat services at Nucor Environmental Solutions (NES). Before NES, Jeves had the opportunity to work with Phil at Quantum Environmental. "He bought the 'be ready to respond at all



times' attitude to the company and was instrumental in turning Quantum into a national one-stop-shop provider, and you can see the model of doing business that Phil espoused today across Canada."

Phil was also a consultant with the National Fire Service Instructors Group and was associated with the University of Oklahoma in the production of training manuals on subjects including marine firefighting, haz-mat response, and terrorism / weapons of mass destruction. He also wrote or co-wrote many of the editions / standards of programs still used today in emergency response, such as Land Transportation Emergency Response Guideline for Petroleum Spills and the International Fire Service Training Association (IFSTA) Standard for Hazardous Materials Response.

Phil was also a valued leader at one of the country's largest oil spill releases in 2005, which stemmed from derailment in Alberta that released approximately 700,000 litres of oil and other materials into the environment. This incident proved to be the catalyst in the generation of a national response networks and improved inter-communications between contractors and service providers across Canada.

"Phil applied a tactical approach to bringing together the stakeholders and parties he envisioned as plausible in the creation of this national entity," says GFL National Director of Emergency Response, David Hill. "As with most everything, timing is paramount, and Phil had the fortitude to corral the parties necessary to forge forward with his plans."

Over the course of his long career, Phil helped build the strongest team of emergency response contractors in Canadian history, whose members include such notable industry leaders as Dave Hill, Mark Jasper, Andy Jeves, Patrick Knight, Chris Nicholson, Steve Santelli, John McDonald, and many others.

But more than that, Phil was extremely loyal and truly cared about his friends and the people he worked with. He was also a character who loved to have fun and was always game to say yes to even to the most ridiculous requests.

"Phil was what you picture when you think of an old-time firefighter," says Jeves. "You always knew when Phil was in the room - he was loud, a tad cocky, and if there was something to knock over or fall out of, he would find it."

Outside of work, Phil played rugby for the University of Calgary Rams and was an avid member of the tug-of-war team, and he loved sailing - as a champion sailor, he even constructed his own boat and sailed it to Alaska.

"Phil also built and lived on a few house boats, which led to an uncountable number of unexpected trips into the river, and he absolutely loved skiing and would attempt any hill - anywhere, any time," says Jeves. "Phil is definitely missed by everyone who was fortunate to have known him."

Dale Buckholtz, System Manager **Emergency Response at Canadian Pacific Railway**

Dale Buckholtz started his industrial response career in the early 1990s after leaving the mine reclamation industry. Looking for more challenge and excitement, Dale was hired on with Superior Special Services of Milwaukee, Wisconsin, which gave him a way to explore all the avenues that industrial high hazard work could provide. Then, after Superior Special Servies was purchased by Onyx / Veolia, Dale continued to pursue new challenges, such as working with the Space Shuttle Columbia response and the response to Hurricane Katrina in 2005.

In 2007, Dale joined Canadian Pacific Railway (CP), now known as CPKC following a 2023 merger of CP and Kansas City Southern. At CPKC, Dale has held the role of Environmental Officer, Dangerous Goods Officer, System Manager of Emergency Response, and - most recently - was promoted to Senior System Manager of Emergency Response.

Dale was key in developing industrial responder training sponsorships that worked to ensure contractors from across the CPKC network could afford the training they needed to stay in the game. And where some in his position might try to squeeze their contractors to get cheaper prices, Dale believes that you only get what you pay for and, if you treat

your contractors well, they will give you their best.

"Dale taught me a lot about what can be accomplished when we all work together," says CPKC Hazardous Material Officer, Jon Gardiner. "Dale preaches that when you take care of the people you work with, they will appreciate and take care of you."

Dale was also one of the first to recognize the need for the railway industry to invest in specialized response equipment that could support and supplement what service providers could not afford on their own. He worked tirelessly with providers across North America to not only understand their strengths but also understand areas of improvement, which led to the unique CPKC response equipment program that exists today.

"Dale worked to ensure CP could have its own emergency response equipment on hand as backup, just in case the contractors we typically rely on were too busy to respond," says Gardiner. "He wanted to make sure we had all our bases covered, as well as to provide a safer and more reliable response to derailment incidents across Canada and the United States."

Amongst his peers at CPKC, Dale has earned the nickname 'the legend.'

"He brings his own style to the table," says CPCK Director of Emergency Management & Hazmat Response - Northern Region, Ed Dankbar. "He can be a coach, mentor, and friend all at the same time and, when you are working with Dale you never know what to expect next. Dale is always up for taking on a complex problem and coming up with a unique solution. But just as important - he also mastered the art of locating sushi in the middle of nowhere, hundreds of miles away from any body of water."

When Dale is not on the job he enjoys spending time with his wife Susan, their children and grandchildren, and their dog Gibson. Dale is also an avid deer hunter, fisherman, and motorcycle enthusiast. Dale has become known for showing up on his orange 'response Harley' and even carries his tools in one saddle bag, with a set of personal protective equipment in the other.

"So, if find yourself at a railway response site and hear the distinct roar of a Harley Davidson screaming eagle exhaust, know that Dale is not far away and will be there shortly to lend a helping hand," says Dankbar.



Meet CERCA's Contractor Members

From all facets of the Canadian dangerous goods emergency response industry, the contractor members of the Canadian Emergency Response Contractors' Alliance comprise a sound emergency response network in Canada. Learn more about the teams offering emergency response services across our country.

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Chris Nicholson

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Contact:

David Hill

Head Office: 500 – 100 New Park Place Vaughan, ON L4K 0H9 Tel: (905) 326-0101, ext. 60307 Emergency Tel: (416) 458-9096 http://gflenv.com david.hill@gflenv.com

Michael Forsyth

Regional Manager Western / Northern Ontario Emergency Response Services 110 Hanson Avenue Kitchener, ON N2C 2E2 Tel: (226) 336-8325 Emergency Tel: (519) 369-4852 http://gflenv.com mforsyth@gflenv.com

Shaune Zeleny

Regional Manager, Specialized Services and Emergency Response Western Canada 100 Corey Road Saskatoon, SK S7K 3J7 Tel: (877) 244-9500 Emergency Tel: (306) 244-9501 http://gflenv.com szeleny@gflenv.com



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Contact:

Andy Jeves

andyj@nucorenv.ca

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Contact:

Shawn Barton

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Contact:

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Shawn Reilly

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Contact:

Kevin Wallace

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Contact:

Andrew Pocock

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We Are Canada's Environmental Emergency Service Providers

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There are many ways you can get involved with the organization, whether it's through contractor or corporate membership, as a regulator advisor or associate member, or as a vendor member.

CERCA is proud to provide a network of sound emergency response in Canada. Regardless of the magnitude or complexity of the event you face, CERCA and its members have the experience and resources to get the job done right, 24/7/365.

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