

# AMHSA

Alberta Municipal Health and Safety Association



# Business Plan 2013

*Preventing workplace injury & illness since 1990*

# Table of Contents

<b>Vision, Mission and Goals</b> -----	<b>1</b>
<b>Organizational Structure</b> -----	<b>2</b>
Alberta Municipalities -----	2
Board of Directors -----	3
Staff-----	3
<b>WCB Premium Rates</b> -----	<b>4</b>
<b>WCB Grant Levy</b> -----	<b>5</b>
<b>2012 Objectives: Status Update</b> -----	<b>6</b>
<b>2013 Objectives</b> -----	<b>15</b>
<b>Financial</b> -----	<b>19</b>
Unaudited Monthly Financial Statements -----	19
Unaudited Project Income Summary -----	26
2013 Budget Approval-----	28
2013 Budget -----	28
<b>Administration</b> -----	<b>29</b>
<b>Stakeholder Support</b> -----	<b>29</b>
<b>Appendices</b> -----	<b>30</b>
A: Acronyms.....	32
B: Course Participants.....	33
C: WCB Loss Claims Report 2007-2012 .....	35
D: 2012 Membership Survey .....	44

# **VISION, MISSION AND GOALS**

---

## **VISION**

*Preventing workplace injury and illness.*

## **MISSION**

*Providing education and consultation services.  
Promoting health and safety management.*

## **GOALS**

1. Provide Alberta municipalities and associate members with cost-effective training and education services in the prevention of occupational injuries and disease.
2. Promote effective health and safety management by Alberta municipalities, associate members and others.
3. Monitor and disseminate information on government occupational health and safety legislation and policies which impact on Alberta municipalities and associate members.
4. Act as Certifying Partner for Alberta's municipal sector in the PIR/Partnerships in Injury Reduction program in cooperation with Workers' Compensation Board – Alberta and Alberta Human Services – Partnerships.

## **MANDATE**

Our mandate is to provide meaningful safety training and education programs to our members in a cost-effective manner.

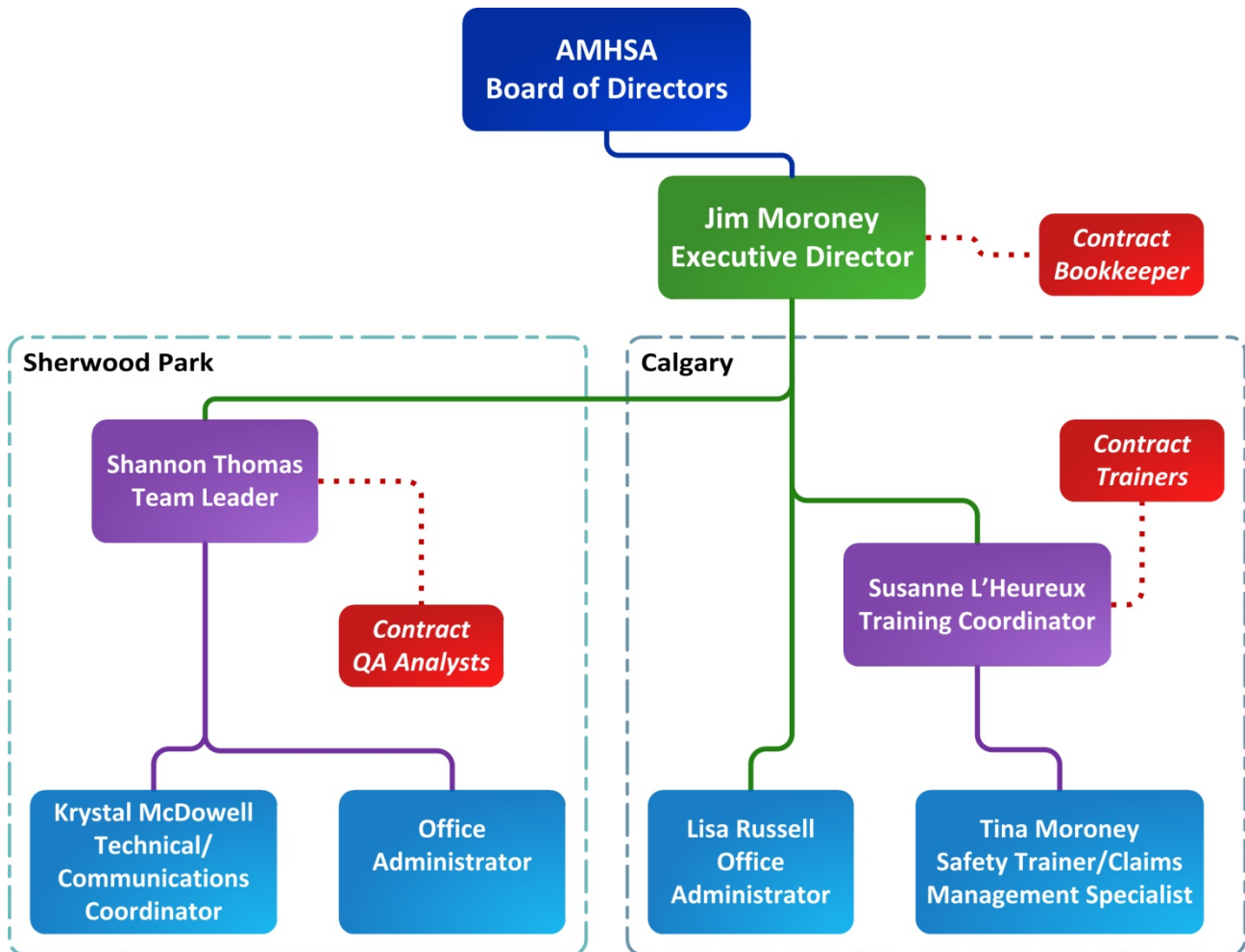
# ORGANIZATIONAL STRUCTURE

## ALBERTA MUNICIPALITIES

Counties and MDs	Cities	Towns	Villages	Summer Villages	Specialized Municipalities
•65 •(64 + 1*)	•17	•109	•97	•51	•5

There are 343 Regular Members and this corresponds to approximately 62,800 municipal workers in Alberta.

\* Special Areas



## AMHSA BOARD OF DIRECTORS

### Executive:

- |                    |   |                     |
|--------------------|---|---------------------|
| ▪ Neil Riley       | Worker Representative<br>(City of Spruce Grove) | Chair               |
| ▪ Darren Aldous    | AUMA<br>(Village of Breton)                     | Vice-Chair          |
| ▪ Dennis Henderson | CUPE Local 30<br>(City of Edmonton)             | Secretary/Treasurer |

### Directors:

- |                         |                                  |
|-------------------------|----------------------------------|
| • Scott Chant           | AWWOA (Town of Olds)             |
| • Joe Duplessie         | AMSA (Lac Ste Anne County)       |
| • Brad Mason            | LGAA (Town of Nanton)            |
| • Carolyn Kolebaba      | AAMD&C                           |
| • Jody Sallans          | CUPE Local 37 (City of Calgary)  |
| • Kathy Strong-Duffin   | City of Calgary                  |
| • Rhonda deVos          | Other City (City of Leduc)       |
| • Tim Fox               | ARMAA (County of Stettler)       |
| • George Beally         | CUPE Local 38 (City of Calgary)  |
| • Kim Woolgar           | CSU 52 (Edmonton Police Service) |
| • Dr. Mircea Fagarasanu | City of Edmonton                 |

## AMHSA STAFF

Jim Moroney	Executive Director
Shannon Thomas	Team Leader
Susanne L'Heureux	Training Coordinator
Tina Moroney	Safety Trainer & Claims Management Specialist
Krystal McDowell	Communications/Technical Coordinator
Lisa Russell	Southern Office Administrator
Vacant	Northern Office Administrator

*Plus Contract Bookkeepers, QA Analysts, and Instructors*



*Executive Director  
Jim Moroney*

# WCB PREMIUM RATES (2005 – 2012)

---

	2005	2006	2007	2008	2009	2010	2011	2012
<b>Cities</b>	\$1.41	\$1.22	\$1.21	\$1.15	\$1.26	\$1.31	\$1.26	\$1.33
<b>Towns</b>	\$1.42	\$1.23	\$1.22	\$1.15	\$1.27	\$1.32	\$1.27	\$1.34
<b>Villages</b>	\$1.42	\$1.23	\$1.22	\$1.15	\$1.27	\$1.32	\$1.27	\$1.34
<b>Municipal Districts and Counties</b>	\$1.68	\$1.42	\$1.48	\$1.32	\$1.42	\$1.25	\$1.27	\$1.37
<b>Provincial Premium Rate</b>	\$1.83	\$1.57	\$1.43	\$1.32	\$1.32	\$1.32	\$1.22	\$1.22

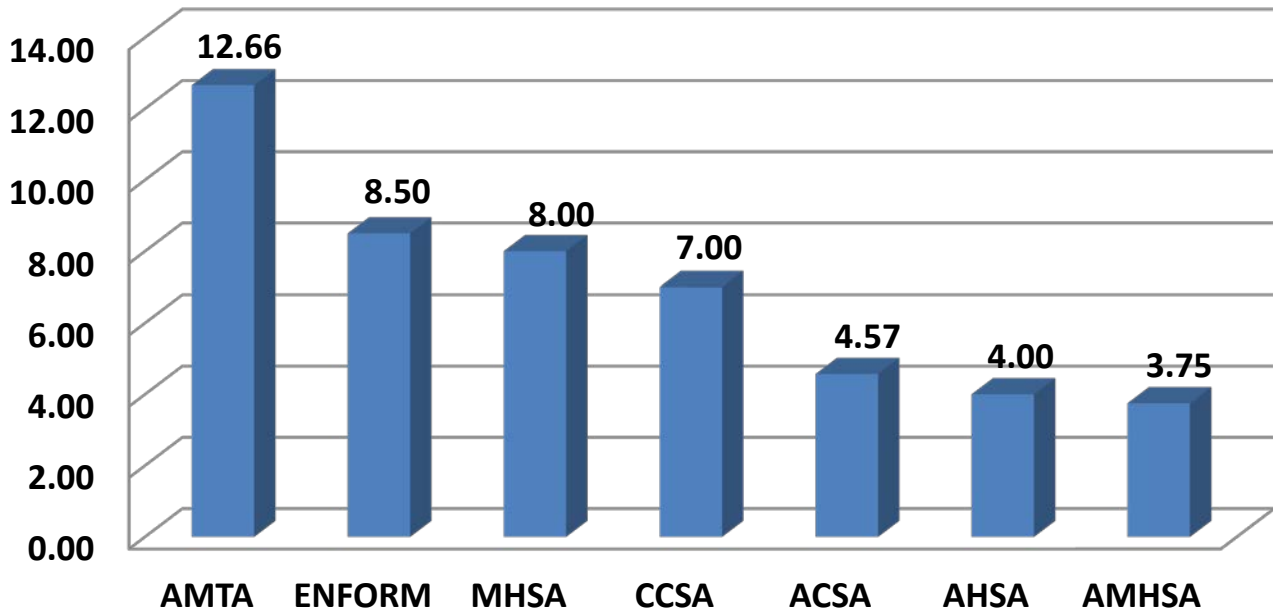
*All rates are per \$100 of insurable earnings.*

*The premium rates for 2013 were not available at the time of creating this business plan.*

# 2013 WCB GRANT LEVY

Funding for AMHSA is provided by a levy that was approved by the Board in September 2012. It is based on 3.75 cents per \$100 dollars of payroll for all municipalities.

It is estimated that AMHSA will continue to have the lowest WCB levy of all funded safety associations in 2013.



AMTA: Alberta Motor Transport Association  
ENFORM: Petroleum  
MHSA: Manufacturers Health and Safety Association  
CCSA: Continuing Care Safety Association  
ACSA: Alberta Construction Safety Association  
AHSA: Alberta Hotel Safety Association



# 2012 OBJECTIVES: STATUS UPDATE

---

Progress to July 20, 2012 follows each objective.

The objectives that remain virtually constant from year to year are considered Core / Fundamental Objectives while others are more Targeted / Strategic in nature and strive to address particular issues identified during strategic planning. Many of these targeted/strategic initiatives are fairly short term in nature but have the potential to evolve into core objectives.

## GOAL #1: PROVIDE COST-EFFECTIVE TRAINING AND EDUCATION SERVICES IN THE PREVENTION OF OCCUPATIONAL INJURIES AND DISEASE.

### Core/Fundamental Objectives:

#### 1. COURSE OFFERINGS

- 1.1 Develop customized training programs and support offerings (supply course materials, certificates, etc.).

*Safety for Recreation Facilities Personnel is in development in partnership with the Recreation Facilities Personnel Association. Work has also begun on an Accident/Incident Investigation course for the City of Calgary. The Cities of Lethbridge and Edmonton, and Edmonton Police Services, have continued to utilize customized training programs (Leadership for Safety Excellence). Customized courses have been offered 25 times with 336 participants to date.*

- 1.2 Deliver on-site training courses as requested.

*To date in 2012, 384 on-site courses have been held with a total of 3,282 participants. Over 65 different municipalities and 6 associate members have hosted AMHSA training programs.*

- 1.3 Deliver scheduled courses in the North and South twice/year (Health and Safety Management Systems, Audit, Auditor Refresher Training, SECOR, and Leadership for Safety Excellence).

*12 courses have been held on-site to date with 107 participants. These included Audit Refresher, Health and Safety Management Systems, Audit, Leadership for Safety Excellence and MSI Prevention (Office and Physically Demanding modules).*

- 1.4 Provide non-members with access to existing AMHSA training programs.

*Two prices for training registration are offered - one for members (including organizations that join as Associate Members) and one for non-members.*

- 1.5 Strive to keep the number of cancelled scheduled and on-site courses below 3%.

*Only 1.7% of courses have been cancelled to date (7 out of 421 courses).*





- 1.6 Promote AMHSA's certificate programs and offer specific courses that will help ensure the completion of these certificate programs.

*The Association's training certifications were promoted in the February 2012 Municipal Safety News, which is distributed to on average 464 individuals by mail and another 692 by email. Requirements are also detailed on the website and management has reminded members of the certification opportunities at regional safety council meetings. Required courses for certificates were offered in the northern and southern parts of the province, including Leadership for Safety Excellent, MSI Prevention (Office Environment and Physically Demanding modules), Health and Safety Management Systems, Audit and Audit Refresher. Twice as many respondents in the 2012 Membership Survey indicated that they knew about the certificates than those that did not.*

- 1.7 Continue to offer health and safety courses, defensive driving courses and equipment operator courses that range from ½ day to 2 days.

*AMHSA has offered a range of courses on various topics, from ½ day in length to 2 days. Details including course descriptions and upcoming offerings are available on the website.*

*In addition, AMHSA certified trainers have conducted WHMIS training on-site to 1,175 participants and 295 Flag Person participants.*

### Targeted/Strategic Objectives:

- 1.8 Develop a municipal WCB claims management course.

*Two staff members are scheduled to attend the new Return to Work seminar offered by WCB (in August and November 2012). We are currently investigating the possibility of having the WCB offer a customized Return to Work seminar for the municipal sector on AMHSA's behalf.*

- 1.9 Explore other formats for course delivery.

*The Association has been in contact with both eCompliance and Redengine regarding online course delivery options and pricing. Pilot offerings of WHMIS and TDG courses are currently in the planning stages for implementation in late 2012 using special projects funds.*

- Health and Safety Management Systems
- Health and Safety Management Systems - Audit
- Health and Safety Management Systems - Small Employer
- Audit Refresher Training \*Formerly Auditor Recertification
- Leadership for Safety Excellence

Many courses are available for members and associate members to hold on-site.

**Two-day courses include:**

- Leadership for Safety Excellence
- Health and Safety Management Systems
- Health and Safety Management Systems - Audit

**One-day courses include:**

- Audit Refresher Training \*Formerly Auditor Recertification
- Defensive Driving
- Fall Protection
- Ground Disturbance, Trenching, and Excavation
- Health and Safety Management System - Small Employer
- Prime Contractor
- Workplace Violence Prevention

**1/2 day courses include:**

- Confined Space
- Formal Workplace Inspections
- Hazard Identification, Assessment and Control
- Incident Investigation
- Joint Health and Safety Committees
- MSI Prevention (Office Environment)
- MSI Prevention (Physically Demanding)
- OHS Act, Regulation and Code Overview
- Return to Work (WCB) \*\*Formerly Disability Management
- Supervisor's Role
- Working Alone
- WHMIS - General Training

**Operator Safety courses include:**

- ATV Rider
- Backhoe/Loader
- Front End Loader
- PLOW Truck Sander
- Road Grader
- Skid Steer Loader

**Train-the-Trainer courses include:**

- Flag Person
- Orientation
- WHMIS

## 2. COURSE MATERIALS

- 2.1 Revise and update existing training programs including print materials, videos, and exams.

*A new participant's manual template has been developed and all course materials are in the process of being converted to the new format. It is anticipated that the conversion will be complete and the new materials printed for use in the fall training programs. Priorities have been set for complete review and revisions to several courses, including utilization of content specialists and proof-readers.*

- 2.2 Use professional printing services for course materials, and upgrade course materials for the more highly requested programs.

*AMHSA has utilized Ion, Capital Colour and Riley's for printing this year. Positive feedback has been received about the consistent visual identity and quality of the Association's print materials through the membership survey and training participants.*



- 2.3 Review videos that are used in AMHSA courses to ensure quality, relevancy, and applicability.

*All videos used in courses have been reviewed. In addition, the southern office recently began incorporating several city of Edmonton videos into the Health and Safety Management Systems, Hazard Identification, and Confined Space courses on a pilot basis.*

### 3. TRAINERS

- 3.1 Ensure qualified, quality contract trainers are utilized, including those certified through Alberta Safety Council (Defensive Driving and ATV Rider Safety) and Ives (heavy equipment operator courses).

*The Association continues to use experienced, currently certified instructors.*

- 3.2 Keep instructors up-to-date regarding AMHSA policies (e.g., billing, insurance, expectations) and current course materials.

*The annual meetings for the northern and southern instructors were held in early fall 2012. These meetings are attended by Association management, in-house instructors and all contract instructors.*

- 3.3 Conduct in-class evaluations of contract trainers by participants and Association staff and communicate results.

*Evaluations are conducted on all trainers by participants and Association staff in attendance. Any issues raised are addressed in a timely manner with the instructor in question.*

### 4. TECHNOLOGY

- 4.1 Maintain and improve the online data management system which tracks training programs, members, customers, requests, attendance, instructors, audits, and auditors.

*The Association has continued to work with Redengine Inc. on the current data management application and have implemented several helpful changes this year which help increase staff efficiency and have added new services for members.*

- 4.2 Explore ways to use new data management system to better communicate with instructors regarding their upcoming training schedule, updated roster sheets, etc.

*AMHSA has contacted several IT companies in 2012 about data management solutions to address our needs in the coming years, which will include instructor access and services.*

- 4.3 Maintain and expand the online services (e.g., website, SafetyNet).

*Additional documents and links were added to the SafetyNet online library, links were checked bi-weekly, course descriptions and calendars updated, events and news items posted, FAQs and PIR information was updated and Association documents were made available online. The Job Board utilization increased in 2012, with more postings being submitted than in past years.*

### Job Board

*AMHSA welcomes the submission of job postings related to municipal health and safety.*

To submit, click [here](#) or email [Krystal McDowell](#).

Click [here](#) to view a list of Municipal and Association Job Boards

**Current postings:**

Start Date	Position	Organization	Close Date
July 09, 2012	<a href="#">Advisor, Health &amp; Safety (Water Services)</a>	EPCOR	August 03, 2012
July 10, 2012	<a href="#">Health and Safety Officer</a>	Wheatland County	
July 09, 2012	<a href="#">Manager, Safety Programs and Services</a>	City of Calgary	July 23, 2012

*Positive feedback continues to be received on the amount of information available online, the design of the site and the user friendliness of the navigation.*

## ( GOAL #2: PROMOTE EFFECTIVE HEALTH AND SAFETY MANAGEMENT. )

### Core/Fundamental Objectives:

#### 5. COMMUNICATION

- 5.1 Promote the Association’s services and resources through the catalogue, brochure, website, trade fairs, newsletters, advertisements and safety council meetings.

*AMHSA provided updates at board of directors meetings, the Alberta Cities Safety Council meeting and the Northern and Southern Alberta Safety Council meetings. Advertisements were placed in several community newsletters, and staff has participated in trade fairs in Calgary, Edmonton, and Fort McMurray to date in 2012. Descriptions of services and resources have been kept up-to-date on the website and highlighted in monthly newsletters. Survey results show that almost 100% of all newsletter recipients read the newsletter and find the information presented useful.*

- 5.2 Use professional printing for promotional pieces.

*Several print companies have been used in 2012 for promotional pieces. Positive feedback has been received by contractors, Association members, and members of the public about the consistency of the modern visual identity that has been incorporated into all of the Association’s promotional pieces (display panels, catalogue, newsletters, business cards, etc.).*

- 5.3 Communicate via the monthly Municipal Safety News, Auditor Updates, Instructor Newsletters and sending PIR Requirements to CAOs.

*Newsletters were published, sent via email and posted online monthly; an Auditor Update was published, distributed and posted in May; and Partnerships in Injury Reduction (PIR) requirements were distributed to municipal CAOs in February and discussed with safety coordinators at member meetings.*

- 5.4 Publish an Annual Report and Business Plan, distribute and make available online.

*The 2011 Annual Report was published, made available on the website and distributed to the board of directors, the Workers' Compensation Board, Alberta Human Services and CAOs in early 2012. The 2013 Business Plan will be distributed after the September Planning Meeting.*

## 6. SMALL EMPLOYERS

- 6.1 Inform and educate smaller municipalities about health and safety management systems, and the Association's services and resources available to small employers (including the SECOR Tool-Kit).

*Questions and inquiries from smaller employers were addressed and safety coordinators are mentored.*

- 6.2 Maintain the AMHSA Small Employer Certificate of Recognition (SECOR).

*The Association's SECOR was maintained through an internal audit through the Alberta Safety Council. Health and Safety continues to be part of every staff meeting held at each AMHSA office, inspections are conducted quarterly, and hazard assessments and controls reviewed with staff annually.*

- 6.3 Increase focus on smaller municipalities - promote health and safety training, act as Certifying Partner, and support networking opportunities.

*Management met with Partnerships to request an exemption for volunteers from the staff count and interview requirements for the Small Employer Certificate of Recognition (SECOR). The exemption was granted by Alberta Human Services and has been communicated to the CP Group. The small employer resources (tool-kit) and program building course will be reviewed and revised this fall.*

## 7. MEMBER NETWORKING

- 7.1 Coordinate and participate in the Northern Alberta Safety Council.

*The NASC group met in April 2012 in Sedgewick (host was Flagstaff County).*

- 7.2 Coordinate and participate in the Southern Alberta Safety Council.

*The SASC group met in March 2012, hosted by the Town of High River.*



2012 NASC Meeting

- 7.3 Coordinate and participate in the Alberta Cities Safety Council.

*The Cities Safety Council met in May 2012, hosted by the Edmonton Waste Management Centre.*

- 7.4 Coordinate member-requested committees (e.g., Contractor Safety).

*The next safety council meetings will be held in December 2012 in conjunction with the Rural Utilities Safety Association (RUSA) conference in Red Deer (Cities meeting and joint meeting of the regional safety councils).*

## 8. INCREASE OCCUPATIONAL HEALTH AND SAFETY AWARENESS

- 8.1 Review and update the video lending library.

*All videos in the lending library have been reviewed.*

- 8.2 Promote OH&S awareness at three levels: (i) Elected Officials (ii) Administrators and (iii) Public Works Supervisors.

*AMHSA continues to participate in Alberta Urban Municipalities Association and Alberta Association of Municipal Districts & Counties convention trade shows. AMHSA also participated in the March 2012 Local Government Administrators Association conference trade show in Red Deer. Both the AUMA and AAMD&C submitted letters in support of the Association's 2012 Business Plan*

- 8.3 Participate in members' health and safety functions to promote OH&S and the Association.

*The Association has participated in several members' annual safety functions to date in 2012 including the City of Spruce Grove, Town of Stony Plain, Parkland County, City of Wetaskiwin, Smoky Lake County, Town of Beaumont, City of Leduc and County of Leduc.*



*Parkland County Event*

- 8.4 Participate in trade shows and conferences.

*Several trade shows were attended to date in 2012 including those listed in item 8.2, plus the Recreation Facilities Personnel conference and NAOSH conference in Edmonton. Several additional trade shows are planned for the fall in Edmonton, Calgary and Red Deer. Members have voiced appreciation for the availability of AMHSA staff at trade shows and conferences.*

## 9. IDENTIFY CHAMPIONS

- 9.1 Identify champions for health and safety within the municipal sector and provide opportunities for them to promote health and safety to their peers.

*Members are given the opportunity to present information on recent innovations and projects at regional safety council meetings. The Board suggested development of a member network of safety coordinator mentors in April and a volunteer inventory related to experience and areas of expertise has been drafted for presentation to active members in December. Once volunteers have been recruited, the availability of peer mentors will be promoted. Articles about member news were published in several monthly newsletters, including NAOSH week and annual safety events hosted by municipalities.*



9.2 Promote and administer the training awards program.

*AMHSA's awards for training were presented and published in the newsletter, based on training participation per capita and major training initiatives conducted.*

**GOAL #3: MONITOR AND DISSEMINATE GOVERNMENT OCCUPATIONAL HEALTH AND SAFETY LEGISLATION AND POLICIES.**

**Core/Fundamental Objectives:**

**10. PARTNER LIASON**

10.1 Explore opportunities to partner with other health and safety associations and Certifying Partners.

*AMHSA has been in contact with the Alberta Construction Safety Association about training materials and training equivalency, the Manufacturers Health and Safety Association about quality assurance, and the British Columbia Municipal Safety Association related to training materials regarding recreational facilities and pools.*

10.2 Liaise with Alberta Human Services (formerly Alberta Employment and Immigration) and integrate AMHSA's activities with their strategic objectives.

*AMHSA has invited representatives from Alberta Human Services to both board of directors and safety council meetings. We continue to strive to ensure all COR policies and procedures, training, and quality assurance meets Partnerships standards.*

10.3 Liaise with the Workers' Compensation Board – Alberta.

*AMHSA has invited representatives from the Workers' Compensation Board to all board and member meetings in 2012. The Association attended the PIR luncheon in Edmonton and Calgary, the WCB's annual general meeting and has sent members and staff to the new Return to Work seminar.*

**11. COMMUNICATION**

11.1 Use "Municipal Safety News" to inform subscribers about new or revised legislation and government policies.

*The monthly AMHSA newsletter has included the following articles related to Alberta Human Services, Work Safe Alberta, legislation, and WCB:*

- 2012 Employer Premium Rates
- 2012 Annual Return Passwords
- Worksight Magazine
- WCB Consultation Update
- OHS Regulation Review Public Consultation
- COR Statistics 2011
- Revised Work Safe Alberta e-Learning Programs
- Changes to the OHS Code



- 2012 Safety Leader of the Year
- WCB Annual Report
- 2011 Occupational H&S Penalties Double from Previous Year
- Administrative Penalty System Survey

- 11.2 Publish news, events, employment opportunities, and upcoming courses on the AMHSA website.

*The News and Events, Job Board and Course Calendar have been kept up-to-date. Upcoming events, job postings, and professional development opportunities have also been highlighted in the monthly newsletters and at regional safety council meetings.*

- 11.3 Populate the SafetyNet resource library with documents and links.

*Documents submitted by members (for example, safe work procedures, directives, and policies) have been added and can be accessed by topic or through the search function of SafetyNet. Links to Alberta health and safety information, resources, and organizations are added on a continuing basis.*

**GOAL #4: ACT AS CERTIFYING PARTNER FOR ALBERTA'S MUNICIPAL SECTOR IN THE PIR/PARTNERSHIPS IN INJURY REDUCTION PROGRAM IN COOPERATION WITH WORKERS' COMPENSATION BOARD – ALBERTA HUMAN SERVICES – PARTNERSHIPS.**

### **Core/Fundamental Objectives:**

## **12. PARTNERSHIPS IN INJURY REDUCTION PROGRAM**

- 12.1 Promote and support the Partnerships in Injury Reduction (PIR) program. This includes the training and certification of auditors; administration and quality assurance of external and internal PIR audits; and coordination and communication with the Partnerships team.

*The Health and Safety Management Systems, Audit and Audit Refresher (formerly Auditor Update/Recertification) courses have been hosted in the north and south. Association staff support auditors and auditors-in-training by telephone and email, and conduct quality assurance reviews on all audits. AMHSA was represented at the PIR luncheon in 2012.*

- 12.2 Ensure quality assurance systems meet all Partnerships standards and comply with any reasonable recommendations from the Partnerships Quality Assurance Team's audits.

*All audits – COR certification, maintenance, auditor qualification, departmental and baseline – are reviewed for quality using AMHSA's approved Partnerships QA tool. All Action Plan items from the last QA Team's audit were implemented last year.*



- 12.3 Explore opportunities to revise the Audit Tool, establish an Auditor Mentoring program, and address PIR/COR process issues for regular employers.

*The Audit Tool has been revised and approved by Partnerships in 2012. A volunteer inventory for Safety Advisor Mentors has been developed and will be presented to active members at the December 2012 joint meeting of the Northern and Southern Alberta Safety Councils. AMHSA continues to support member municipalities with PIR/COR process issues as they are encountered.*

- 12.4 Contribute to the development, periodic review and maintenance of the PIR Standards.

*The Association continues to be represented on the Certifying Partner committee and is staying current on upcoming changes to the SECOR standards and potential Field Level Hazard Assessment options for large employer audits.*

- 12.5 Support members and associate members working towards attaining their COR.

*AMHSA staff support employers while they build their health and safety management systems, conduct baseline audits, and develop training plans. Guidance is provided on how to set up systems, who to train and the development of internal action plans. External (COR certification) audits are arranged through AMHSA and a list of potential consultant auditors is maintained for those who do not want to participate in the peer audit process.*

- 12.6 Support auditors and auditors-in-training.

*Assistance is provided to auditors preparing for, conducting, or writing audit reports, limited scope audits, action plans in lieu of internal audits, and auditors in training. Tips and reminders are published in municipal safety newsletters and Auditor Updates are sent to all active auditors at least twice/year.*

# 2013 OBJECTIVES

---

The objectives that remain virtually constant from year to year are considered Core/Fundamental Objectives while others are more Targeted/Strategic in nature and strive to address particular issues identified during strategic planning. Many of these targeted/strategic initiatives are fairly short term in nature but have the potential to evolve into core objectives. Both the Core and Targeted objectives are achieved through with the Association's core operating budget.

## GOAL #1: PROVIDE COST-EFFECTIVE TRAINING AND EDUCATION SERVICES IN THE PREVENTION OF OCCUPATIONAL INJURIES AND DISEASE.

### Core/Fundamental Objectives:

#### 1. COURSE OFFERINGS

- 1.1 Continue to offer health and safety courses, defensive driving courses and equipment operator courses that range from ½ day to 2 days.
- 1.2 Develop customized training programs and support offerings (supply course materials, certificates, etc.).
- 1.3 Deliver on-site training courses as requested.
- 1.4 Deliver the following scheduled courses twice a year: Health and Safety Management Systems, Audit, Audit Refresher Training, SECOR and Leadership for Safety Excellence.
- 1.5 Provide access to AMHSA training programs to both members and non-members.
- 1.6 Promote AMHSA's certificate programs and offer specific courses that will help ensure the completion of these certificate programs.

### Targeted/Strategic Objectives:

- 1.7 Offer a municipal WCB claims management course.
- 1.8 Strive to keep the number of cancelled courses below 3%

#### 2. COURSE MATERIALS

- 2.1 Revise and update existing training programs including print materials, videos, and exams.
- 2.2 Use professional printing services for course materials, and upgrade format of course materials.
- 2.3 Review videos that are used in AMHSA courses to ensure quality, relevancy and applicability.

### 3. TRAINERS

- 3.1 Ensure qualified, quality contract trainers are utilized, including those certified through Alberta Safety Council (Defensive Driving and ATV Rider Safety) and Ives (heavy equipment operator courses).
- 3.2 Keep instructors up-to-date regarding AMHSA policies (e.g., billing, insurance, expectations) and current course materials.
- 3.3 Conduct in-class evaluations of contract trainers by participants and Association staff and communicate results.

### 4. TECHNOLOGY

- 4.1 Maintain the online data management system which tracks training programs, members, customers, requests, attendance, instructors, audits, and auditors.
- 4.2 Continue to maintain and expand the Association's website (e.g. SafetyNet resources, meeting minutes, job postings, event listings).

## **GOAL #2: PROMOTE EFFECTIVE HEALTH AND SAFETY MANAGEMENT.**

### **Core/Fundamental Objectives:**

#### 5. COMMUNICATION

- 5.1 Promote the Association's services and resources through the catalogue, brochure, website, trade fairs, newsletters, advertisements and safety council meetings.
- 5.2 Share promotional pieces and publications on AMHSA's website.
- 5.3 Communicate via the monthly Municipal Safety News, Auditor Updates, Instructor Newsletters and sending PIR Requirements to CAOs.
- 5.4 Publish an Annual Report and Business Plan, distribute and make available online.

### **Targeted/Strategic Objectives:**

- 5.5 Develop a marketing strategy.

#### 6. SMALL EMPLOYERS

- 6.1 Inform and educate smaller municipalities about health and safety management systems, and the Association's services and resources available to small employers.
- 6.2 Maintain the AMHSA Small Employer Certificate of Recognition (SECOR).
- 6.3 Increase focus on smaller municipalities - promote health and safety training, act as Certifying Partner, and support networking opportunities.

## **Targeted/Strategic Objectives:**

- 6.4 Review and update the Association's small employer resources and course materials to reflect recent Partnerships changes to the Standards.
- 6.5 Explore financial incentives (i.e., grant programs) to support smaller municipalities building their health and safety management systems.

## **7. MEMBER NETWORKING**

- 7.1 Coordinate and participate in the Northern Alberta Safety Council, Southern Alberta Safety Council and the Alberta Cities Safety Council.
- 7.2 Coordinate member-requested committees (e.g., Contractor Safety).
- 7.3 Develop network of volunteer safety advisory members.
- 7.4 Participate in the conference planning committees for North American Occupational Safety and Health (NAOSH), the Rural Utilities Safety Association (RUSA), and the Health and Safety Conference Society of Alberta (HSCSA).

## **8. INCREASE OCCUPATIONAL HEALTH AND SAFETY AWARENESS**

- 8.1 Review and update the video lending library and videos used in training programs.
- 8.2 Promote OH&S awareness at four levels: (i) Elected Officials (ii) Administrators, (iii) Public Works Supervisors, and (iv) workers.
- 8.3 Participate in members' health and safety functions to promote OH&S and the Association.
- 8.4 Participate in trade shows and conferences.

## **9. IDENTIFY CHAMPIONS**

- 9.1 Identify champions for health and safety within the municipal sector and provide opportunities for them to promote health and safety to their peers.
- 9.2 Promote and administer the training awards program.

## **GOAL #3: MONITOR AND DISSEMINATE GOVERNMENT OCCUPATIONAL HEALTH AND SAFETY LEGISLATION AND POLICIES.**

## **Core/Fundamental Objectives:**

## **10. PARTNER LIASON**

- 10.1 Explore opportunities to partner with other health and safety associations and Certifying Partners.
- 10.2 Liaise with Alberta Human Services - Partnerships and integrate AMHSA's activities with their strategic objectives.
- 10.3 Liaise with the Workers' Compensation Board – Alberta.

## 11. COMMUNICATION

- 11.1 Use “Municipal Safety News” to inform subscribers about new or revised legislation and government policies.
- 11.2 Publish news, events, employment opportunities, and upcoming courses on the AMHSA website.
- 11.3 Populate the SafetyNet resource library with documents and links.

**GOAL #4: ACT AS CERTIFYING PARTNER FOR ALBERTA’S MUNICIPAL SECTOR IN THE PIR/PARTNERSHIPS IN INJURY REDUCTION PROGRAM IN COOPERATION WITH WORKERS’ COMPENSATION BOARD – ALBERTA HUMA SERVICES – PARTNERSHIPS.**

### **Core/Fundamental Objectives:**

## 12. PARTNERSHIPS IN INJURY REDUCTION PROGRAM

- 12.1 Promote and support the Partnerships in Injury Reduction (PIR) program. This includes the training and certification of auditors; administration and quality assurance of external and internal PIR audits; and coordination and communication with the Partnerships team.
- 12.2 Ensure quality assurance systems meet all Partnerships standards and comply with any reasonable recommendations from the Partnerships Quality Assurance Team’s audits.
- 12.3 Contribute to the development, periodic review and maintenance of the PIR Standards.
- 12.4 Support members and associate members working towards attaining their COR.
- 12.5 Support auditors and auditors-in-training.

### **Targeted/Strategic Objectives:**

- 12.6 Review Municipal Audit Tool, and gather member feedback regarding their programs and needs.

# FINANCIAL

## 2012 Monthly Financial Reports

The unaudited Operating and Project reports for the first half of 2012 follow. These reports have been adopted by the AMHSA Board of Directors.

<b>ALBERTA MUNICIPAL HEALTH &amp; SAFETY ASSOCIATION</b>				
<b>MONTHLY OPERATING FINANCIAL REPORT</b>				
<b>JANUARY 2012</b>				
	<b>CURRENT MTH</b>	<b>YTD</b>	<b>BUDGET</b>	<b>BALANCE</b>
1	<b>ALLOCATION FROM CONTINGENCY</b>		0.00	0.00
2	<b>GST REFUND (2010)</b>		0.00	20,000.00
	<b>REVENUE</b>			
3	WCB Grant	265,250.00	265,250.00	1,061,000.00
4	Total Program Registrations	1,225.00	1,225.00	320,000.00
5	Associate Memberships	500.00	500.00	10,000.00
6	Interest Revenue	103.96	103.96	2,000.00
7	Total Sale of Materials	3,400.00	3,400.00	35,000.00
8	Shipping Revenue	195.00	195.00	2,000.00
9	Other Revenues		0.00	1,000.00
10	<b>TOTAL REVENUE (includes contingency/GST refund)</b>	<b>270,673.96</b>	<b>270,673.96</b>	<b>1,451,000.00</b>
	<b>EXPENSE</b>			
11	Total Wages	48,711.94	48,711.94	633,255.00
12	Total Employee Benefits	8,595.89	8,595.89	137,800.00
13	Total Office Travel & Subsistence	2,014.24	2,014.24	43,000.00
14	WCB Assessment (Premiums)	0.00	0.00	2,090.00
15	Office - Rent	6,900.94	6,900.94	83,000.00
16	Equipment Lease	1,373.87	1,373.87	10,000.00
17	Equipment/Furniture Purchases	0.00	0.00	7,000.00
18	Total Equip & Office Maintenance	585.62	585.62	30,340.00
19	Office Supplies & Printing	1,364.58	1,364.58	15,715.00
20	Library Materials	0.00	0.00	3,000.00
21	Postage & Courier	2,096.64	2,096.64	14,000.00
22	Office - Other	127.26	127.26	2,500.00
23	Telephone and Fax	1,166.65	1,166.65	12,000.00
24	Interest, Bank & Finance Charges	887.30	887.30	3,000.00
25	Office Insurance	0.00	0.00	5,000.00
26	Accounting/Audit & Legal	0.00	0.00	8,000.00
27	Bookkeeping Contract	615.00	615.00	6,000.00
28	Advertising & Promotion	1,586.69	1,586.69	20,000.00
29	Total Prof Dev & Memberships	1,288.11	1,288.11	12,000.00
30	Bad Debt	0.00	0.00	300.00
31	Total Administration Expenses	77,314.73	77,314.73	1,048,000.00
32	<b>Program Development and Training</b>			
33	Program - Development/Preparation	0.00	0.00	10,000.00
34	Program - Materials	8,126.32	8,126.32	60,000.00
35	Total Travel and Facility Rent	9,267.81	9,267.81	120,000.00
36	Program - Instructor Fees	10,096.87	10,096.87	175,000.00
37	Partnership Programs	0.00	0.00	0.00
38	Total Program Dev and Training	27,491.00	27,491.00	365,000.00
	<b>Board Expenses</b>			
39	Total Board General	27.67	27.67	13,000.00
40	Total Board Annual Meeting	0.00	0.00	3,000.00
41	Total Board Planning Meeting	0.00	0.00	2,000.00
42	Total Board Expenses	27.67	27.67	18,000.00
	<b>Other Expenses</b>			
43	GST Paid on Purchases (Exp)	0.00	0.00	20,000.00
44	<b>TOTAL EXPENSE</b>	<b>104,833.40</b>	<b>104,833.40</b>	<b>1,451,000.00</b>
45	<b>TOTAL INCOME/LOSS</b>	<b>165,840.56</b>	<b>165,840.56</b>	<b>0.00</b>
	<b>SUMMARY:</b> G/L Bank Account Balance	620,650.03	Accounts Receivable	42,714.42
	Actual Bank Account Balance	643,255.29	GIC Term Deposit (Contingency)	130,540.63
	<b>NOTES:</b> For project allocations, please see attached project reports.		GIC Term Deposit (special projects)	153,266.16

**ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION  
MONTHLY OPERATING FINANCIAL REPORT  
FEBRUARY 2012**

	<b>CURRENT MTH</b>	<b>YTD</b>	<b>BUDGET</b>	<b>BALANCE</b>
1	<b>ALLOCATION FROM CONTINGENCY</b>		0.00	0.00
2	<b>GST REFUND (2010)</b>		0.00	20,000.00
	<b>REVENUE</b>			
3	WCB Grant	0.00	265,250.00	1,061,000.00
4	Total Program Registrations	13,950.00	15,175.00	320,000.00
5	Associate Memberships	0.00	500.00	10,000.00
6	Interest Revenue	0.00	103.96	2,000.00
7	Total Sale of Materials	2,274.00	5,674.00	35,000.00
8	Shipping Revenue	127.00	322.00	2,000.00
9	Other Revenues	0.00	0.00	1,000.00
10	<b>TOTAL REVENUE (includes contingency/GST refund)</b>	<b>16,351.00</b>	<b>287,024.96</b>	<b>1,451,000.00</b>
	<b>EXPENSE</b>			
11	Total Wages	73,067.91	121,779.85	633,255.00
12	Total Employee Benefits	12,497.51	21,093.40	137,800.00
13	Total Office Travel & Subsistence	857.10	2,871.34	43,000.00
14	WCB Assessment (Premiums)	0.00	0.00	2,090.00
15	Office - Rent	7,032.20	13,933.14	83,000.00
16	Equipment Lease	0.00	1,373.87	10,000.00
17	Equipment/Furniture Purchases	0.00	0.00	7,000.00
18	Total Equip & Office Maintenance	722.26	1,307.88	30,340.00
19	Office Supplies & Printing	1,442.62	2,807.20	15,715.00
20	Library Materials	0.00	0.00	3,000.00
21	Postage & Courier	1,957.56	4,054.20	14,000.00
22	Office - Other	79.00	206.26	2,500.00
23	Telephone and Fax	1,579.91	2,746.56	12,000.00
24	Interest, Bank & Finance Charges	513.58	1,400.88	3,000.00
25	Office Insurance	0.00	0.00	5,000.00
26	Accounting/Audit & Legal	0.00	0.00	8,000.00
27	Bookkeeping Contract	615.00	1,230.00	6,000.00
28	Advertising & Promotion	404.87	1,991.56	20,000.00
29	Total Prof Dev & Memberships	114.50	1,402.61	12,000.00
30	Bad Debt		0.00	300.00
31	Total Administration Expenses	100,884.02	178,198.75	1,048,000.00
32	<b>Program Development and Training</b>			
33	Program - Development/Preparation	0.00	0.00	10,000.00
34	Program - Materials	10,940.35	19,066.67	60,000.00
35	Total Travel and Facility Rent	14,535.53	23,803.34	120,000.00
36	Program - Instructor Fees	28,316.58	38,413.45	175,000.00
37	Partnership Programs	0.00	0.00	0.00
38	Total Program Dev and Training	53,792.46	81,283.46	365,000.00
	<b>Board Expenses</b>			
39	Total Board General	23.07	50.74	13,000.00
40	Total Board Annual Meeting	0.00	0.00	3,000.00
41	Total Board Planning Meeting	0.00	0.00	2,000.00
42	Total Board Expenses	23.07	50.74	18,000.00
	<b>Other Expenses</b>			
43	GST Paid on Purchases (Exp)		0.00	20,000.00
44	<b>TOTAL EXPENSE</b>	<b>154,699.55</b>	<b>259,532.95</b>	<b>1,451,000.00</b>
45	<b>TOTAL INCOME/LOSS</b>	<b>(138,348.55)</b>	<b>27,492.01</b>	<b>0.00</b>
	<b>SUMMARY:</b> G/L Bank Account Balance	475,811.69	Accounts Receivable	41,695.42
	Actual Bank Account Balance	544,093.85	GIC Term Deposit (Contingency)	130,540.63
	<b>NOTES:</b> For project allocations, please see attached project reports.		GIC Term Deposit (special projects)	153,266.16



**ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION  
MONTHLY OPERATING FINANCIAL REPORT  
MARCH 2012**

	<b>CURRENT MTH</b>	<b>YTD</b>	<b>BUDGET</b>	<b>BALANCE</b>
1	<b>ALLOCATION FROM CONTINGENCY</b>			
	0.00	0.00	0.00	0.00
2	<b>GST REFUND (2010)</b>			
	0.00	0.00	20,000.00	20,000.00
	<b>REVENUE</b>			
3	WCB Grant			
		265,250.00	1,061,000.00	795,750.00
4	Total Program Registrations			
	47,389.00	62,564.00	320,000.00	257,436.00
5	Associate Memberships			
	500.00	1,000.00	10,000.00	9,000.00
6	Interest Revenue			
		103.96	2,000.00	1,896.04
7	Total Sale of Materials			
	2,000.00	7,674.00	35,000.00	27,326.00
8	Shipping Revenue			
	245.24	567.24	2,000.00	1,432.76
9	Other Revenues			
		0.00	1,000.00	1,000.00
10	<b>TOTAL REVENUE (includes contingency/GST refund)</b>			
	<b>50,134.24</b>	<b>337,159.20</b>	<b>1,451,000.00</b>	<b>1,113,840.80</b>
	<b>EXPENSE</b>			
11	Total Wages			
	48,711.94	170,491.79	633,255.00	462,763.21
12	Total Employee Benefits			
	12,356.07	33,449.47	137,800.00	104,350.53
13	Total Office Travel & Subsistence			
	3,852.37	7,194.04	43,000.00	35,805.96
14	WCB Assessment (Premiums)			
	592.00	592.00	2,090.00	1,498.00
15	Office - Rent			
	7,032.20	20,965.34	83,000.00	62,034.66
16	Equipment Lease			
	147.57	1,521.44	10,000.00	8,478.56
17	Equipment/Furniture Purchases			
	0.00	0.00	7,000.00	7,000.00
18	Total Equip & Office Maintenance			
	778.36	2,086.24	30,340.00	28,253.76
19	Office Supplies & Printing			
	2,134.52	3,910.21	15,715.00	11,804.79
20	Library Materials			
	0.00	0.00	3,000.00	3,000.00
21	Postage & Courier			
	1,573.56	5,641.83	14,000.00	8,358.17
22	Office - Other			
	194.42	1,446.65	2,500.00	1,053.35
23	Telephone and Fax			
	689.34	3,435.90	12,000.00	8,564.10
24	Interest, Bank & Finance Charges			
	340.33	1,741.21	3,000.00	1,258.79
25	Office Insurance			
	0.00	0.00	5,000.00	5,000.00
26	Accounting/Audit & Legal			
	0.00	0.00	8,000.00	8,000.00
27	Bookkeeping Contract			
	615.00	1,845.00	6,000.00	4,155.00
28	Advertising & Promotion			
	10,288.16	12,279.72	20,000.00	7,720.28
29	Total Prof Dev & Memberships			
	199.87	1,602.48	12,000.00	10,397.52
30	Bad Debt			
	0.00	0.00	300.00	300.00
31	Total Administration Expenses			
	89,505.71	268,203.32	1,048,000.00	779,796.68
32	<b>Program Development and Training</b>			
33	Program - Development/Preparation			
	427.16	427.16	10,000.00	9,572.84
34	Program - Materials			
	26,209.04	45,392.85	60,000.00	14,607.15
35	Total Travel and Facility Rent			
	24,154.68	47,988.77	120,000.00	72,011.23
36	Program - Instructor Fees			
	30,854.97	69,268.42	175,000.00	105,731.58
37	Partnership Programs			
	0.00	0.00	0.00	0.00
38	Total Program Dev and Training			
	81,645.85	163,077.20	365,000.00	201,922.80
	<b>Board Expenses</b>			
39	Total Board General			
	177.67	228.41	13,000.00	12,771.59
40	Total Board Annual Meeting			
	0.00	0.00	3,000.00	3,000.00
41	Total Board Planning Meeting			
	0.00	0.00	2,000.00	2,000.00
42	Total Board Expenses			
	177.67	228.41	18,000.00	17,771.59
	<b>Other Expenses</b>			
43	GST Paid on Purchases (Exp)			
	0.00	0.00	20,000.00	20,000.00
44	<b>TOTAL EXPENSE</b>			
	<b>171,329.23</b>	<b>431,508.93</b>	<b>1,451,000.00</b>	<b>1,019,491.07</b>
45	<b>TOTAL INCOME/LOSS</b>			
	<b>(121,194.99)</b>	<b>(94,349.73)</b>	<b>0.00</b>	<b>94,349.73</b>
	<b>SUMMARY:</b> G/L Bank Account Balance			
	321,054.58		Accounts Receivable	81,564.66
	Actual Bank Account Balance			
	411,424.29		GIC Term Deposit (Contingency)	130,540.63
	<b>NOTES:</b> For project allocations, please see attached project reports.			
			GIC Term Deposit (special projects)	153,266.16

**ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION  
MONTHLY OPERATING FINANCIAL REPORT  
APRIL 2012**

	<b>CURRENT MTH</b>	<b>YTD</b>	<b>BUDGET</b>	<b>BALANCE</b>
1	<b>ALLOCATION FROM CONTINGENCY</b>	0.00	0.00	0.00
2	<b>GST REFUND (2010)</b>	0.00	0.00	20,000.00
	<b>REVENUE</b>		0.00	
3	WCB Grant	265,250.00	530,500.00	1,061,000.00
4	Total Program Registrations	45,093.64	107,657.64	320,000.00
5	Associate Memberships	500.00	1,500.00	10,000.00
6	Interest Revenue	0.00	103.96	2,000.00
7	Total Sale of Materials	10,165.00	17,839.00	35,000.00
8	Shipping Revenue	153.40	720.64	2,000.00
9	Other Revenues	0.00	0.00	1,000.00
10	<b>TOTAL REVENUE (includes contingency/GST refund)</b>	<b>321,162.04</b>	<b>658,321.24</b>	<b>1,451,000.00</b>
	<b>EXPENSE</b>			
11	Total Wages	48,546.45	219,038.24	633,255.00
12	Total Employee Benefits	14,962.39	48,411.86	137,800.00
13	Total Office Travel & Subsistence	5,351.20	12,545.24	43,000.00
14	WCB Assessment (Premiums)	1,373.43	1,965.43	2,090.00
15	Office - Rent	7,032.20	27,997.54	83,000.00
16	Equipment Lease	1,539.06	3,060.50	10,000.00
17	Equipment/Furniture Purchases	949.31	949.31	7,000.00
18	Total Equip & Office Maintenance	312.38	2,398.62	30,340.00
19	Office Supplies & Printing	1,974.70	5,884.91	15,715.00
20	Library Materials	0.00	0.00	3,000.00
21	Postage & Courier	1,353.55	6,995.38	14,000.00
22	Office - Other	2,586.17	4,032.82	2,500.00
23	Telephone and Fax	1,192.29	4,628.19	12,000.00
24	Interest, Bank & Finance Charges	782.93	2,524.14	3,000.00
25	Office Insurance	0.00	0.00	5,000.00
26	Accounting/Audit & Legal	1,380.87	1,380.87	8,000.00
27	Bookkeeping Contract	615.00	2,460.00	6,000.00
28	Advertising & Promotion	3,017.03	15,296.75	20,000.00
29	Total Prof Dev & Memberships	497.85	2,100.33	12,000.00
30	Bad Debt	0.00	0.00	300.00
31	Total Administration Expenses	93,466.81	361,670.13	1,048,000.00
32	<b>Program Development and Training</b>			
33	Program - Development/Preparation	550.00	977.16	10,000.00
34	Program - Materials	12,110.13	57,502.98	60,000.00
35	Total Travel and Facility Rent	22,937.67	70,926.44	120,000.00
36	Program - Instructor Fees	33,804.33	103,072.75	175,000.00
37	Partnership Programs	0.00	0.00	0.00
38	Total Program Dev and Training	69,402.13	232,479.33	365,000.00
	<b>Board Expenses</b>			
39	Total Board General	4,232.51	4,460.92	13,000.00
40	Total Board Annual Meeting	0.00	0.00	3,000.00
41	Total Board Planning Meeting	0.00	0.00	2,000.00
42	Total Board Expenses	4,232.51	4,460.92	18,000.00
	<b>Other Expenses</b>			
43	GST Paid on Purchases (Exp)	0.00	0.00	20,000.00
44	<b>TOTAL EXPENSE</b>	<b>167,101.45</b>	<b>598,610.38</b>	<b>1,451,000.00</b>
45	<b>TOTAL INCOME/LOSS</b>	<b>154,060.59</b>	<b>59,710.86</b>	<b>0.00</b>
	<b>SUMMARY:</b> G/L Bank Account Balance	462,175.23	Accounts Receivable	84,548.70
	Actual Bank Account Balance	552,145.84	GIC Term Deposit (Contingency)	130,540.63
	<b>NOTES:</b> For project allocations, please see attached project reports.		GIC Term Deposit (special projects)	153,266.16

**ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION  
MONTHLY OPERATING FINANCIAL REPORT  
MAY 2012**

	CURRENT MTH	YTD	BUDGET	BALANCE
ALLOCATION FROM CONTINGENCY	0.00	0.00	0.00	0.00
2 GST REFUND (2010)	0.00	0.00	20,000.00	20,000.00
<b>REVENUE</b>		0.00		
3 WCB Grant	0.00	530,500.00	1,061,000.00	530,500.00
4 Total Program Registrations	71,882.00	179,539.64	320,000.00	140,460.36
5 Associate Memberships	1,000.00	2,500.00	10,000.00	7,500.00
6 Interest Revenue	0.00	103.96	2,000.00	1,896.04
7 Total Sale of Materials	5,980.00	23,819.00	35,000.00	11,181.00
8 Shipping Revenue	342.00	1,062.64	2,000.00	937.36
9 Other Revenues	376.13	376.13	1,000.00	623.87
10 <b>TOTAL REVENUE (includes contingency/GST refund)</b>	<b>79,580.13</b>	<b>737,901.37</b>	<b>1,451,000.00</b>	<b>713,098.63</b>
<b>EXPENSE</b>				
11 Total Wages	48,711.94	267,750.18	633,255.00	365,504.82
12 Total Employee Benefits	7,700.13	56,111.99	137,800.00	81,688.01
13 Total Office Travel & Subsistence	7,498.50	20,043.74	43,000.00	22,956.26
14 WCB Assessment (Premiums)	0.00	1,965.43	2,090.00	124.57
15 Office - Rent	7,299.42	35,296.96	83,000.00	47,703.04
16 Equipment Lease	15.37	3,075.87	10,000.00	6,924.13
17 Equipment/Furniture Purchases	1,068.76	2,018.07	7,000.00	4,981.93
18 Total Equip & Office Maintenance	477.50	2,876.12	30,340.00	27,463.88
19 Office Supplies & Printing	1,872.85	7,757.76	15,715.00	7,957.24
20 Library Materials	0.00	0.00	3,000.00	3,000.00
21 Postage & Courier	4,126.04	11,121.42	14,000.00	2,878.58
22 Office - Other	1,229.18	5,262.00	2,500.00	(2,762.00)
23 Telephone and Fax	985.46	5,613.65	12,000.00	6,386.35
24 Interest, Bank & Finance Charges	530.17	3,054.31	3,000.00	(54.31)
25 Office Insurance	0.00	0.00	5,000.00	5,000.00
26 Accounting/Audit & Legal	0.00	1,380.87	8,000.00	6,619.13
27 Bookkeeping Contract	615.00	3,075.00	6,000.00	2,925.00
28 Advertising & Promotion	1,589.25	16,886.00	20,000.00	3,114.00
29 Total Prof Dev & Memberships	2,245.00	4,345.33	12,000.00	7,654.67
30 Bad Debt	0.00	0.00	300.00	300.00
31 <b>Total Administration Expenses</b>	<b>85,964.57</b>	<b>447,634.70</b>	<b>1,048,000.00</b>	<b>600,365.30</b>
32 <b>Program Development and Training</b>				
33 Program - Development/Preparation	0.00	977.16	10,000.00	9,022.84
34 Program - Materials	14,653.19	72,156.17	60,000.00	(12,156.17)
35 Total Travel and Facility Rent	29,949.73	100,876.17	120,000.00	19,123.83
36 Program - Instructor Fees	36,246.02	139,318.77	175,000.00	35,681.23
37 Partnership Programs	0.00	0.00	0.00	0.00
38 <b>Total Program Dev and Training</b>	<b>80,848.94</b>	<b>313,328.27</b>	<b>365,000.00</b>	<b>51,671.73</b>
39 <b>Board Expenses</b>				
40 Total Board General	100.00	4,560.92	13,000.00	8,439.08
41 Total Board Annual Meeting	0.00	0.00	3,000.00	3,000.00
42 Total Board Planning Meeting	0.00	0.00	2,000.00	2,000.00
43 <b>Total Board Expenses</b>	<b>100.00</b>	<b>4,560.92</b>	<b>FALSE</b>	<b>13,439.08</b>
44 <b>Other Expenses</b>				
45 GST Paid on Purchases (Exp)	0.00	0.00	20,000.00	20,000.00
<b>TOTAL EXPENSE</b>	<b>166,913.51</b>	<b>765,523.89</b>	<b>1,433,000.00</b>	<b>685,476.11</b>
<b>TOTAL INCOME/LOSS</b>	<b>(87,333.38)</b>	<b>(27,622.52)</b>	<b>18,000.00</b>	<b>27,622.52</b>
<b>SUMMARY:</b> G/L Bank Account Balance	344,886.61	Accounts Receivable	119,832.90	
Actual Bank Account Balance	431,627.26	GIC Term Deposit (Contingency)	130,540.63	
<b>NOTES:</b> For project allocations, please see attached project reports.		GIC Term Deposit (special projects)	153,266.16	

**ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION**  
**MONTHLY OPERATING FINANCIAL REPORT**  
**JUNE 2012**

	<b>CURRENT MTH</b>	<b>YTD</b>	<b>BUDGET</b>	<b>BALANCE</b>	
1	<b>ALLOCATION FROM CONTINGENCY</b>	0.00	0.00	0.00	0.00
2	<b>GST REFUND (2010)</b>	0.00	0.00	20,000.00	20,000.00
	<b>REVENUE</b>				
3	WCB Grant	0.00	530,500.00	1,061,000.00	530,500.00
4	Total Program Registrations	71,070.00	250,609.64	320,000.00	69,390.36
5	Associate Memberships	0.00	2,500.00	10,000.00	7,500.00
6	Interest Revenue	0.00	103.96	2,000.00	1,896.04
7	Total Sale of Materials	2,589.48	26,408.48	35,000.00	8,591.52
8	Shipping Revenue	242.00	1,304.64	2,000.00	695.36
9	Other Revenues	0.00	376.13	1,000.00	623.87
10	<b>TOTAL REVENUE (includes contingency/GST refund)</b>	<b>73,901.48</b>	<b>811,802.85</b>	<b>1,451,000.00</b>	<b>639,197.15</b>
	<b>EXPENSE</b>				
11	Total Wages	48,711.94	316,462.12	633,255.00	316,792.88
12	Total Employee Benefits	11,008.19	67,120.18	137,800.00	70,679.82
13	Total Office Travel & Subsistence	3,570.01	23,613.75	43,000.00	19,386.25
14	WCB Assessment (Premiums)	0.00	1,965.43	2,090.00	124.57
15	Office - Rent	7,032.20	42,329.16	83,000.00	40,670.84
16	Equipment Lease	15.37	3,091.24	10,000.00	6,908.76
17	Equipment/Furniture Purchases	236.56	2,254.63	7,000.00	4,745.37
18	Total Equip & Office Maintenance	232.67	3,108.79	30,340.00	27,231.21
19	Office Supplies & Printing	2,157.97	9,915.73	15,715.00	5,799.27
20	Library Materials	0.00	0.00	3,000.00	3,000.00
21	Postage & Courier	1,121.18	12,242.60	14,000.00	1,757.40
22	Office - Other	849.86	6,111.86	2,500.00	(3,611.86)
23	Telephone and Fax	1,636.23	7,249.88	12,000.00	4,750.12
24	Interest, Bank & Finance Charges	556.82	3,611.13	3,000.00	(611.13)
25	Office Insurance	0.00	0.00	5,000.00	5,000.00
26	Accounting/Audit & Legal	0.00	1,380.87	8,000.00	6,619.13
27	Bookkeeping Contract	1,593.20	4,668.20	6,000.00	1,331.80
28	Advertising & Promotion	1,323.19	18,209.19	20,000.00	1,790.81
29	Total Prof Dev & Memberships	840.18	5,185.51	12,000.00	6,814.49
30	Bad Debt	0.00	0.00	300.00	300.00
31	Total Administration Expenses	80,885.57	528,520.27	1,048,000.00	519,479.73
32	<b>Program Development and Training</b>				
33	Program - Development/Preparation	0.00	977.16	10,000.00	9,022.84
34	Program - Materials	593.47	72,749.64	60,000.00	(12,749.64)
35	Total Travel and Facility Rent	14,868.35	115,744.52	120,000.00	4,255.48
36	Program - Instructor Fees	16,874.35	156,193.12	175,000.00	18,806.88
37	Partnership Programs	0.00	0.00	0.00	0.00
38	Total Program Dev and Training	32,336.17	345,664.44	365,000.00	19,335.56
	<b>Board Expenses</b>				
39	Total Board General	1,000.00	5,560.92	13,000.00	7,439.08
40	Total Board Annual Meeting	0.00	0.00	3,000.00	3,000.00
41	Total Board Planning Meeting	0.00	0.00	2,000.00	2,000.00
42	Total Board Expenses	1,000.00	5,560.92	18,000.00	12,439.08
	<b>Other Expenses</b>				
43	GST Paid on Purchases (Exp)	0.00	0.00	20,000.00	20,000.00
44	<b>TOTAL EXPENSE</b>	<b>114,221.74</b>	<b>879,745.63</b>	<b>1,451,000.00</b>	<b>571,254.37</b>
45	<b>TOTAL INCOME/LOSS</b>	<b>(40,320.26)</b>	<b>(67,942.78)</b>	<b>0.00</b>	<b>67,942.78</b>
	<b>SUMMARY:</b> G/L Bank Account Balance	257,378.21	Accounts Receivable		109,691.54
	Actual Bank Account Balance	325,048.24	GIC Term Deposit (Contingency)		130,540.63
	<b>NOTES:</b> For project allocations, please see attached project reports.		GIC Term Deposit (special projects)		153,266.16

**ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION  
MONTHLY OPERATING FINANCIAL REPORT  
JULY 2012**

	<b>CURRENT MTH</b>	<b>YTD</b>	<b>BUDGET</b>	<b>BALANCE</b>
1 <b>ALLOCATION FROM CONTINGENCY</b>	0.00	0.00	0.00	0.00
2 <b>GST REFUND (2010)</b>	0.00	0.00	20,000.00	20,000.00
<b>REVENUE</b>		0.00		
3 WCB Grant	265,250.00	795,750.00	1,061,000.00	265,250.00
4 Total Program Registrations	27,110.00	277,719.64	320,000.00	42,280.36
5 Associate Memberships	3,500.00	6,000.00	10,000.00	4,000.00
6 Interest Revenue	0.00	103.96	2,000.00	1,896.04
7 Total Sale of Materials	5,509.00	31,917.48	35,000.00	3,082.52
8 Shipping Revenue	160.43	1,465.07	2,000.00	534.93
9 Other Revenues	0.00	376.13	1,000.00	623.87
10 <b>TOTAL REVENUE (includes contingency/GST refund)</b>	<b>301,529.43</b>	<b>1,113,332.28</b>	<b>1,451,000.00</b>	<b>337,667.72</b>
<b>EXPENSE</b>				
11 Total Wages	48,711.94	365,174.06	633,255.00	268,080.94
12 Total Employee Benefits	9,616.02	76,736.20	137,800.00	61,063.80
13 Total Office Travel & Subsistence	1,285.44	24,899.19	43,000.00	18,100.81
14 WCB Assessment (Premiums)	592.80	2,558.23	2,090.00	(468.23)
15 Office - Rent	7,032.20	49,361.36	83,000.00	33,638.64
16 Equipment Lease	1,373.87	4,465.11	10,000.00	5,534.89
17 Equipment/Furniture Purchases	608.81	2,863.44	7,000.00	4,136.56
18 Total Equip & Office Maintenance	275.41	3,384.20	30,340.00	26,955.80
19 Office Supplies & Printing	1,281.28	11,197.01	15,715.00	4,517.99
20 Library Materials		0.00	3,000.00	3,000.00
21 Postage & Courier	220.58	12,463.18	14,000.00	1,536.82
22 Office - Other	345.49	6,457.35	2,500.00	(3,957.35)
23 Telephone and Fax	1,083.76	8,333.64	12,000.00	3,666.36
24 Interest, Bank & Finance Charges	882.44	4,493.57	3,000.00	(1,493.57)
25 Office Insurance	1,039.27	1,039.27	5,000.00	3,960.73
26 Accounting/Audit & Legal	4,708.77	6,089.64	8,000.00	1,910.36
27 Bookkeeping Contract	1,991.73	6,659.93	6,000.00	(659.93)
28 Advertising & Promotion	405.90	18,615.09	20,000.00	1,384.91
29 Total Prof Dev & Memberships	0.00	5,185.51	12,000.00	6,814.49
30 Bad Debt	0.00	0.00	300.00	300.00
31 Total Administration Expenses	81,455.71	609,975.98	1,048,000.00	438,024.02
32 <b>Program Development and Training</b>				
33 Program - Development/Preparation	0.00	977.16	10,000.00	9,022.84
34 Program - Materials	0.00	72,749.64	60,000.00	(12,749.64)
35 Total Travel and Facility Rent	6,555.96	122,300.48	120,000.00	(2,300.48)
36 Program - Instructor Fees	11,129.21	167,322.33	175,000.00	7,677.67
37 Partnership Programs	0.00	0.00	0.00	0.00
38 Total Program Dev and Training	17,685.17	363,349.61	365,000.00	1,650.39
39 <b>Board Expenses</b>				
39 Total Board General	0.00	5,560.92	13,000.00	7,439.08
40 Total Board Annual Meeting	0.00	0.00	3,000.00	3,000.00
41 Total Board Planning Meeting	0.00	0.00	2,000.00	2,000.00
42 Total Board Expenses	0.00	5,560.92	18,000.00	12,439.08
43 <b>Other Expenses</b>				
43 GST Paid on Purchases (Exp)	0.00	0.00	20,000.00	20,000.00
44 <b>TOTAL EXPENSE</b>	<b>99,140.88</b>	<b>978,886.51</b>	<b>1,451,000.00</b>	<b>472,113.49</b>
45 <b>TOTAL INCOME/LOSS</b>	<b>202,388.55</b>	<b>134,445.77</b>	<b>0.00</b>	<b>(134,445.77)</b>
<b>SUMMARY:</b> G/L Bank Account Balance	499,562.70	Accounts Receivable		94,558.06
Actual Bank Account Balance	523,522.08	GIC Term Deposit (Contingency)		130,540.63
<b>NOTES:</b> For project allocations, please see attached project reports		GIC Term Deposit (special projects)		153,266.16

## 2012 Project Income Summary (as of July 2012)

Alberta Municipal Health & Safety Association				
Project Income Summary				
JULY 2012 (YTD)				
Project		Revenue	Expense	Net
<b>WCB SD07 - Project 2 - Geographical Contacts</b>	Balance forward	25,000.00	22,680.92	
	Smoky Lake County		596.37	
	Town of High River		287.39	
	Killam Crossing		106.40	
	Flagstaff County		624.21	
	Food for Thought		367.51	
			25,000.00	24,662.80
<b>WCB SD08 - ATV Course Development</b>	Balance forward	15,000.00	14,091.47	
		15,000.00	14,091.47	908.53
<b>WCB SD08 - Chainsaw Course Development</b>	Balance forward	13,946.38	11,082.45	
		13,946.38	11,082.45	2,863.93
<b>WCB SD08 - Grader/Backhoe Intro Course Dev.</b>	Balance forward	25,000.00	625.15	
		25,000.00	625.15	24,374.85
<b>WCB SD08 - Health &amp; Safety Course Development</b>	Balance forward	15,000.00	329.70	
		15,000.00	329.70	14,670.30
<b>WCB SD08 - Online Enhancement Project</b>	Balance forward	35,000.00	10,764.93	
	Redengine		794.37	
	Royal Bank Visa		1,103.16	
		35,000.00	12,662.46	22,337.54
<b>WCB SD08 - Video Production</b>	Balance forward	100,000.00	87,193.64	
	Wages		165.49	
	Shadowland Productions Inc.		1,301.80	
		100,000.00	88,660.93	11,339.07

<b>WCB SD08 - Website FAQs Project</b>	Balance forward	25,000.00	21,554.36	
		25,000.00	21,554.36	3,445.64
<b>WCB SD11 - Association Vehicle</b>	WCB Special Dividend Grant	40,000.00	37,570.84	
	Royal Bank VISA tm		192.69	
	Apr162012tm, Royal Bank VISA		62.48	
		40,000.00	37,826.01	2,173.99
<b>WCB SD11 - Course Development</b>	WCB Special Dividend Grant	60,000.00	2,320.36	
		60,000.00	2,320.36	57,679.64
<b>WCB SD11 - H&amp;S Management System Support</b>	WCB Special Dividend Grant	40,500.00	383.35	
		40,500.00	383.35	40,116.65
<b>WCB SD11 - Leasehold Improvements and Equipment</b>	WCB Special Dividend Grant	110,000.00	2,838.03	
	Royal Bank Visa ST		2,270.24	
	Apr162012lm, Royal Bank VISA		254.43	
	Royal Bank VISA		109.42	
	Royal Bank Visa		129.35	
	Evolve Ergonomics Consulting		380.53	
	Royal Bank Visa		2982.6	
	Windecor Made		109.42	
	Yvonne Beattie		4.25	
	Staples		386.58	
		110,000.00	9,464.85	100,535.15
<b>WCB SD11 - Promotions</b>	WCB Special Dividend Grant	7,500.00	5,478.71	
	Displayco		2,652.69	
	Park Avenue Specialities		917.42	
		7,500.00	9,048.82	(1,548.82)
<b>WCB SD11 - Small Employer Presentation Tour</b>	WCB Special Dividend Grant	20,000.00		
		20,000.00	-	20,000.00
<b>WCB SD11 - Video Production</b>	WCB Special Dividend Grant	102,000.00		
		102,000.00	-	102,000.00
<b>TOTAL SPECIAL PROJECT MONEY REMAINING</b>		633,946.38	232,712.71	401,233.67



## 2013 Budget Approval

The AMHSA Board of Directors approved the 2013 budget at the September 14, 2012 Board of Directors meeting. The motion regarding budget approval follows. The 2013 budget is based on a premium rate levy of 3.75 cents/\$100 of insurable earnings for all municipalities that includes an increase for cities from 2.75 cents that was adopted on September 14<sup>th</sup>. The WCB grant request for 2013 is \$1,400,000

**“Motion:** Moved by Director Fox and seconded by Director Mason that the board of directors adopt option 1 of the draft 2013 Budget as presented or amended.

Vote tabled until September 14, 2012

Motion carried September 14, 2012”

## 2013 Operating Budget

<b>REVENUES</b>	
WCB Grant	1,400,000
Program Registrations	380,000
Associate Membership Fees	5,000
Interest	3,000
Sale of Materials	24,000
Shipping	2,500
GST Refund	20,000
Other	500
<b>Total Revenues</b>	<b>\$ 1,835,000</b>
<b>EXPENSES</b>	
<b>Administrative</b>	
Salaries and Benefits	904,188
Travel and Subsistence	50,000
WCB Premiums	2,500
Contract Services	96,240
Office Rent	120,134
Equipment Purchase, Lease and Maintenance; Office Supplies and Printing	45,838
Vehicle Maintenance	6,000
Library Materials	3,000
IT/Computer, Online Services	52,300
Postage and Courier, Office Other	26,000
Telephone and Fax	17,000
Bank Charges, Office Insurance	8,000
Advertising and Promotions	20,000
Professional Development and Memberships	17,000
Bad Debt	1,800
<b>Program Development and Training</b>	<b>430,000</b>
<b>Board of Directors</b>	<b>15,000</b>
<b>GST</b>	<b>20,000</b>
<b>TOTAL EXPENSES</b>	<b>\$ 1,835,000</b>
<b>TOTAL REVENUE</b>	<b>\$ 1,835,000</b>
<b>BALANCE</b>	<b>\$ 0</b>

# ADMINISTRATION

---

Board of Directors meetings will be held:

- December 13, 2012 – Banff
- May 9, 2013 – Leduc

(In accordance with AMHSA by-laws, section 4.3 – a schedule for the remaining 2013 meetings will be established at the May meeting.)

The 2013 Annual General Meeting will be held on Thursday, May 9, 2013 in Leduc.

The Alberta Municipal Health and Safety Association (AMHSA) continues to be registered under the Societies Act of Alberta, Brownlee LLP holds the Society Annual Return for 2012.

## STAKEHOLDER SUPPORT

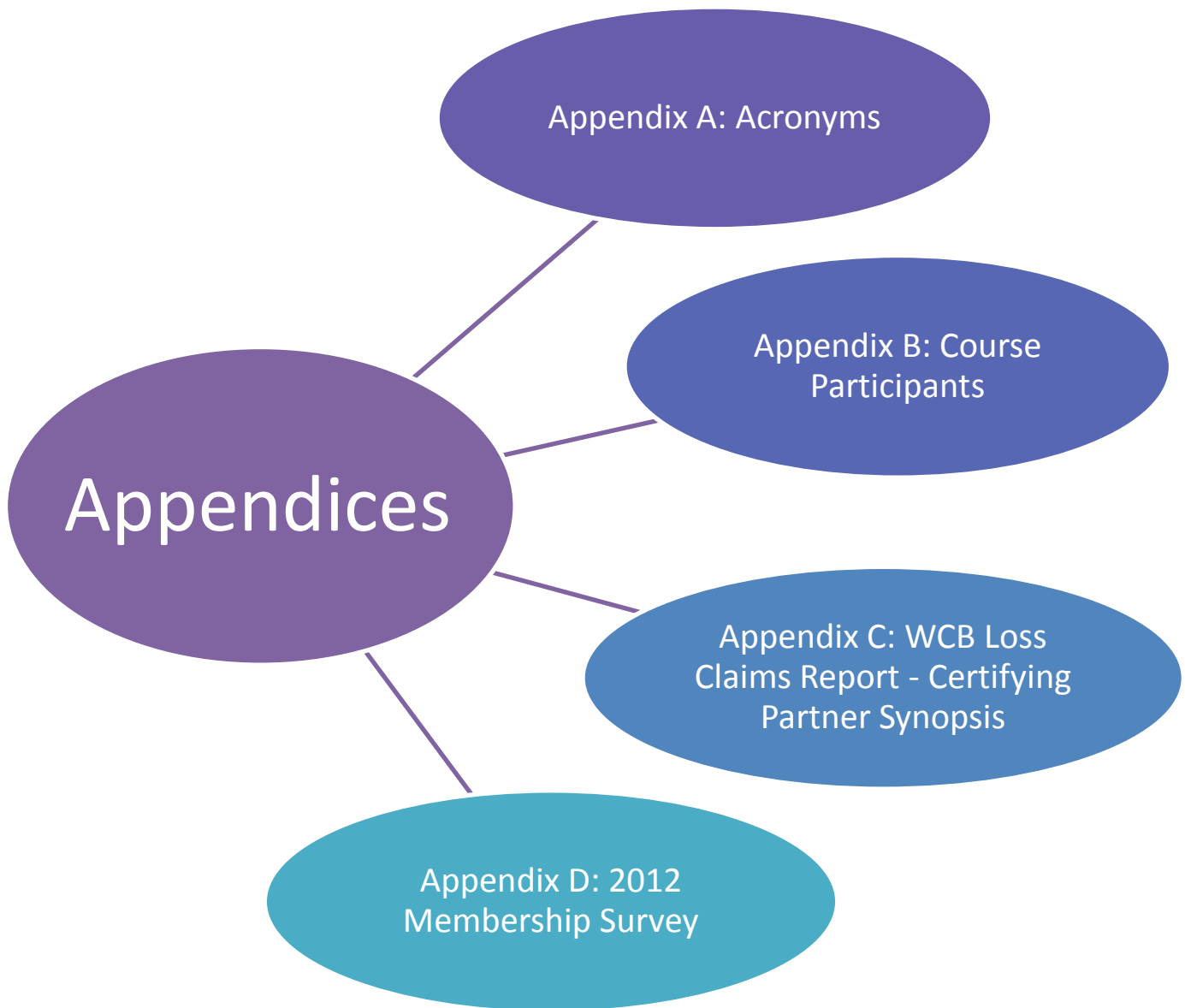
---

### MEMBERS

In May 2012 a membership survey was sent to all AMHSA members, and made available online. The results were overwhelmingly positive and highlights will be published on our website and in our newsletter in October. Respondents are asked to indicate their level of satisfaction with our products and services, and have historically always rated their satisfaction from Extremely Satisfied to Satisfied (no Dissatisfied or Very Dissatisfied responses were received again this year).

### ASSOCIATIONS

AMHSA will be seeking letters of support of this Business Plan from the Alberta urban Municipalities Association (AUMA) and the Alberta Association of Municipal Districts and Counties (AAMD&C). Letters of support of the 2012 Business Plan were received from both associations last year.





# APPENDIX A: ACRONYMS

---

AHSA	Alberta Hotel Safety Association
AAMD&C	Alberta Association of Municipal Districts and Counties
ACSC	Alberta Cities Safety Council
ACSA	Alberta Construction Safety Association
AHS	Alberta Human Services
AMTA	Alberta Motor Transport Association
AMHSA	Alberta Municipal Health and Safety Association
APWSA	Alberta Public Works Supervisors Association
AMSA	Alberta Municipal Supervisors Association
APWA	Alberta Public Works Association
ARMAA	Alberta Rural Municipal Administrators Association
ASC	Alberta Safety Council
AUMA	Alberta Urban Municipalities Association
AWWOA	Alberta Water and Wastewater Operators Association
CCSA	Continuing Care Safety Association
COR	Certificate of Recognition
CPWA	Canadian Public Works Association
CSU	Civic Service Union
CSTS	Construction Safety Training System
CUPE	Canadian Union of Public Employees
HSCSA	Health and Safety Conference Society of Alberta
LGAA	Local Government Administration Association
LTC	Lost Time Claims
MHSA	Manufacturers Health and Safety Association
NAOSH	North American Occupational Safety and Health
NASC	Northern Alberta Safety Council
PIR	Partners in Injury Reduction
RUSA	Rural Utilities Safety Association
SASC	Southern Alberta Safety Council
SCC	Safety Codes Council
SWOT	Strengths, Weaknesses, Opportunities and Threats
WCB	Workers' Compensation Board
WHS	Workplace Health and Safety
WHMIS	Workplace Hazardous Materials Information System

# APPENDIX B: COURSE PARTICIPANTS

2011

COURSE	2008	2009	2010	2011
Auditor Update/Recertification	137	23	53	86
Confined Space Entry	235	287	135	196
Defensive Driving	723	780	526	611
Fall Protection	---	---	29	75
Flag Person: Train-the-Trainer	21	32	34	99
Formal Workplace Inspections	370	374	572	325
Hazard Identification, Assessment & Control	473	432	570	519
Health & Safety Management Systems	108	63	126	118
Health & Safety Management Systems – Audit	111	67	82	132
Health & Safety Management Systems – Overview	121	32	---	---
Health & Safety Management Systems – Small Employer	9	11	2	13
Incident Investigation	261	255	384	248
Joint Health & Safety Committees	254	184	355	329
Leadership for Safety Excellence	444	307	282	437
LSE – Customized	---	43	102	556
LSE – Modules 1 & 2	126	187	109	25
LSE – Modules 3 & 4	105	172	71	---
MSI Prevention (Office Environment)	47	104	130	120
MSI Prevention (Physically Demanding)	79	111	114	105
Operator Safety - ATV Safety	---	4	---	---
Operator Safety - Chainsaw Safety Awareness	---	---	26	---
Operator Safety - Backhoe/Loader	18	52	11	18
Operator Safety - Front End Loader	75	81	34	29
Operator Safety - Plow Truck Sander	8	82	152	23
Operator Safety - Road Grader	52	68	73	44
Operator Safety - Skid Steer Loader	112	138	167	91
Orientation: Train-the-Trainer	37	47	172	90
Overview of OHS Act, Code & Regulation	238	144	8	184
Prime Contractor	176	199	20	183
Supervisor's Role	108	259	167	227
Ground Disturbance, Trenching and Excavating Safely	129	147	288	285

WHMIS General Training	---	---	---	31
WHMIS: Train-the-Trainer	82	45	70	86
WHMIS Overview	43	28	52	12
Working Alone Safely	162	95	---	39
Workplace Violence Prevention (Edmonton Workshop)	143	186	228	133
Workplace Violence Prevention	217	270	253	309
<b>SUB-TOTAL 1</b>	<b>5,399</b>	<b>5,309</b>	<b>5,387</b>	<b>5,778</b>
Flag Person: Worker	548	455	407	369
WHMIS: Worker	2,541	2,150	2,211	2,419
<b>SUB-TOTAL 2</b>	<b>3,149</b>	<b>2,647</b>	<b>2,618</b>	<b>2,788</b>
<b>TOTAL</b>	<b>8,388</b>	<b>7,956</b>	<b>8,005</b>	<b>8,566</b>

--- Not offered

Note: As of 2010, the total number of participants for each course includes both members and associate members.

## 2012

As of August 13, 2012, there have been 476 courses scheduled and 8,043 participants reported (there will be more once instructors have handed in recent roster sheets). This total number of participants includes in-house WHMIS and Flag Person training conducted by AMHSA-certified trainers.

Top 5 courses to date:

Course	# of offerings	# of participants
Hazard Identification, Assessment and Control	48	487
Leadership for Safety Excellence	47	465
Defensive Driving	46	670
Formal Workplace Inspection	30	254
Incident Investigations	26	234



# APPENDIX C: WCB LOSS CLAIMS REPORT – CERTIFYING PARTNER SYNOPSIS

---

AMHSA's Certifying Partner Synopsis follows, which covers:

- Insurable Earnings and Premiums: 2007 – 2012 (year to date)
  
- Claim Costs: 2006 – 2012:
  - Total Claims
  - Duration Bands
  - Total Claims Costs
  - Most Expensive LTC Analysis
  - Disabling Claims Components
  - Frequency Rates
  - Severity Rates
  - Average Cost Per LTC
  
- Injured Worker's Age: 2007 – 2012:
  - Number of LTCs
  - Average Severity of a Claim
  
- Top 5 Comparison: 2007 – 2012:
  - Type of Accident
  - Part of Body
  - Nature of Injury

# Certifying Partner Synopsis



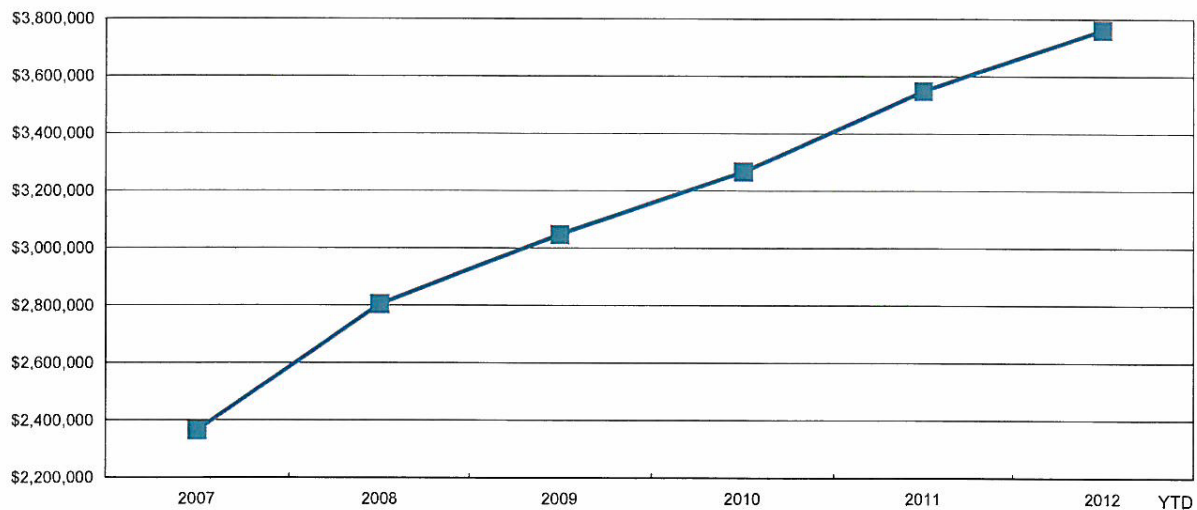
## Certifying Partner:

**ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

### Insurable Earnings and Premiums – for Years: 2007 to 2012

Rate Year	Number of Employers with Insurable Earnings	Newly Opened Accounts	Total Insurable Earnings	Total Workers	Total Premium
2007	167	1	\$2,364,554,464	48,420	\$24,531,609
2008	171	0	\$2,804,033,771	56,581	\$27,112,498
2009	177	0	\$3,047,361,369	60,549	\$31,929,599
2010	180	0	\$3,267,264,066	60,216	\$36,126,570
2011	182	1	\$3,548,574,652	62,761	\$38,186,147
2012 YTD	183	0	\$3,760,814,798	58,223	\$45,057,681

### Total Insurable Earnings (\$Thousands)



### Distribution of Accounts By Insurable Earnings (\$Thousands\*)

Rate Year	<= \$500,000		> \$500,000 and <= \$1 Million		> \$1 Million and <= \$5 Million		> \$5 Million and <= \$20 Million		> \$20 Million	
	Accts	Tot Ins Earn*	Accts	Tot Ins Earn*	Accts	Tot Ins Earn*	Accts	Tot Ins Earn*	Accts	Tot Ins Earn*
2007	16	\$4,757	21	\$15,420	87	\$238,399	31	\$285,706	12	\$1,820,273
2008	16	\$4,434	19	\$13,341	84	\$227,689	40	\$370,410	12	\$2,188,160
2009	17	\$5,167	18	\$13,061	84	\$234,580	43	\$377,922	15	\$2,416,631
2010	19	\$5,796	16	\$11,788	83	\$231,684	46	\$397,416	16	\$2,620,580
2011	17	\$5,044	20	\$14,765	80	\$235,628	49	\$453,137	16	\$2,840,001
2012 YTD	18	\$5,464	18	\$13,282	78	\$231,550	52	\$480,833	17	\$3,029,686

Note: The current year insurable earnings is based on estimates

YTD - January to current month.

Page 1 of 8

Report LCR00201

Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

Run Date: 7/23/2012

# Certifying Partner Synopsis



## Certifying

Partner: **ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

Claim Costs – for Years: 2007 to 2012

### Total Claims

Accident Year	Number of Claims	Claim Costs	Number of LTC Claims	Total LTC Claim Costs	TTD Days	Modified Work Claims	Medical Aid Claims	Disabling Injury Claims
2007	2,934	\$8,684,553	1,640	\$7,877,578	28,671	1184	1,294	2187
2008	2,980	\$9,377,874	1,635	\$8,368,595	27,212	1766	1,345	2286
2009	3,153	\$10,601,454	1,556	\$9,375,461	25,606	1521	1,597	2320
2010	2,945	\$9,649,411	1,453	\$8,491,073	25,300	1484	1,492	2132
2011	3,174	\$10,800,809	1,515	\$9,545,992	24,887	1491	1,659	2214
2012 YTD	1,915	\$3,650,651	699	\$3,041,409	9,023	670	1,216	1065

### Duration Bands - Total LTC Claims

Accident Year	<= 5 Days	> 5 Days and <= 8 Days	> 8 Days and <= 30 Days	> 30 Days and <= 60 Days	> 60 Days	Total Lost Time Claims
2007	827	161	368	157	127	1,640
2008	809	165	393	157	111	1,635
2009	787	150	374	144	101	1,556
2010	680	145	357	190	81	1,453
2011	760	133	384	140	98	1,515
2012 YTD	368	86	164	58	23	699

### Total Claims Costs

Accident Year	Compensation	Medical Aid	Rehabilitation	Economic Loss	Total
2007	\$4,244,805	\$4,174,644	\$40,345	\$224,760	\$8,684,553
2008	\$4,568,530	\$4,766,902	\$42,442	\$0	\$9,377,874
2009	\$4,414,650	\$6,110,774	\$76,029	\$0	\$10,601,454
2010	\$4,629,292	\$4,968,126	\$51,993	\$0	\$9,649,411
2011	\$5,095,331	\$5,336,138	\$95,667	\$273,674	\$10,800,809
2012 YTD	\$1,741,399	\$1,813,733	\$9,960	\$85,559	\$3,650,651

### Most Expensive Lost Time Claims Analysis

Accident Year	LTC's > \$25,000	Percentage > \$25,000	Total Cost of LTC's > \$25,000	Percentage of Total Costs
2007	48	2.9%	\$2,054,684	26.1%
2008	58	3.5%	\$2,100,435	25.1%
2009	53	3.4%	\$3,054,364	32.6%
2010	57	3.9%	\$2,121,018	25.0%
2011	72	4.8%	\$3,241,038	34.0%
2012 YTD	12	1.7%	\$531,198	17.5%

Claims and Claims Costs are based on a 15 month transaction period. For example, for claims occurring in 2003, the transaction period would be from January 1, 2003 to March 31, 2004.  
YTD - January to current month.

Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

Page 2 of 8

Report LCR00201

Run Date: 7/23/2012

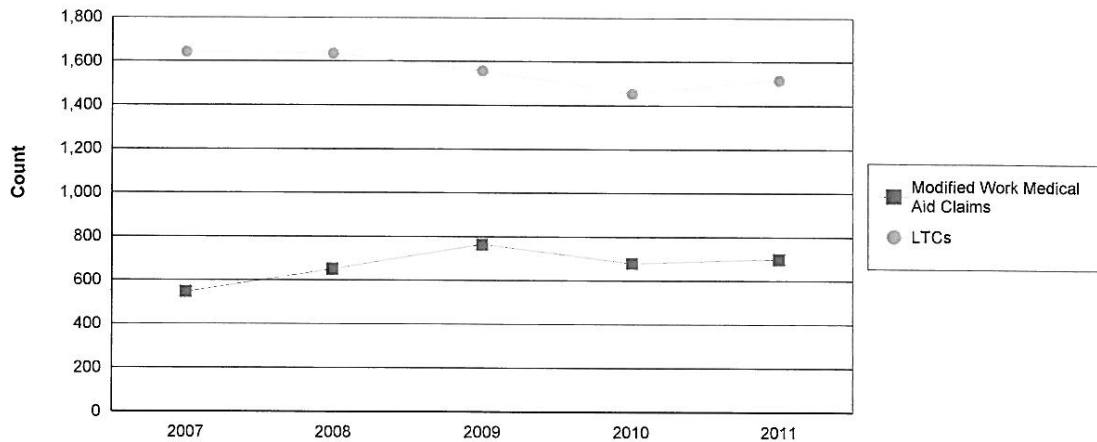
# Certifying Partner Synopsis



**Certifying Partner:** ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION

**Claim Costs** – for Years: 2007 to 2011

## Disabling Claims Components



Disabling Claims include Lost Time Claims or Medical Aid Claims with Modified Work

Claims and Claims Costs are based on a 15 month transaction period. For example, for claims occurring in 2003, the transaction period would be from January 1, 2003 to March 31, 2004.

Page 3 of 8

Report LCR00201

Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

Run Date: 7/23/2012



# Certifying Partner Synopsis

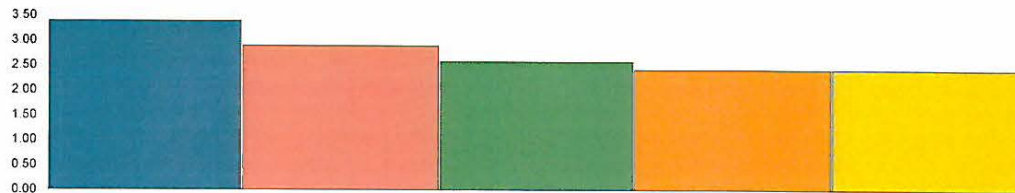


## Certifying Partner:

**ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

Claim Costs – for Years: 2007 to 2011

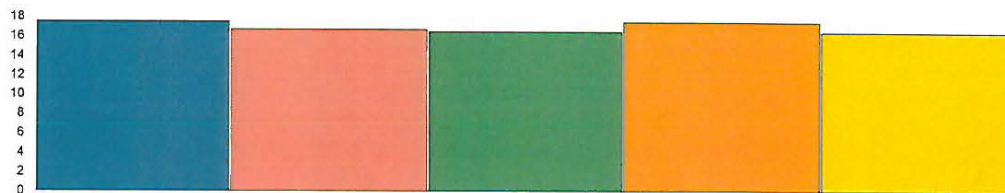
### Frequency Rates (Lost Time Claims per 100 workers)



	2007	2008	2009	2010	2011
Frequency Rate	3.39	2.89	2.57	2.41	2.41

Frequency Rate = (Total Lost Time Claims \* 100) / (Person Years)  
 Person Years = (Total Insurable Earnings) / (Avg Hourly Wage \* 2000 Hours)

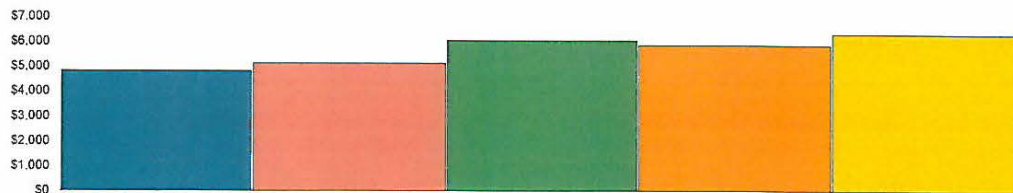
### Severity Rates (Temporary Total Disability Days per Lost Time Claim)



	2007	2008	2009	2010	2011
Severity Rate	17.48	16.64	16.46	17.41	16.43

Severity Rate = (Total TTD's) / (Total LTCs)

### Average Cost Per LTC



	2007	2008	2009	2010	2011
Avg Cost / Claim	\$4,803.40	\$5,118.41	\$6,025.36	\$5,843.82	\$6,300.99

Average Cost Per LTC = (Total LTC Costs) / (Total LTCs)

Claims and Claims Costs are based on a 15 month transaction period. For example, for claims occurring in 2003, the transaction period would be from January 1, 2003 to March 31, 2004.

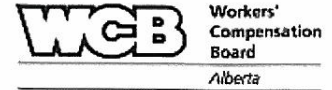
Page 4 of 8

Report LCR00201

Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

Run Date: 7/23/2012

# Certifying Partner Synopsis

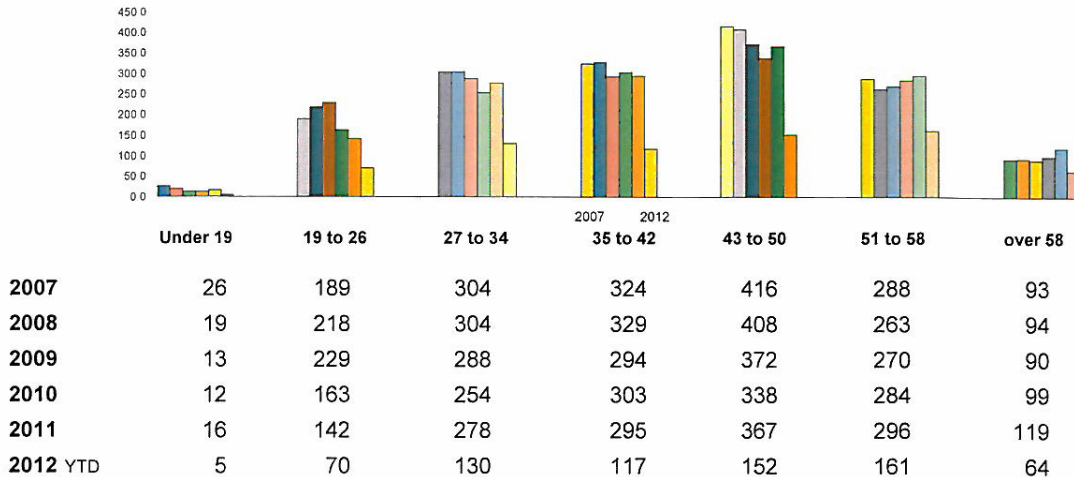


## Certifying Partner:

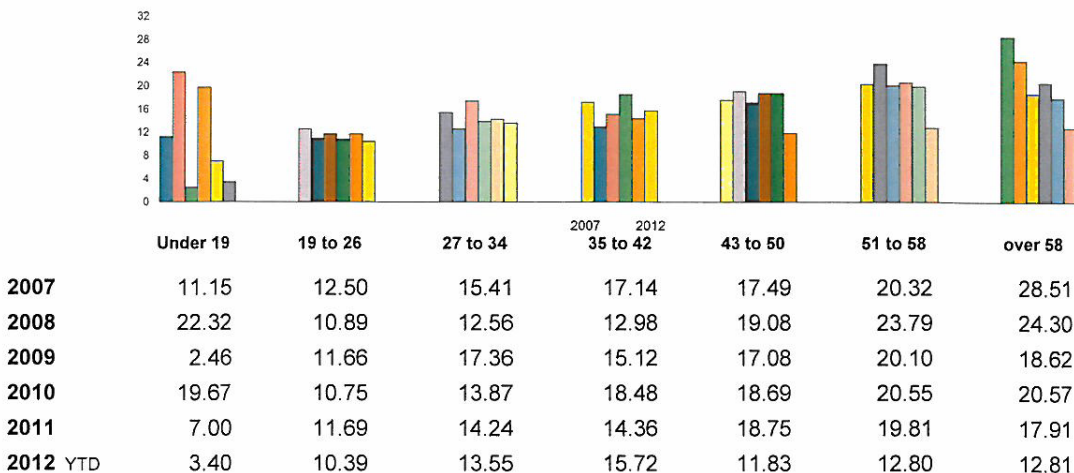
**ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

Injured Worker's Age – for Years: 2007 to 2012

### Number of LTC's (by age of injured worker and by occurrence year)



### Average Severity of a Claim Temporary Total Disability Days per Lost Time Claim (by age of injured worker and by occurrence year)



Note: LTC's with no birth date recorded are not included in band subtotals.

Claims and Claims Costs are based on a 15 month transaction period. For example, for claims occurring in 2003, the transaction period would be from January 1, 2003 to March 31, 2004.

YTD - January to current month.

Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

# Certifying Partner Synopsis



## Certifying

Partner: **ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

Top 5 Comparison – for Years: 2007 to 2012

## Type of Accident

### Top 5 by Total LTC's

Type of Accident	2007	2008	2009	2010	2011	2012 YTD	Totals
Overexertion	335	324	322	293	299	113	1,686
Falls	261	295	319	231	268	131	1,505
Bodily Reaction and Exertion	274	279	239	291	244	134	1,461
Highway/Non-Highway M.V. Accident	157	167	154	146	167	77	868
Struck by Object	115	116	95	105	116	48	595

Type of Accident	Total LTC's (2007 to date)	Percentage of LTC's	Average Duration	Total TTD	Average LTC Costs	Total LTC Costs
Overexertion	1,686	19.8%	15.8	26,610	\$5,228	\$8,814,057
Falls	1,505	17.7%	20.3	30,527	\$6,217	\$9,357,006
Bodily Reaction and Exertion	1,461	17.2%	15.6	22,842	\$5,355	\$7,822,958
Highway/Non-Highway M.V. Accident	868	10.2%	17.1	14,807	\$5,848	\$5,075,943
Struck by Object	595	7.0%	10.7	6,389	\$3,214	\$1,912,481
All Others	2,383	28.0%	16.6	39,524	\$5,756	\$13,717,662
<b>Totals:</b>	<b>8,498</b>	<b>100.0%</b>	<b>16.6</b>	<b>140,699</b>	<b>\$5,495</b>	<b>\$46,700,108</b>

## Part of Body

### Top 5 by Total LTC's

Part of Body	2007	2008	2009	2010	2011	2012 YTD	Totals
Back	423	427	403	385	351	153	2,142
Foot(Feet)/Ank(s)/Toe(s)	180	192	189	170	146	75	952
Trunk	165	149	148	161	173	52	848
Multiple Parts	136	151	139	125	161	67	779
Knee(s)	141	141	151	139	122	74	768

Part of Body	Total LTC's (2007 to date)	Percentage of LTC's	Average Duration	Total TTD	Average LTC Costs	Total LTC Costs
Back	2,142	25.2%	12.8	27,354	\$4,317	\$9,246,008
Foot(Feet)/Ank(s)/Toe(s)	952	11.2%	16.5	15,750	\$4,457	\$4,242,614
Trunk	848	10.0%	21.8	18,455	\$7,298	\$6,188,655
Multiple Parts	779	9.2%	16.3	12,692	\$7,143	\$5,564,567
Knee(s)	768	9.0%	22.8	17,547	\$7,802	\$5,991,616
All Others	3,009	35.4%	16.3	48,901	\$5,140	\$15,466,648
<b>Totals:</b>	<b>8,498</b>	<b>100.0%</b>	<b>16.6</b>	<b>140,699</b>	<b>\$5,495</b>	<b>\$46,700,108</b>

Claims and Claims Costs are based on a 15 month transaction period. For example, for claims occurring in 2003, the transaction period would be from January 1, 2003 to March 31, 2004.

YTD - January to current month.

Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

Page 6 of 8

Report LCR00201

Run Date: 7/23/2012



## Certifying Partner Synopsis



### Certifying

Partner: **ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

Top 5 Comparison – for Years: 2007 to 2012

### Nature of Injury

#### Top 5 by Total LTC's

Nature of Injury	2007	2008	2009	2010	2011	2012 YTD	Totals
Sprains/Strain	1,006	1,008	956	925	922	419	5,236
Superficial Wounds	135	177	166	123	156	74	831
Fracture/Dislocation/Nerve Damage	120	108	123	105	112	48	616
Oth Traumatic Injuries	115	119	89	77	91	30	521
Open Wound	88	58	60	70	71	31	378

Nature of injury	Total LTC's (2007 to date)	Percentage of LTC's	Average Duration	Total TTD	Average LTC Costs	Total LTC Costs
Sprains/Strain	5,236	61.6%	15.6	81,746	\$5,195	\$27,202,556
Superficial Wounds	831	9.8%	9.4	7,833	\$2,901	\$2,410,696
Fracture/Dislocation/Nerve Damage	616	7.2%	33.1	20,403	\$9,446	\$5,818,963
Oth Traumatic Injuries	521	6.1%	16.3	8,497	\$5,779	\$3,010,733
Open Wound	378	4.4%	9.6	3,631	\$3,226	\$1,219,455
All Others	916	10.8%	20.3	18,589	\$7,683	\$7,037,705
<b>Totals:</b>	<b>8,498</b>	<b>100.0%</b>	<b>16.6</b>	<b>140,699</b>	<b>\$5,495</b>	<b>\$46,700,108</b>

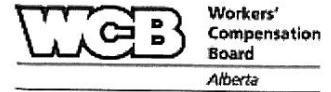
Claims and Claims Costs are based on a 15 month transaction period. For example, for claims occurring in 2003, the transaction period would be from January 1, 2003 to March 31, 2004.  
 YTD - January to current month.  
 Based on accounts registered in PIR that have chosen the ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION as their certifying partner for the year displayed.

Page 7 of 8

Report LCR00201

Run Date: 7/23/2012

# Certifying Partner Synopsis



## Certifying Partner:

**ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION**

### Appendix A

Type of Accident	Part of Body	Nature of Injury
Assaults/Violent Acts/Harassment	Abdomen	Abnormal Symptoms/Conditions
Bodily Reaction and Exertion	Arms	Burns
Contact with Objects and Equipment	Back	Cancers/Tumors
Exposure to Extreme Temperature	Body System(s)	Dermatitis
Exposure to Harmful Substances	Chest/Shoulder(s)	Ear/Hearing Condition
Exposure to Noise	Ear(s)	Environmental Condition
Falls	Eye(s)	Eye/Vision Conditions
Fires and Explosions	Fingers	Fracture/Dislocation/Nerve Damage
Highway/Non-Highway M.V. Accident	Foot(Feet)/Ank(s)/Toe(s)	Heart/Circulatory Diseases
NOT YET	Hand(s)/Wrist(s)	Infectious Diseases
Oth Events or Exposure	Head	Inflammations of Joints/Muscles
Oth Vehicle Accident	Hip/Pelvis	Intracranial Injuries
Overexertion	Knee(s)	Mental Diseases
RMI	Legs	Multiple Diseases/Disorders
Rubbed or Abraded	Multiple Parts	Multiple Trauma Injuries
Slip	Neck	Non-personal Damage
Struck against Object	Non-Personal Damage	NOT YET
Struck by Object	NOT YET	Open Wound
	Trunk	Oth Diseases/Conditions
	Unclassified	Oth System Diseases
		Oth Traumatic Injuries
		Peripheral Nerve Dmg/Carpal Tunnel
		Pneumoconiosis Including Asbestosis
		Sprains/Strain
		Superficial Wounds
		Unclassified

NOTE: Type NOT YET indicates that coding was not available

# APPENDIX D: 2012 MEMBERSHIP SURVEY

The annual membership survey was sent to all municipal CAOs in May (see below). This year the survey was distributed in print form by mail along with a slightly revised web version. Responses have been corrected for spelling.

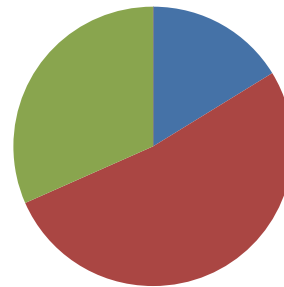
Municipality:	Number of Employees	
	Permanent:	Seasonal:
Barrhead	48	8
Beaumont	100	20
Bon Accord	12	4
Bonnyville	140	57
Calgary	15000	
Cardston	22	30
Chestermere	150	60
City of Calgary	14000	2000
City of Edmonton	2500	1000
City of Grande Prairie	445	500
City of Lloydminster	289	81
City of Medicine Hat	1000	
City of Wetaskiwin	150	40
Clearwater County		
Cochrane	250	40
Cold Lake	131	50
County of Barrhead No. 11	27	21
County of Forty Mile		
County of Lethbridge	65	25
County of Minburn	38	18
County of Northern Lights	33	9
County of St. Paul	65	45
County of Stettler		
County of Thorhild	100	
Devon		
Edmonton	11000	2000
Edmonton	11000	2000
Flagstaff County		
Fort McMurray	1083	49
High River	100	70
Innisfail	55	31
Kneehill County		
Lac Ste Anne County	63	30
Leduc County	260	60
Lethbridge	1200	400
MD of Acadia	7	3
MD of Bighorn	19	2
MD of Pincher Creek	25	20
MD of Smoky River	22	28
MD of Spirit River	11	4
MD of Willow Creek	30	10
Mountain View County	93	12

Municipality of Jasper	104	8
Nanton	24	2
Northern Sunrise County		
Owen Pierson	86	24
Parkland County	210	40
Ponoka	42	20
Red Deer County	80	15
Saddle Hills County	32	12
Sherwood Park	350	
Smoky Lake County	58	3
Snow Valley Ski Club	30	320
Special Areas Board	95	125
Spruce Grove	220	75
Stavelly	4	2
Stony Plain	90	100
Strathcona	1250	200
Sturgeon County	145	88
Taber	120	20
Taber	108	19
Town of Banff	102	20
Town of Bashaw	6	3
Town of Bonnyville		
Town of Canmore	118	16
Town of Castor	12	22
Town of Devon	55	19
Town of Didsbury	61	5
Town of Drumheller	60	12
Town of Eckville	7	2
Town of Hardisty	6	1
Town of High River		
Town of Highlevel	55	15
Town of Hinton	140	10
Town of Hinton	135	10
Town of Irricana	4	1
Town of Milk River	7	8
Town of Okotoks	165	100
Town of Olds		
Town of Peace River	69	12
Town of Picture Butte	10	5
Town of Pincher Creek		
Town of Ponoka	30	21
Town of Provost	13	12
Town of Rocky Mountain House	50	35
Town of Sedgewick	5	2
Town of Sunde	27	
Town of Sylvan Lake	80	66
Town of Taber	108	16
Town of Two Hills	9	3
Town of Valleyview	40	10
Town of Vegreville	85	70
Turner Valley	30	15

Village of Bawlf	4	2
Village of Carmangay	4	
Village of Champion	2	1
Village of Delia	3	2
Village of Edberg & Village of	5	3
Village of Heisler	2	1
Village of Hillspring		
Village of Hines Creek	7	1
Village of Holden	3	2
Village of Hughenden	3	0
Village of Hussar	2	
Village of Loughheed	1	1
Village of Nampa	5	2
Village of Rosalind	1	1
Vulcan County	40	25
Westlock	55	8
Westlock County	52	6
Yellowhead County	75	25
Yellowhead County	75	20
	73	28
	69	16
	1100	400
	72	30
	140	50
	550	500

**Overall, how satisfied are you with our products and services?**

Extremely Satisfied	19
Very Satisfied	61
Satisfied	37
Neutral	0
Dissatisfied	0
Very Dissatisfied	0



- Extremely Satisfied
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Comments:

- *AMHSA does a good job in seeking knowledgeable and effective instructors. They welcome feedback and continue to source the best available pool.*

*\*Comments not requested in print version*

**Did your municipality participate in any AMHSA training courses?**

Yes	96
No	22
I don't know	2

Comments:

- *most of the training is through AMHSA*
- *many over the past year and things have gone very well*
- *would like to see Train the Trainer for Load Securement and Train the Trainer - TDG*

- *We don't participate in a lot of them but some.*
- *Very well run. Good resources*
- *Not yet but we are working on some*
- *Courses taken: H&S Management System H&S Audit JHSC Prime Contractor*
- *we strongly support AMHSA instruction.*

*\*Comments not requested in print version*

**Did the training help with the development and implementation of your municipality's health and safety program?**

Yes	43
No	3
Unsure	0

*\* Yes/No/Unsure not requested in print version*

**Comments:**

- *Helped to move the program forward*
- *Especially the LSE course that we run annually for all new managers, supervisors and new safety committee members.*
- *Our program is well established but new ideas and suggestions often result from training.*
- *No, not this time. Defensive Driving is our main course at present.*
- *Many years ago - today's training that is being done is to train new employees to maintain and sustain our program*
- *It helped immensely. Previously, we had very little understanding/awareness of H & S management systems.*
- *The participant from the auditor course found it a great introduction to the safety program*
- *Yes it has definitely helped*
- *Yes*
- *Yes – Employer Development, Auditor Accreditations*
- *It has helped to get everyone on the same page and work towards getting our program moving in the right direction*
- *Yes*
- *Yes, very good*
- *Most definitely*
- *Yes*
- *Yes – OH&S Overview helped explain parts of the Act/Code/Regulation and how they apply to municipalities*
- *Yes*
- *Yes*
- *Implementation and growth of our program*
- *Yes*
- *Yes – just have to get it done*
- *Yes, we have trained new auditors in the past year and send a number of staff to different courses*
- *Yes, it was a great refresher for those that took it several years ago and great for new employees*
- *Yes, very helpful with further development and implementation of our existing municipal health and safety program*

- *Yes this training has helped me, especially the health and safety management system course. Also helped foreman's giving knowledge and refreshers to assist in workplace activities and to manage employees and relate information*
- *Yes*
- *Yes*
- *Training is one of our key strategies for distributing safety awareness and knowledge of programs and processes*
- *Yes*
- *Helped in fine tuning our confined space code of practice, made me aware of a lot of issues that could exist*
- *Yes – basic 4 LSE, Equipment training*
- *Yes, in most cases it provided the foundational information required for employees to understand the direction of the safety program*
- *Yes – courses were directly applicable*
- *Very much, the training helped employees understand their roles and responsibilities*
- *Yes it did help the H&S program*
- *As always!*
- *Yes*
- *Yes, very much good info*
- *It help achieve in getting another Auditor*
- *Yes*
- *Yes*
- *Yes helpful training*
- *Yes it is a big help to implementing changes and clarifying work related responsibilities for managers, supervisors and workers*
- *No – courses were supplementary*
- *Marginally, gave us insight into where we need to make improvements*
- *Yes – the health and safety management system and audit course and formal inspections – gained knowledge and tools to implement a H&S system*
- *Trained an additional auditor which helps our program*
- *Yes it has pushed our H&S program forward and we are now developing a Disability Management Program*
- *Yes opened a lot of eyes*
- *Yes – raising awareness for staff*
- *Yes it has helped*
- *Yes*
- *Yes, ground disturbance course made everyone aware of the dangers made SWP more useful*
- *This is difficult to answer, anticipate that internal audit will/should support our H&S program*
- *Yes*
- *Yes, training was very useful and set minimum standards for employees*
- *Possibly – should help*

**Did the training improve the health and safety awareness of the employees that attended?**

Yes	42
No	0
Unsure	4

*\* Yes/No/Unsure not requested in print version*

Comments:

- *Just starting to implement some changes so the results are still unknown.*
- *and the challenge then is to get them to ACT on this awareness!*
- *I would not say for all staff but majority*
- *I always have staff talking about the stories that were used to illustrate the point. One employee had an accident happen in front but was far enough back (one thousand and one, two, three) to avoid the collision. Wouldn't have been before the session he said.*
- *Ground disturbance training was a great reminder to our staff surrounding safety issues involved and was offered timely - coming into construction season.*
- *Yes*
- *Yes*
- *Yes*
- *Yes, all had a better idea of the H&S program*
- *Yes – some*
- *Yes for the employees that attended very good keep us up to date on H&S*
- *Yes, definitely*
- *Yes*
- *Definitely*
- *Yes*
- *Yes*
- *Yes*
- *Yes, very much so*
- *Absolutely*
- *Yes, staff members in all departments have attended and our safety awareness in each facility has been increased as a result of these staff members bringing the knowledge back to their departments*
- *I believe so. We just had an audit and the auditor was very impressed with the staffs knowledge and attitude*
- *Yes the training helped to improve the awareness of employees*
- *Yes, those who have attended the courses had an increase in the awareness relevant to the material*
- *Yes*
- *Yes*
- *Yes*
- *Very much, have a better understanding of due diligence, penalties for non-compliance. The difference between the act, regulation and code*
- *Yes – participation in safety exercises, improved equipment operation*
- *Yes – employees were more aware of responsibilities and requirements from an OH&S perspective*
- *Yes, employees became more aware of safety*
- *The MSI training was greatly appreciated*
- *It was recertification of Peer Auditors which is always beneficial*
- *Yes*
- *Yes*
- *He is more aware of the safety program*
- *Yes*
- *Yes*
- *Yes*
- *Yes, they leave with a better understanding and a heightened awareness about health and safety*
- *No, staff feel they do a good job of promoting safety and doing tasks in a safe manner*
- *Yes*



- *Yes he has more knowledge of the safety program*
- *Yes, staff always learn new info*
- *Yes*
- *Yes*
- *It does improve employees awareness and dedication*
- *Absolutely*
- *Yes*
- *I believe this training has been successful in improving the awareness of our employees*
- *Yes*
- *Received good feedback from employees in regards to course and materials provided*
- *Yes*

**Are you aware of these AMHSA Training Certification Programs?**

	Yes	No
Recognized Municipal Health and Safety Advisor	77	36
Municipal Supervisor in Health and Safety	74	36
Municipal Joint Health and Safety Committee Representative	73	36

Comments:

- *If the courses are near Lethbridge, it would be easier for us to attend*
- *These are all course I hope to be taking in the future.*
- *There is a lot more uptake on the ACSA certifications. Need some way to get people to see more value in these certifications.*
- *We have 1 trained to adviser level. Hard to get people interested*

*\* Comments not requested in print version*

**Has anyone in your municipality expressed a desire to achieve one of these Certificates?**

	Yes	No
Recognized Municipal Health and Safety Advisor	71	43
Municipal Supervisor in Health and Safety	62	45
Municipal Joint Health and Safety Committee Representative	62	44

Comments:

- *Don't know*
- *We will be looking into these courses.*
- *Problem is that by the time you take some courses, others have expired- difficult to take all of them within the time frame ( and still work that is)*
- *Yes. I have advised some of our staff who have an interest in H&S to contact AMHSA.*
- *Not totally sure on this one.*
- *As we are an associate member and not a municipality, I'm not sure if these certifications would necessarily apply to us. However, we are considering creating the position of Health & Safety Coordinator, so perhaps the Recognized Advisor certificate may be of value for the person that we hire for that position*

*\* Comments not requested in print version*

**Is your municipality registered in the PIR (Partnerships in Injury Reduction) Program?**

Yes	41
No	9

**Has your municipality achieved a Certificate of Recognition (COR)?**

Yes	38
No	0
Working towards COR	4

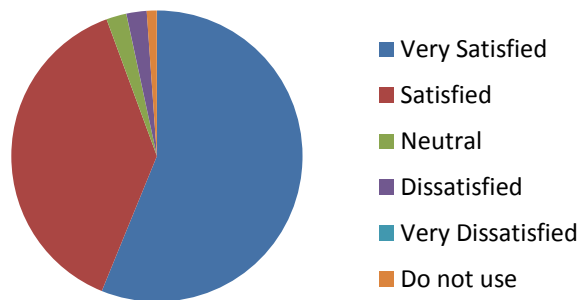
**If not, and you would like help with the process, please enter your contact information below or email [safety@amhsa.net](mailto:safety@amhsa.net)**

- 14 survey respondents requested additional information or assistance. (Identifying information has been removed)

**Please rate your overall satisfaction with the customer service received from AMHSA**

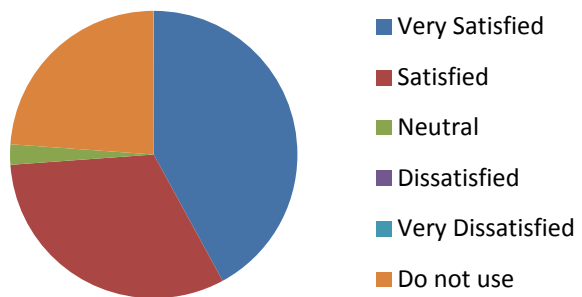
North Office:

Very Satisfied	50
Satisfied	34
Neutral	2
Dissatisfied	2
Very Dissatisfied	0
Do not use	12



South Office:

Very Satisfied	37
Satisfied	28
Neutral	2
Dissatisfied	0
Very Dissatisfied	0
Do not use	21



**Are there ways you felt we exceeded your expectations or areas where improvement is needed?**

- I would not recommend placing municipalities in the position that recently transpired which had only 2 auditors from 2 different municipalities providing a external audit on an organization that should have had at least 4 auditors
- Give a few more examples of what to look for in different parts of the COR example for the Hazard ID if they have chose all the hazards. Give examples of some things that need to be there because not every job and job title does the same work in different municipalities.
- Service has been very good.
- the level of instructors met my expectations
- No
- Appreciate the flexibility in providing services.
- Excellent service from all areas

- *it can be difficult to get contact the north office, I call the south office more as I can always reach a person in the south.*
- *Great customer service!*
- *I felt that being on the Board representing 3500 members, the work is being done a very professional way. Communication is very good.*
- *Always very accommodating.*
- *Everyone is always very friendly and professional and willing to help in any way they can.*
- *New facility has an excellent training room.*
- *Always receive great information however may not be consistent depending on whom one speaks with - some answers seem to be the speakers opinion or choice. It is often difficult to reach anyone especially during the audit time frame as staff appear to be away at conferences a lot at that time. When we do reach someone the service level is very high and professional.*
- *Prompt response to questions always.*
- *Courses are not run frequently enough. It is dependent on a Municipalities needs at the time.*
- *It's all good*
- *Anytime we have had any questions of any kind whatsoever, Yvonne has gone out of her way to help us and get us the resources and information that we need. She has been absolutely fantastic and unbelievably helpful and forthcoming with advice. She definitely has gone above and beyond for us and we appreciate that immensely.*
- *There are a few things that could be improved upon; when we asked last year if AMHSA could generate a list of auditor training records we were told that is our municipal responsibility to track which we understand but had hoped they could pull those records for us. Possibly a better understanding of the challenges faced by some municipalities would help AMHSA staff provide better customer service to those who support the association.*
- *Always available to answer questions, provide feedback and are timely in sending out resources when requested. Also respond quickly to email requests and are friendly!*
- *Always very helpful, above and beyond I think.*
- *Everyone is very helpful when I call in. Very happy with the service provided.*
- *Training material is always provided in a timely manner*
- *Very supportive!!! Thanks*
- *Ability to get courses in a timely manner. David Williamson – GREAT INSTRUCTOR. Presents well, keep a dry topic as engaging as possible*
- *Overall very helpful with answering all questions we have had*
- *I have never contacted your customer service center. However I do keep in contact with a couple AMHSA instructors, and their customer service if needed is fantastic*
- *Not to my knowledge, you are doing a great job answering question after question*
- *Very good courses*
- *Have not personally dealt with your office*
- *Understand that the fall is extremely busy with audits – would be beneficial if there were more resources with audit questions and assistance during this time. Thank you for your quick responses for training needs*
- *Extremely courteous workers*
- *Response and assistance is immediate from the north office staff, whether by phone or email, and is ALWAYS helpful*
- *Operator training is a great addition*
- *Would like to see the audit turnaround time improved*
- *We had some misunderstandings about course cancellations. Better communication on this would have been beneficial*

- Shannon – North office – always takes the time to explain audit details. Susanne – South office – always goes the extra mile to help
- A lot of material to cover in the short time of the course
- Staff is very friendly and always willing to assist
- Excellent communication by Susanne when coordinating the SECOR course planned to be held in Bawlf. I really appreciate Lisa's email communication as well
- I always get so much help and information
- As we are new in regards to our safety program our experience is limited however everyone we have dealt with has been great!
- Generally very good, however during audits, there is no one available due to conferences
- All the courses attended had excellent instructors

### **Do you have suggestions about how we can improve our products and services?**

- Thanks for providing CONTRACTOR available external auditors
- More or better templates for PIR H&S program for municipalities to use in developing/maintaining their program
- An option for Instructors for the Defensive Driving Course.
- On-line training modules
- Sharing of more real live examples municipal best practices, procedures etc
- Make the COR course 3 or 4 days to allow for more examples and training of the external auditors what to look for in documentation, how to ask the questions in the interviews and how to do an observation tour.
- Some newer Safety DVDs would be nice some are a little outdated and hard to show staff with any seriousness.
- Yes. There is some online training we are currently using. It is called Landscape Training. The design of the program and concept is very good. If someone would like to talk to us about it we would be willing to go over how it works. A similar program could be developed specifically for the Municipal Sector and provided by AMHSA. It is very user friendly and helpful in doing our due diligence in properly training our people.
- sometimes there is a slow response to Audit requests for information when it is Audit QA season; given the time constraints, it is virtually impossible to schedule an Audit before April of any year
- Have a training facility for northern Alberta
- No
- Just adding the practical component to the materials.
- put your videos on line - borrowing is a total pain and will not do. Would like to see the manual available to view on line also, don't always want to order and WAIT for a full copy, just need to view/get information.
- Just continue to improve and strive for excellence.
- Have to think about this one.
- Do not know what you can do about it but lots of times have 1 person needing a course or several courses and none available
- Availability.
- develop web pages specific to assist in the developing of SWP, practices etc. Example Enform - webpage on Respirable Crystalline Silica Code of Practice
- Should have regularly schedule courses in 3 municipalities. One in the North, Central and South Alberta. Would be easier to plan courses you would need to achieve Certifications.
- It's all good
- Keep up the excellent work!
- We realize that the courses/workshops you offer are valuable, however, we are short staffed and have no funding

- *More courses should be held in the south region. Further south than Calgary. A better way to find out if other municipalities are interested in certain courses so they can be held locally.*
- *Have more courses in southern Alberta*
- *Listen to member concerns*
- *Instructor presentation course. Some instructors need reminders on presentation style is not talking to the power points but face the students. Newer videos and photos on presentation information*
- *Not at this time but if I did chances are I suggested it on one of the AMHSA course evaluations*
- *Your statistics state young employees are most at risk. All municipalities use young staff for grass cutting and maintenance. Riding mower, gas trimmer, hedge trimmer and rototiller courses would make a lot of sense*
- *More availability of DVD's (newer)*
- *Training in Northern Alberta*
- *Possibly continue to work on info sharing within municipalities so we are not all reinventing the wheel. Feature some best practices on websites with links – we would be happy to share*
- *Get a current Flagging Video*
- *More trainers available for operator courses, more in-house training in the NORTH – courses need to be held more often as it isn't always convenient to host a course and try to fill it with minimum number of participants*
- *Nothing at this time*
- *Create your template documents that all municipalities are required to use so that an audit at one municipality can have the same reference documents as the next one. Inform municipalities i.e.: CAO's, Sr. mgmt, of the time and effort required to fully complete an audit. 2-5 days on site PLUS 3-5 days of follow up work and reporting. Thank you for all that you do! It is a great help, direction, guidance.*
- *The OH&S Act, Regulation and Code course that I took in Dec of 2011 was held over an 8hr day. Would be better if it was closer to our town*
- *No, really good working website*
- *Need to offer course more than once a year. Our office has 4 people that require the Auditor Re-cert course and there are none currently available*
- *As I am new to my position, I have not spent anytime developing health and safety, nor was I aware of courses offered to our municipality*
- *Help encourage places to do the courses. Not do the 10 minimum from your municipality – do 10 needed to run the course*
- *Offer more DVD's – we do not have VHS*
- *Specific E-Learning programs for staff to learn or review/refresh their training – varied from work safe AB. Some way on top of safety council meetings to share info between municipalities (blog, etc.)*
- *No suggestions*

### **What AMHSA services does your municipality utilize/appreciate the most?**

- *PIR system and audits*
- *Well organized training. Pleasant AMHSA employees to deal with.*
- *resources*
- *Audit Questions Training requirements*
- *Depends on what part of The City is using services. Corporate EHS appreciates the training and the networking opportunities with other AMHSA members at the meetings.*
- *The COR... we needed it.*
- *Love the courses you offer and the extra materials (such as the DVDs and newsletters) you provide to help make toolbox meetings easier to plan.*

- *the accommodating factors when booking the courses, always finds a way to ensure that there are more than one date available*
- *reasonable cost training*
- *We just had ATV training and the Supervisor thought it was done very well. The Southern Alberta Safety Council Meeting has also been very useful.*
- *training, audit assistance, COR, PIR*
- *Training*
- *Training*
- *Newsletter and training courses*
- *Training.*
- *Courses auditing meetings*
- *when AMHSA people {mainly Tina} comes on site, it helps the MD HUGE!!!!*
- *Quick responses to phone calls and questions.*
- *Continue to offer new courses and services. The communication and taking feedback is continually supported by the board, municipality workers, and the stake holders.*
- *Training*
- *on site courses*
- *I guess training, but mostly it is things like NASC that help with networking with different municipalities. AMHSA is the center that brings us all together.*
- *Auditor support and training Heavy equipment operator safety training*
- *The flexibility in meeting our needs to ensure staff receive professional training.*
- *Training*
- *Training!*
- *Training and the resources.*
- *The collective knowledge and helpful, positive and passionate attitudes of the employees.*
- *The customer service. Everyone I spoke with was very pleasant and knowledgeable.*
- *Shannon Thomas is a wealth of information and a good source of information and mentor ship*
- *The website and training*
- *Advice when required*
- *Direct support and advice/courses.*
- *Quality Trainers*
- *the courses offered and information that is available*
- *Some very strong instructors. AMHSA does a good job in seeking those people out.*
- *training*
- *Courses, video library, acting as a resource for questions relating to audit process*
- *One on one help from the staff.*
- *We don't use the service*
- *We utilize the courses most*
- *I use your newsletters at our monthly safety meetings*
- *The COR Program*
- *Training and Audit Support*
- *Training, Audit, Advice*
- *Training and auditing process*
- *Audits/Training*
- *Courses offered*
- *Assistance with and implementation of SECOR program*
- *Safety newsletter, safety materials/manuals*
- *Locally offered safety courses*
- *Supportive and understanding of concerns, needs*
- *Training*
- *Training programs for our health and safety program as we are just creating*

- *The audit support is especially helpful*
- *H&S Training*
- *Courses and newsletters*
- *Training courses*
- *Half day courses and seminars*
- *The coaching and guidance in improving the Health and Safety of our municipality.*
- *Everything*
- *The newsletter*
- *Audit Assistance*
- *Reports and any ongoing information to assist me in making our work environment safe and to create awareness for my staff*
- *Training*
- *We appreciate the flexibility of the trainers being able to refer to current situations within our municipality*
- *Training*
- *Information about audits and COR*
- *In house training for our regional group*
- *COR program*
- *Information source, audit assistance, training programs*
- *Training/COR/Peer Auditing*
- *Training, information gathering/sharing*
- *Trainings, advise, certifications*
- *Auditor assistance*
- *Audit – every aspect. Training Courses*
- *I do not know if you have it, but a number or person to contact if a problem arises*
- *Training*
- *On-site training and assistance with working towards COR*
- *Training/Annual Meeting*
- *The willingness of staff to assist the municipality*
- *Newsletter, so far. Hope to participate in courses in the future*
- *Cost and level of instructors knowledge*
- *WHMIS training, tools and forms for Hazard ID, Investigation reports*
- *Having that partnership and the courses offered*
- *Training*
- *The cost efficient training*
- *Training, SASC meetings, Networking contacts*
- *Assistance: video, etc when providing safety meetings*
- *Courses, safety news*

**Do you receive Municipal Safety News by mail?**

Yes	69
No	45

**If yes, would you like to continue receiving it by mail?**

Yes	53
No	25
N/A	12

**Have you subscribed to receive the newsletters via email?**

Yes	70
No	40



If you have not subscribed and would like to, please enter your email address or copy and paste the following link into your browser bar to visit our subscription page: <http://www.industrymailout.com/Industry/Subscribe.aspx?m=23218>

- 25 survey respondents requested subscriptions. (Identifying information removed)

**Do you access the newsletter via our website?**  
([http://www.amhsa.net/pages/News\\_and\\_Events/Newsletter.aspx](http://www.amhsa.net/pages/News_and_Events/Newsletter.aspx))

Yes	50
No	57

**Do you read our newsletter?**

Yes	104
No	9

If no, why not?

- *Just sometimes when I have the time to review.*
- *No time*
- *I need the hard copies because I read them after work at home and when I am waiting on appointments, in vehicle with others etc*
- *have not received a copy - just joined*
- *Don't always get it*
- *I glance through*
- *I read it once when a copy was given to me from our consultant*
- *Have not seen it*
- *Time dependent it varies*
- *I skim it and pass it along to the foreman*
- *Have no time*
- *Not aware of it!*
- *Village does not subscribe to the newsletter*

**Is the information in Municipal Safety News useful?**

Yes	105
No	1

Comments:

- *Nice crisp information with further details by links. That's the way it should be!*
- *Upcoming dates, courses, conferences, change in staffing etc.*
- *keeps me current on things and upcoming training*
- *Keeps me up on what's happening in OH&S and other municipalities. Also lets me know about training that we can send staff to.*
- *Depends on the articles*

**What additional information should we include?**

- *Field learning and experiences on how to continue to promote a culture of workplace safety. Current topical issues/links to resources like "scent free workplaces" etc.*
- *A listing of current instructors would be beneficial*

- Profiles on what some of the municipalities are doing - best practices that we can learn from. Overview on changes in legislation. Where there are significant issues that are being investigated by the province etc.
- You have addressed providing information on upcoming courses and a complete course list. That has been very helpful.
- success stories/Health & Safety innovations from other municipalities
- I think more statistics and the most common injuries that occur monthly, quarterly and yearly.
- It's all good no issues.
- Not sure at this time.
- Perhaps more articles on new ideas, or links to resources and articles.
- Jobs
- More advanced notice for courses, I believe this would benefit more municipalities
- You are covering all the bases
- We bring this information to our joint health and safety meetings to keep us in touch with what is going on outside our organization
- I have not read your newsletter enough to determine that
- Expiry dates for certificates
- More on emergency service workers (Part time, volunteer, career), more on aging work force
- Information on # of employees and # of full or part time safety personnel/coordinators/officers in municipalities. Real & average #s
- Some review of current safety best practices or policies
- Maybe helpful hints or supplements to help municipalities be similar in their programs

**If you would like to receive invitations and agendas, etc. by email for any of the following groups, please indicate below:**

	Yes	No	I am already subscribed
NASC (Northern Alberta Safety Council)	40	8	12
SASC (Southern Alberta Safety Council)	72	12	5
ACSC (Alberta Cities Safety Council)	17	12	5

Email Address:

- 60 survey respondents requested subscription. (Identifying information removed)

**If you would like to receive a bi-weekly training (course calendar) update by email, please indicate below:**

	Yes	No	I am already subscribed
Northern Alberta Training	56	7	8
Southern Alberta Training	46	9	3

- 87 survey respondents requested addition to one or both of the bi-weekly course updates. (Identifying information removed)

## **AMHSA SOUTH**

**#17, 5720 Silver Springs Blvd. N.W.  
Calgary, Alberta  
T3B 4N7**

**Phone: (587) 952-2268**

**Toll-Free: 1 (877) 537-9063**

## **AMHSA NORTH**

**#160, 2833 Broadmoor Blvd.  
Sherwood Park, Alberta  
T8H 2H3**

**Phone: (780) 417-3900**

**Toll-Free: (1 800) 267-9764**

**Fax: (780) 417-3940**

**Email: [safety@amhsa.net](mailto:safety@amhsa.net)**

**[www.amhsa.net](http://www.amhsa.net)**

# **AMHSA**

Alberta Municipal Health and Safety Association



***Reducing the human & financial costs of workplace illness,  
injuries & property damage***