

ALBERTA MUNICIPAL HEALTH AND SAFETY ASSOCIATION



BUSINESS PLAN 2019

AMHSA

Alberta Municipal Health and Safety Association



ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION

VISION

To be the recognized leader of municipal safety excellence and an innovative provider of education programs

MISSION

To promote quality health and safety management systems by delivering excellent customer-focused safety education and consultation services

MANDATE

To provide meaningful safety training and education programs to our members in a cost-effective manner

GOALS

Provide cost-effective training and education services for the prevention of occupational injuries and disease

Promote effective health and safety management by Alberta municipalities, associate members, and others

Monitor and disseminate information on government occupational health and safety legislation and policies that impact Alberta municipalities and associate members

Act as Certifying Partner in the Partnerships in Injury Reduction (PIR) program in cooperation with Workers' Compensation Board – Alberta and Alberta Labour – Partnerships



your partner in OHS education

TABLE OF CONTENTS

ORGANIZATIONAL STRUCTURE.....	1
BOARD OF DIRECTORS – 2018 – 2019	1
WCB PREMIUM RATES – 2012 – 2018	2
GRANT LEVY – 2019.....	3
SAFETY ASSOCIATION LEVIES – 2018.....	4

2018 GOALS and OBJECTIVES — Results to August 15, 2018

GOAL 1	6
Provide Cost-Effective Training and Education Services for the Prevention of Occupational Injuries and Disease	
GOAL 2	16
Promote Effective Health and Safety Management to Alberta Municipalities, Associate Members and Others	
GOAL 3	22
Monitor and Disseminate Information on Government OHS Legislation and Policies Which Impact Alberta Municipalities and Associate Members	
GOAL 4	24
Act as Certifying Partner in the Partnerships In Injury Reduction (PIR) Program in Cooperation with Workers' Compensation Board – Alberta and Alberta Labour – Partnerships	
MANAGING OUR FUTURE	26

2019 OBJECTIVES

GOAL 1	31
Provide Cost-Effective Training and Education Services in the Prevention of Occupational Injuries and Disease	

GOAL 2	35
Promote Effective Health and Safety Management to Alberta Municipalities, Associate Members and Others	
GOAL 3	37
Monitor and Disseminate Government OHS Legislation and Policies that impact Alberta Municipalities' Associate Members	
GOAL 4	38
Act as Certifying Partner in the PIR – Partnership in Injury Reduction Program - in Cooperation with Workers' Compensation Board – Alberta Labour – Partnerships	

2019 BUDGET

2019 OPERATING BUDGET	40
ADMINISTRATION.....	41
STAKEHOLDER SUPPORT	41

APPENDICES

(A) Acronyms	44
(B) 2018 Reports & Project Income Summary	45
(C) Program Registration Income and Quarterly Financials	
Month End Balance	47
(D) Summary of Training	48
(E) 2018 Membership Survey Results	52

ORGANIZATIONAL STRUCTURE

ALBERTA MUNICIPALITIES

Counties & MDs	Cities	Towns	Villages	Summer Villages	Specialized Municipalities
65 [64 + 1]*	17	108	93	51	5

There are 339 regular members that correspond to approximately 62,328 municipal workers in Alberta (Referenced from WCB Safety Association Synopsis Aug 2018). **Special Areas*

AMHSA BOARD OF DIRECTORS 2018 - 2019

Position	Name	Organization
Chair	Jeremy Wickson	Alberta Municipal Supervisors Association (AMSA)
Vice Chair	Christopher Collier	City of Calgary
Secretary/Treasurer	Paul Vargis	Canadian Union of Public Employees Local 37 (CUPE Local 37)
Director	Rhonda deVos	Other Cities - Employer
Director	Vacant	Alberta Water & Wastewater Operators Association (AWWOA)
Director	Buck Buchanan	Alberta Urban Municipalities Association (AUMA)
Director	Mircea Fagarasanu	City of Edmonton
Director	Charlie Cutforth	Alberta Rural Municipal Administrators' Association (ARMAA)
Director	Randy Taylor	Rural Municipalities of Alberta (RMA – formerly known as AAMDC)
Director	Thomas Goulden	Local Government Administration Association (LGAA)
Director	Lorne Jacobsen	Canadian Union of Public Employees Local 30 (CUPE Local 30)
Director	Neil Riley	Other City – Workers
Director	Paul Cardiff	Canadian Union of Public Employees Local 38 (CUPE Local 38)
Director	Lanny Chudyk	Civic Service Union 52 (CSU 52)

WCB PREMIUM RATES (2012-2018)

	2013	2014	2015	2016	2017	2018
<u>Cities</u>	\$1.20	\$1.14	\$1.14	\$1.27	\$1.30	\$1.34
<u>Towns</u>	\$1.20	\$1.14	\$1.14	\$1.27	\$1.30	\$1.34
<u>Villages</u>	\$1.20	\$1.14	\$1.14	\$1.27	\$1.30	\$1.34
<u>MDs and Counties</u>	\$1.21	\$1.07	\$1.07	\$1.19	\$1.26	\$1.44
<u>Provincial Average</u>	<u>\$1.22</u>	<u>\$1.03</u>	<u>\$0.97</u>	<u>\$1.01</u>	<u>\$1.02</u>	<u>\$1.35</u>

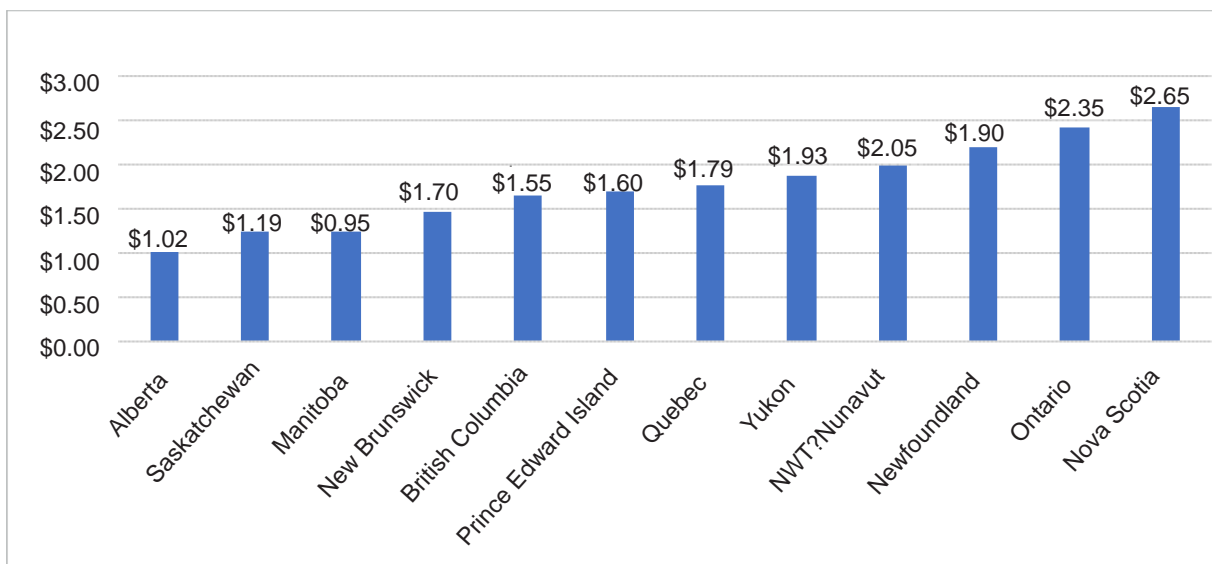
NOTE:

All rates are per \$100 of insurable earnings.

(The premium rates for 2019 were unavailable at the time of creating this chart).

Alberta employers have the lowest premium rates in the country for 2018. The graph below depicts the average forecasted 2018 premium rates across the country.*

2018 PROVINCIAL LEVIES



*Information obtained from the Association of Workers' Compensation Boards of Canada website 2018.

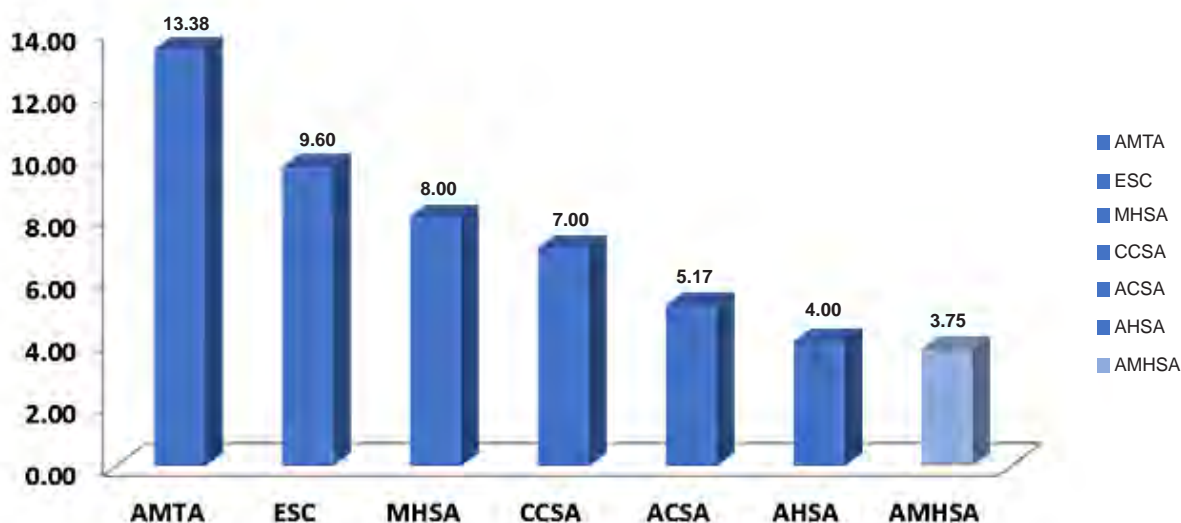
2019 GRANT LEVY

AMHSA is proposing no levy increase for any members – cities, municipal districts, counties, towns, and villages. The funding levy will remain at 3.75 cents per \$100 of payroll. Municipalities will continue to pay the lowest safety association levy in the province of Alberta. Chart revised according to latest data (averages):

2019 WCB Operating Grant Request

Based on Existing Levy:	\$ 1,800,000
Withdrawal from AMHSA Contingency:	\$ 150,000
Total Operating Grant Request for 2019:	\$ 1,950,000

2018 SAFETY ASSOCIATION LEVIES*



*Source: *WCB Safety Association Fact Sheet*

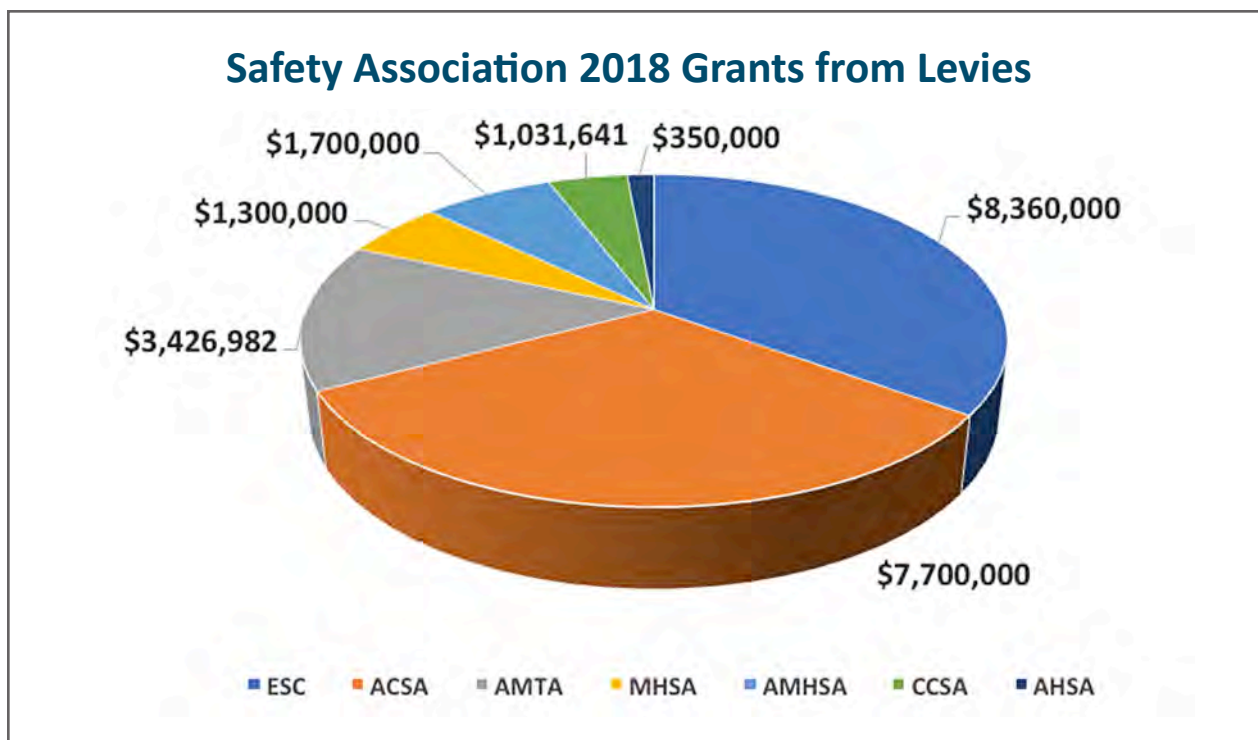
LEGEND

AMTA	Alberta Motor Transport Association
ESC (Energy Safe Canada)	Petroleum (6.5 base levy, 8.5 base levy plus PSAC, 18.5 base levy plus CAGC) CAGC) (Formerly ENFORM)
MHSA	Manufacturers Health and Safety Association
CCSA	Continuing Care Safety Association
AHSA	Alberta Hotel Safety Association
AMHSA	Alberta Municipal Health and Safety Association
ACSA	Alberta Construction Safety Association

2018 SAFETY ASSOCIATION LEVIES*

Funded safety associations represent specific industries. The purpose is to promote workplace safety through education and other initiatives to those industries. These industries fund the safety associations through levies in their premium rates. The levies are calculated based on funding requests received from the safety associations. Levies may be a flat rate or calculated as a percentage of the required rate for claims.

In 2018, WCB-Alberta will collect **\$23,868,623** from contributing industries and transfer the funds to sponsoring associations. AMHSA's 2018 levy of \$1.7M represents only 7.1% of this amount.



ALBERTA LABOUR OHS PROGRAMS

Industries subject to provincial health and safety regulation have a levy applied to provide funding to Alberta Labour OHS programs. WCB will collect in excess of **\$48M** which is transferred to *the Ministry of Labour*.

Source: 2017 WCB Premium Rate Guide.

**This is an estimate for 2018 based on 2017 data; numbers are not yet available for 2019.*



2018 GOALS AND OBJECTIVES

RESULTS TO AUGUST 15, 2018

GOAL 1

Provide Cost-Effective Training and Education Services for the Prevention of Occupational Injuries and Disease

OBJECTIVE 1 - AMHSA COURSES - CLASSROOM

1.01 Continue to offer the following classroom-based courses to members, associate members, and non-members:

Two-Day Training Courses

- Health and Safety Auditing
- Health and Safety Management Systems
- Leadership for Safety Excellence (LSE) *
- Mental Health First Aid – **New!**

One-Day Training Courses

- Audit Refresher Training
- Defensive Driving
- Fall Protection
- Ground Disturbance, Trenching and Excavation
- Health and Safety Audit Refresher (formerly Auditor Recertification)
- Health and Safety Management Systems and Auditing – Small Employer (SECOR)
- Prime Contractor Safety – **Revised!**
- Professional Driver Improvement
- Workplace Harassment Awareness and Violence Prevention – Revised!

Half-Day Training Courses

- Accident/Incident Investigation – **Revised!**
- Asbestos and Mould Awareness – **New!**
- Cargo Securement: General
- Confined Space Entry
- Drug Awareness – **New!**
- First Responder Wellness – **New!**
- Flag Person: General
- Formal Workplace Inspections – **Revised!**
- Hazard ID, Assessment and Control – **Revised!**
- Joint Work Site Health and Safety Committees – **Revised!**
- Musculoskeletal Disorder Prevention (Industrial Ergonomics)
- Musculoskeletal Disorder Prevention (Office)

All courses have been offered and are always available to host on-site. The courses with asterisks () have been revised and updated to comply with the new legislation effective June 1, 2018.*

GOAL 1

Courses are promoted regularly via various communication channels, such as AMHSA's course catalogue, through e-advertisements to safety coordinators, through bi-weekly training updates and advertised in AMHSA's quarterly newsletters.

The top five (5) classroom courses to June 30, 2018:

1. Defensive Driving
2. Leadership for Safety Excellence
3. Workplace Harassment and Violence
4. Ground Disturbance, Trenching and Excavation
5. Cargo Securement

Scheduled Classroom Courses: 305

Classroom Participants: 3,130

1.02 Develop customized training programs and support (supply course materials, certificates, etc.) when sufficient training levels are anticipated.

AMHSA continues to develop customized training programs for several organizations (i.e. City of Edmonton, City of Calgary, City of Lethbridge; Edmonton Police Service; Fire Departments. AMHSA has supported these efforts by coordinating and scheduling instructors, developing and printing materials, etc.

1. Incident Investigation - City of Edmonton: This course focused on the 5-Why Technique.
2. Prime Contractor – City of Edmonton: This was completed following revisions to the OHS Act.
3. Prime Contractor – City of Calgary: This was completed following revisions to the OHS Act.
4. Leadership for Safety Excellence - City of Edmonton which is being offered is also being revised by the City.
5. Leadership for Safety Excellence - City of Calgary which is being offered is also being revised by the City.

1.03 Deliver on-site training courses as requested.

As of June 30, 2018, over 305 courses have been scheduled with 3,302 participants. Additionally, in-house trainers have trained the following number of participants:

- WHMIS - 1,011
- Flag Persons - 232
- Cargo Securement - 189

Lawn Maintenance Safety Guidelines – Created from consultation with Municipalities due to two (2) municipal fatalities involving riding lawnmowers.

GOAL 1

Ammonia and Toxic Gases in Arenas – Created from consultation with Municipalities because of three (3) B.C. fatalities related to ammonia exposure in an arena.

Health and Safety Management Systems 101 – (Information) was created in response to the new government legislation requiring Health and Safety Management Systems.

1.04 Schedule specific courses twice a year in the north and south parts of the province.

1. Leadership for Safety Excellence (LSE)
2. Health and Safety Management Systems
3. Health and Safety Auditing
4. Audit Refresher
5. Health and Safety Management Systems and Auditing – Small Employer

All the above courses were scheduled in the north and south parts of the province. The Audit Refresher was scheduled and ran six (6) times to date in 2018, at varying locations throughout Alberta, with 65 Participants. Advanced Audit Tool training was also scheduled six (6) times and had 42 participants. Both courses are currently scheduled to run four (4) more times in 2018 with 43 participants already registered.

1.05 Promote AMHSA's certificate programs and offer specific courses to assist students in completing these programs.

Promotional information was shared at the safety council meetings.

1.06 Strive to keep the number of cancelled courses below 3%.

There were 27 of the 305 classroom onsite courses cancelled (to June 30, 2018). The course cancellation rate is approximately 9%, and therefore, it seems unlikely AMHSA will achieve its goal of keeping course cancellation rates below 3% in 2018. The major reasons for course cancellations include flooding in Southern Alberta and the cancellation of JWSHSC due to the government's decision to approve courses from Ontario and not from Alberta.

1.07 Update courses to include changes to the new Occupational Health and Safety Code.

All AMHSA classroom courses have been updated to meet the new legislation which came into effect June 1, 2018.

GOAL 1

OBJECTIVE 2 - ONLINE TRAINING

2.01 Continue to offer the following online courses to members, associate members, and non-members:

- Accident/Incident Investigation
- Aerial and Scissor Lift Safety – **New!**
- Asbestos Awareness
- Backhoe Operation and Safety – **New!**
- Back Safety
- Backing Safety Fundamentals
- Bear Awareness
- Behaviour-Based Safety (BBS)
- Boom Truck Awareness – **New!**
- Cargo Securement Flatbeds
- Cargo Securement for Dry Vans
- Chainsaw Safety
- Chlorine Safety – **New!**
- Compressed Gas Cylinders
- Confined Space Entry
- Daily Pre-Trip Inspection
- Defensive Driving
- Defensive Driving Fundamentals
- Defensive Driving: 3 Demerit Reduction Program (Alberta)
- Dog Bite Prevention
- Drug and Alcohol-Free Workplace
- Electrical Safety Training System Non-Electrical Workers - 2015 Standard
- Emergency Procedures
- Excavator Operation and Safety – **New!**
- Fall Protection (Alberta Edition)
- Fatigue Management for Supervisors
- Fire Extinguisher Use
- Firefighting & Fire Extinguisher Safety
- First Aid Basics Online
- First Responder Wellness 101 – **New!**
- Forklift Operator Safety – **New!**
- Forklift Training (Counterbalanced)
- Formal Workplace Inspections
- Front End Loader – **New!**
- Gas Detection
- Ground Disturbance 201

GOAL 1

2.01 *Continued*

- Ground Disturbance Awareness Online
- H2S
- Harassment Prevention
- Hazard Identification, Assessment, and Control
- Heat Stress
- ICS 100 – **New!**
- Ladder Safety Awareness
- Leadership for Safety Excellence for Municipal Employees
- Leadership in Safety
- Lockout Tagout in the Workplace
- Manager’s Role – **New!**
- Motorized Pallet Jacks: Safe Operation – **New!**
- Office Ergonomics
- Office Ergonomics Training
- Orientation: Train the Trainer
- Overhead and Gantry Crane Safety
- Overhead Cranes
- Pool Safety
- Prime Contractor – Generic – **New!**
- Prime Contractor – City of Edmonton – **New!**
- Prime Contractor – City of Calgary – **New!**
- Professional Driver Improvement Course – PDIC (Proctored)
- Radio Communications
- Rigging and Slings (Advanced)
- Safety Knowledge Evaluation (SKE)
- Skid Steer Loader Operation and Safety – **New!**
- Supervisor’s Role
- Telehandler (Variable Reach Forklift) – **New!**
- Traffic Control Persons for Construction
- Transportation of Dangerous Goods – TDG Online
- Verbal Judo - Essential Conflict Management
- Walking on Icy Surfaces – **New!**
- Weights and Dimensions (Alberta)
- WHMIS 2015
- WHMIS 2015 Refresher
- Winter Driving Fundamentals
- Working Alone – **New!**
- Workplace Harassment and Violence Prevention Training – **New!**

GOAL 1

AMHSA's Portal - Top five (5) online courses to June 30, 2018:

1. Hazard ID, Assessment & Control (525)
2. WHMIS 2015 (464)
3. Formal Workplace Inspections (367)
4. Accident Incident Investigation (304)
5. Supervisors Role (300)

Other Network Portals - Top five (5) online courses to June 30, 2018:

1. Hazard ID, Assessment & Control (1176)
2. Supervisors Role (695)
3. Formal Workplace Inspections (543)
4. Accident/Incident Investigation (534)
5. Chainsaw Safety (395)

2.02 Promote online courses.

Online courses are being promoted through various communication channels including: AMHSA's course catalogue; AMHSA's webpage; AMHSA's Facebook page; in-person at member meetings; training updates; quarterly e-Newsletters; and branded e-advertisements.

AMHSA continues to maximize advertising and promotional opportunities via printed materials that are disseminated at industry events (i.e., tradeshow, conferences, etc.) and by way of targeted publications (i.e., SafetyNET and quarterly municipal newsletters).

2.03 Survey members about other online courses they would utilize.

The annual member survey distributed in June 2018, included a question on what additional online courses they would like to see AMHSA provide. Responses included:

- Audit Refresher
- Cannabis Legislation Requirements for Employees
- Driving with a trailer (loading, unloading, backing, hooking up)
- Lawn Mower Safety *
- Respectful Workplaces
- Root Cause
- Supervisor and the Law
- Supervisor/Leadership 101 Training

**Resulting from a subcommittee created in the late winter of 2018 and consisting of about 20 cities, counties, towns, and municipal districts, AMHSA created a Lawn Maintenance Safety guideline and a Lawn Maintenance Safety Management checklist. The guidelines and checklist can be found on www.amhsa.net and are available free of charge to municipality members.*

GOAL 1

2.04 Develop online training programs based on member needs and changing demands.

The following online training programs were either added or developed internally.

- Aerial and Scissor Lift Safety – **New!**
- Backhoe Operation and Safety – **New!**
- Boom Truck Awareness – **New!**
- Chlorine Safety – **New!**
- Excavator Operation and Safety – **New!**
- First Responder Wellness 101 – **New!**
- Forklift Operator Safety – **New!**
- Front End Loader – **New!**
- ICS 100 – **New!**
- Manager’s Role – **New!**
- Motorized Pallet Jacks: Safe Operation – **New!**
- Prime Contractor – Generic – **New!**
- Prime Contractor – City of Edmonton – **New!**
- Prime Contractor – City of Calgary – **New!**
- Skid Steer Loader Operation and Safety – **New!**
- Telehandler (Variable Reach Forklift) – **New!**
- Walking on Icy Surfaces – **New!**
- Working Alone – **New!**
- Workplace Harassment and Violence Prevention Training – **New!**

2.05 Seek out partnerships to find and offer online training programs and share costs.

AMHSA continues to seek reciprocal working relationships with suitable partners. Two Safety Associations in Alberta offered to pay for AMHSA’s use of its internal Excel Audit Tool. AMHSA has also been working with other safety associations in the development of its IT infrastructure (BCMSA) and BIS.

AMHSA has also been working with Alberta Association of Safety Partnerships on its electronic audit tool from eCompliance. Online WHMIS and ATV/UTV Course Development are being partnered with a third party.

2.06 Develop new online courses per the WCB special dividends grant application.

The programs that were given grant approval in 2017 were extended and completed in 2018. AMHSA was unsuccessful in its application for grants in 2018. Therefore, there were no new courses based on this grant application process. AMHSA is presently in the process of preparing its grant applications for 2019.

GOAL 1

2.07 Implement Incident Command System (ICS) Courses to address requests for training in emergency response and planning.

AMHSA has been working closely with the Alberta Emergency Management Agency in getting its online courses approved.

Incident Command System 402 and 100 were forecasted to be completed by September 2018. ICS 100 Online has been completed.

Incident Command System 200: Target Audience: Persons who may be first on the scene of an incident and be assigned to a supervisory position in a larger incident and ICS organization. Pilot project planned for September 2018.

ICS 200 Blended: This is a four-hour online (plus a one-day workshop) offered as a combination of online training outlined above and a full-day workshop that allows the participants to apply some of the knowledge they acquired through the online course.

ICS 402 Online: Target Audience: Executives, municipal managers, administrators, and policy makers. This is a 1.5-hour online course.

GOAL 1

OBJECTIVE 3 - PRODUCTION

3.01 Continue to revise and update existing training programs including print materials, videos, and exams.

The following training programs were revised.

- Prime Contractor Safety – **Revised!**
- Workplace Harassment Awareness and Violence Prevention – **Revised!**
- Accident/Incident Investigation – **Revised!**
- Drug Awareness – **Revised!**
- Formal Workplace Inspections – **Revised!**
- Hazard Identification, Assessment, and Control – **Revised!**
- Joint Work Site Health and Safety Committees – **Revised!**
- Occupational Health and Safety Act, Regulations and Code Overview – **Revised!**
- Supervisor’s Role – **Revised!**

3.02 Use professional printing services for course materials.

AMHSA used to utilize the services of different printer providers to strike a balance between the quality and costs of printing. Recently, AMHSA entered into a new agreement in 2018 with a new printer provider for quality assurance and discount-based printing based on quantity.

AMHSA has reviewed contractor agreements and confirmed intellectual property assignment to AMHSA. All printing vendors to disclaim IP rights for production work.

3.02 Continue to seek options for course material printing services. Example: Green options for reducing training material waste.

Presently working with online course developer(s) to create systems that will allow for the reduction of printing of training materials. In some cases, course manuals will be used specifically for classroom training with the option for the student to purchase the manual.

AMHSA still continues to look at “green” options. It is anticipated that a pilot course to reduce the need for printing will be explored in early 2019.

GOAL 1

OBJECTIVE 4 – TRAINERS

4.01 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).

AMHSA has continued to use qualified, experience instructors. AMSHA requires certifications specifically for course that involve the operation of heavy equipment or motorized vehicles. New equipment instructors are supported in their IVES certification process by AMHSA. AMHSA continues to expand its list of available instructors.

4.02 Use professional printing services for course materials.

All AMHSA classroom courses have been updated to meet the new legislation which came into effect June 1, 2018.

4.02 Ensure quality of instructors by regularly conducting observations of all contractors.

AMHSA has been conducting random checks on its instructors in 2018.

GOAL 2

Promote Effective Health and Safety Management to Alberta Municipalities, Associate Members, and Others

OBJECTIVE 5 – MARKETING & COMMUNICATIONS

5.01 Promote the Association's services and resources through:

- Advertisements – print and online
- Catalogue
- Brochures
- Newsletters
- Safety Council Meetings
- Social Media (Facebook and LinkedIn)
- Trade Shows
- Website
- Guidelines and Templates were made available to our members for downloading with option of personalizing for their own municipality.

Staff participates in numerous trade shows including: Alberta Assoc. of Community Peace Officers, Alberta Waste and Water Operator Assoc., Alberta Assoc. of Municipal Districts & Counties, Local Government Administration Assoc., Recreational Facilities Personnel, Alberta Rural Municipal Administrators Assoc., Canadian Society of Safety Engineering, Alberta Urban Municipalities Assoc. and Alberta Municipal Services Corp., Alberta Health and Safety Conference, Rural Utilities Safety Assoc. and Alberta Safety Committee, NAOSH, and Now We Are Stronger.

AMHSA participates in safety council (Cities, Northern and Southern) meetings (ACSC, NASC and SASC) to provide updates providing guidelines and templates on Ammonia, Lawn Maintenance, and new OH&S legislation, and has used Facebook and LinkedIn groups to promote services/resources for members. Quarterly newsletters highlight upcoming events of interest and courses throughout the province. Bi-weekly emails for the north and south promote upcoming courses to safety coordinators who opt into the service. Website redesign is currently being addressed.

GOAL 2

5.02 Highlight resources, new courses and events using the homepage banner.

The rolling banner on AMHSA's website's main page highlights events, topics of interest, and visuals including:

- AMHSA-supported industry and community annual events (i.e., Day of Mourning, HSCSA Conference, etc.)
- AMHSA 2018 Annual Report
- Auditor Updates
- Auditor Training
- Course Updates
- Holiday Office Closures
- Province-wide Safety Council Meetings
- Quarterly e-Newsletters
- Legislation Updates
- And all other pertinent and important AMHSA updates.

5.03 Hold promotional events – e.g., seminars, “Course of the Month,” etc.

AMHSA continues its work with the RUSA Conference to deliver special pre-conference sessions from the Workers' Compensation Board - Employer Information and Return to Work. AMHSA decided that rather than hold promotional events monthly, it would support members by offering a free optional second day for the Audit Refresher course. AMHSA was also able to offer special seminars to address Fire Fighter Wellness.

GOAL 2

OBJECTIVE 6 – SMALL EMPLOYERS

6.01 Inform and educate smaller municipalities about health and safety management systems and ensure that the Association's services and resources are available to small employers.

All inquiries from smaller employers have been addressed. Support is provided for members / associate members, information is provided about PIR and SECOR, and guidance is given as they develop their health and safety management systems

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

AMHSA supports smaller municipalities through training and the NASC / SASC support network. AMHSA also continues to act as certifying partner, however, many smaller municipalities do not participate.

Health and Safety policies and procedures are provided in a new Health and Safety Management Systems 101 Template with which they can modify for their own purposes.

AMHSA continues to assist with fatalities investigation(s).

6.03 Explore financial incentives to support smaller municipalities building their health and safety management systems.

There were no specific grant applications available for specifically supporting health and safety initiatives for smaller municipalities in 2018.

GOAL 2

OBJECTIVE 7 – MEMBER NETWORKING

7.01 Coordinate and participate in the Northern Alberta Safety Council (NASC), Southern Alberta Safety Council (SASC) and the Alberta Cities Safety Council (ACSC).

A joint meeting of the Southern and Northern groups was held on April 12, 2018 and hosted by the County of Paintearth.

The Cities group met on May 24, 2018, in the City of Red Deer and will meet again on December 4, 2018, during the 45th Annual Health, Safety and Utilities Conference and Trade Show in Red Deer (formerly known as RUSA).

The Northern group is scheduled to meet on September 13, 2018, in the Town of Stony Plain; and the Southern group is scheduled to meet on September 27, 2018, in the Town of Cochrane.

7.02 Grow the network of volunteer safety advisors and continue to respond to requests for support/ information from members. Facilitate communication between participants.

New health and safety coordinators continue to be matched up with experienced municipal mentors. Several ongoing partnerships have been formed, and requests for help with specific areas of program development have been completed.

7.03 Participate in the conference planning committees for the Rural Utilities Safety Association (RUSA) and the Health and Safety Conference Society of Alberta (HSCSA).

AMHSA is representing municipal interests and actively participating in both conference planning committees.

7.04 Support the LinkedIn groups for municipal safety councils.

Members are added, and discussions are moderated. Items of specific interest, events and job postings are also added.

7.05 Post items of interest and respond to inquiries via Facebook.

AMHSA's Facebook page is updated with current and relevant industry news and events and promotes AMHSA's online and classroom training.

AMHSA shares posts and links from organizations such as the Mental Health Commission of Canada, WorkSafeBC, CCOHS, CSSE, and various safety magazines. Events and notices are also highlighted from municipal government social media accounts.

Maintaining a social media presence is effective as a stakeholder engagement tactic. Our goal is to continue to increase our online social media presence.

GOAL 2

OBJECTIVE 8 – INCREASE OCCUPATIONAL HEALTH AND SAFETY AWARENESS

8.01 Promote OHS awareness at four levels:

1. Elected Officials
2. Administrators
3. Public Works Supervisors
4. Workers

AMHSA's Facebook page is updated with current and relevant industry news and events and promotes AMHSA's online and classroom training.

The Association also shares posts and links from organizations such as the Mental Health Commission of Canada, WorkSafeBC, CCOHS, CSSE, and various safety magazines. Highlighted are events and notices from municipal government social media accounts.

Maintaining a social media presence is effective as a stakeholder engagement tactic.

Our goal is to continue to increase our online social media presence.

8.02 Participate in members' health and safety functions to promote Occupational Health and Safety and the Association.

AMHSA is co-hosting the 45th Annual Health, Safety and Utilities Conference and Trade Show (formerly RUSA) in Red Deer December 4-6, 2018. AMHSA is also sponsoring the 17th Annual Health & Safety Conference & Trade Fair in Edmonton – February 21-22, 2019 (AMHSA is a board member of the Health & Safety Conference Society of Alberta).

AMHSA also manages the meetings with the Alberta Cities Safety Council, Northern Alberta Municipal Safety Council and the Southern Alberta Municipal Safety Council

GOAL 2

OBJECTIVE 9 – IDENTIFY CHAMPIONS

9.01 Identify champions for health and safety within the municipal sector and provide opportunities for them to promote health and safety and share their innovations with their peers.

Each member participant in safety council meetings may share and learn about innovations during roundtable discussions. Minutes are distributed following these meetings to both attendees and those who were unable to attend and are also available for all members to view on AMHSA's website.

These minutes also include all reports from Alberta Government's Partnership in Injury Reduction, Workers' Compensation Board, and municipal reports from members.

9.02 Promote and administer the AMHSA training awards program.

The annual AMHSA Recognition Award is disseminated to various Alberta municipalities to recognize commitment to OHS training through AMHSA.

Winners are promoted via the website, quarterly e-Newsletter, and social media. Beginning in 2016, awards have been sent out every September to coincide with the number of municipalities that begin scheduling and budgeting for OHS training.

9.03 Promote government award programs (i.e., Work Safe Alberta Awards).

Information was shared at safety council meetings and via the e-Newsletter.

GOAL 3

Monitor and Disseminate Information on Government OHS Legislation and Policies Which Impact Alberta Municipalities and Associate Members.

OBJECTIVE 10 – PARTNER LIAISON

10.01 Explore opportunities to partner with other Health and Safety Associations and Certifying Partners.

Staff participate in committees with the other Certifying Partners in the PIR program. Some safety associations (including AMHSA) are reviewing their Individual Learning Management Systems and course tracking and invoicing systems.

AMHSA has also partnered with the Alberta Association of Safety Partnerships and to other certifying partners on the development of the new audit protocols for the eCompliance audit tool. This provided a substantial savings.

AMHSA is also working closely with two other safety associations in review of AMHSA's existing Excel Audit Tool.

10.02 Liaise with Alberta Labour – Partnerships and integrate AMHSA's activities with their strategic objectives.

Partnerships consultants are invited to all AMHSA board of directors' meetings, the Annual General Meeting, and all safety council meetings. They are consulted on the COR and SECOR programs and auditing

10.03 Liaise with the Workers' Compensation Board – Alberta.

The Alberta WCB representatives are invited to all board of directors' meetings, the Annual General Meeting, and all safety council meetings. They are consulted on PIR refunds and funding issues.

Currently, AMHSA's staff is involved in a project with WCB to assist AMHSA's poor performing employers and have met on several occasions.

GOAL 3

OBJECTIVE 11 – COMMUNICATION TOOLS

11.01 Use AMHSA's newsletter - Municipal Safety News - to inform subscribers about new and/or revised legislation and about government and WCB policies.

Some of the featured articles in the municipal safety news included:

- OH&S Legislation Updates for 2018
- WCB: Annual Return Deadline and other updates
- Fatality Reports

11.02 Publish news, events, and upcoming courses on the AMHSA website.

AMHSA publishes news, information, and events on upcoming courses on its website.

AMHSA Website - oversight/direction re: requirements gathering/project chartering; scope/timelines for completing website design.

11.03 Populate the SafetyNet resource library with documents and links.

The library of resource documents and links has been incorporated on the website and the search function has been upgraded.

11.04 Update the compliance audit to reflect new changes to the Occupational Health & Safety Code.

New legislation has been released and AMHSA has completed its update to the training materials and its own internal compliance processes.

GOAL 4

Act as Certifying Partner in the Partnerships in Injury Reduction (PIR) Program in Cooperation with Workers' Compensation Board – Alberta and Alberta Labour – Partnerships

OBJECTIVE 12 – COR AND SECOR

12.01 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.

All COR certification, COR maintenance, auditor qualification and baseline audits are reviewed for quality assurance per established timelines. Training in the northern and southern regions of the province is ongoing. The new Audit Refresher course has been offered frequently throughout the province.

The Health and Safety Management Systems and Health and Safety Auditing courses were updated to meet the 2016 content Standards and received approval from Partnerships. Training took place throughout the province. A new standard has since been approved and work on the 2019 standard courses (Health and Safety Management Systems, Auditing, and Audit Refresher) will be completed by the fall of 2018.

AMHSA participated in the Certifying Partner group meetings throughout the year, as well as the sub-committees formed to update the standards and create a new audit tool.

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

AMHSA is adjusting its resources to strengthen the Quality Assurance (QA) Process for COR. A new QA process is being developed for the new 2016 Excel audit tool. The Team Leader continues to address extraordinary circumstances, Limited Scope audits, action plans conducted in lieu of maintenance audits, etc. An additional staff person and two (2) contract QA analysts are being utilized to conduct reviews. The new Audit Refresher course includes valuable information to assist auditors in avoiding QA revisions.

All audits conducted on the Excel and eCompliance audit tools are reviewed, processed and filed per AMHSA's procedure. The Partnerships QA Team is auditing AMHSA's quality assurance reviews and process at the end of September 2019.

GOAL 4

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

AMHSA staff members have been participating in the CP committee, the Audit Standard sub-committee, and the Training sub-committee. Our COR Policies and Procedures document is being updated to reflect the changes due to adoption of the new Partnerships audit tool in 2019.

12.04 Use professional printing services for course materials.

In summer 2018, AMHSA surveyed municipal and consultant/contract auditors receiving technical support and training from AMHSA. The responses will be tabulated, results communicated to members, and feedback considered to improve the system. All COR and SECOR inquiries are addressed and employers guided through the training and COR/SECOR attainment process.

AMHSA focused on keeping its COR-holders and auditors informed as changes occurred due to revised standards, new audit tools, and legislation in 2018. This included an Audit Dispatch in quarterly AMHSA newsletters, and publishing of five auditor updates since the writing of the last business plan. The next update will be distributed in September, with the release of the 2018 Audit Tool.

12.05 Use professional printing services for course materials.

To date in 2018, 65 auditors have attained/renewed their auditor certification. Auditors contact AMHSA staff with questions while preparing for and conducting internal and external audits, and while preparing action plans or conducting limited scope audits. Staff is available to assist via email, phone, or cell phone. Regular auditor updates are sent with information related to the new audit tool, training, deadlines, QA issues, and guidance regarding creation of quality audit reports.

Two new QA Analysts were trained in 2018. AMHSA consistently used one instructor for all audit-related courses who has been very well received. Over 60 auditors have participated in Audit Refresher training in 2018, and 50 participants have attended Auditing training. Additional offerings are scheduled for the fall and all classes are full.

12.06 Use professional printing services for course materials.

In 2018, a Health and Safety Management Systems resource document was created to help smaller municipalities develop their first system. More resources and an implementation plan will be developed to assist municipalities seeking an alternative to COR and SECOR.

MANAGING OUR FUTURE

MARKETING & COMMUNICATIONS

OBJECTIVES	ACTION ITEMS
Maintain and expand AMHSA's website	AMHSA is in the process of re-developing its website. AMHSA has solicited feedback from member users and staff to determine how best to improve the overall user experience.
Develop a Communications and Marketing Plan	That plan includes a list of strategies that required the establishment of priorities and timelines for completion. To date this has been completed but a new website design to address those marketing needs is being planned in late 2018 with a minor phase I upgrade scheduled for February 2019.
Continue to seek green options for printed materials	<p>AMHSA continues to reduce material waste (i.e., printed materials) by reducing quantities of Business Plan, Annual Report and course manuals by offering digital versions that are distributed accordingly.</p> <p>AMHSA currently distributes its Business Plans and Annual Reports via our website, quarterly newsletters, and Facebook page. AMHSA would like to continue to move in the direction of digitizing these printed materials as well as with the agendas for our Board, Planning and General Meetings.</p> <p>AMHSA is presently reviewing the option of a pilot program using tablets with the goal of reducing training material, printing and shipping costs.</p>
Promote AMHSA's success and services	<p>AMHSA continues to work from its communications plan developed in 2016 and has been using several vehicles in 2018 to promote its services and successes to members and the public, including:</p> <ul style="list-style-type: none"> • Quarterly newsletters • Auditor updates • Annual Report • Business Plan • Social media • Trade show participation <p>Co-hosting the 45th Annual Health, Safety & Utility Conference & Trade Show December 3-6, 2018, as well as sponsoring the 17th Annual Health & Safety Conference & Trade Fair in Edmonton (February 21-22, 2019).</p>

MANAGING OUR FUTURE

DATA MANAGEMENT

OBJECTIVES	ACTION ITEMS
Maintain the internal online data management system which tracks members, customers, training programs, requests, attendance, instructors, audits, and auditors	<p>AMHSA uses Microsoft SharePoint as its primary, internal networking, workflow and document management platform. In addition to SharePoint, AMHSA has a new training management system that integrates a variety of essential services. The new system has been up and running since January 2018 and includes customizable system features such as course student notifications, course/certification tracking, and targeting specific users for new, upcoming programs.</p> <p>The new training management system also enables municipalities to run their own cloud-based safety portal which allows for:</p> <ul style="list-style-type: none">• The creation of user accounts to store employees' information, including start dates, company IDs, and driving credentials, as well as documents such as resumes and new hire forms;• The uploading of historical training records for new and existing employees, including expiry dates and certificates; and• The accessing of a central course library which is comprised of training programs developed by leading subject matter experts from across the country based on identified needs that are billed monthly upon course completion.• Production of customized municipality-branded QR Code Scan Cards which tie into the Central Training Record Database.

MANAGING OUR FUTURE

OCCUPATIONAL HEALTH & SAFETY

OBJECTIVES	ACTION ITEMS
Maintain the AMHSA COR	<p>AMHSA's audit will be performed by an external contractor auditor using the AASP Audit Protocols. An action plan was drafted and reviewed and verified at the end of January 2018.</p> <ul style="list-style-type: none">• 2017 COR – Internal Results – 95%• 2016 COR – External – 83%• 2015 SECOR – Internal – 96% <p>In its policy, AMHSA had the designation “employee” and not “worker” which semantics caused reduction of marks. AMHSA's job descriptions were also revised to include health and safety responsibilities within each job.</p>

AMHSA ORGANIZATIONAL REVIEW

OBJECTIVES	ACTION ITEMS
Continue to implement the organizational review of AMHSA	<p>Wendy Ellen, Inc., continues to provide AMHSA with HR service in strategic guidance for AMHSA's ongoing organizational review.</p> <p>Their continued support is integral in facilitating our process for managing risk and decision-making in our continuous improvement efforts.</p>



2019 OBJECTIVES

2019 STRATEGIC PLAN

The Strategic Plan was approved at the September 2018 Board of Directors Meeting, and the following objectives were established:

- Influencing the Provincial Government
- Developing Partnerships
- Raising Awareness
- Measuring Health and Safety Initiatives
- Developing and Delivering Safety Education and Training
- Meeting Customers' Needs

Objectives related to AMHSA's four (4) goals, with milestones in 2019, have been incorporated into the following pages. Objectives related to the Association's future are included at the end of this document.

The objectives that remain relatively constant from year to year are considered **Core / Fundamental Objectives** while others are more **Targeted / Strategic** in nature and strive to address issues identified during strategic planning.

Many of these Targeted / Strategic initiatives are short-term in nature but have the potential to evolve into core objectives. Both the Core and Targeted objectives are achieved through support in the Association's operating budget.

Projects funded outside of the WCB levy on municipalities are detailed under the heading of **Special Projects**.

GOAL 1

Provide Cost-Effective Training and Education Services for the Prevention of Occupational Injuries and Disease

1. AMHSA COURSES OFFERED – CLASSROOM

CORE / FUNDAMENTAL OBJECTIVES

1.01 Continue to offer the following classroom-based courses to members, associate members, and non-members:

Two-day

- Health and Safety Auditing
- Health and Safety Management Systems
- Leadership for Safety Excellence
- Mental Health First Aid

One-day

- Audit Refresher Training
- Defensive Driving
- Fall Protection
- Ground Disturbance, Trenching and Excavation
- Health and Safety Audit Refresher (formerly Auditor Recertification)
- Health and Safety Management Systems and Auditing – Small Employer (SECOR)
- ICS-200 Workshop
- Prime Contractor Safety
- Professional Driver Improvement
- Workplace Harassment Awareness and Violence Prevention

Half-Day

- Accident/Incident Investigation
- Asbestos and Mould Awareness
- Cargo Securement: General
- Confined Space Entry
- Drug Awareness
- First Responder Wellness
- Flag Person: General
- Formal Workplace Inspections
- Hazard Identification, Assessment and Control

- Joint Work Site Health and Safety Committees
- MSD Prevention (Industrial Ergonomics)
- MSD Prevention (Office Ergonomics)
- OHS Act, Regulations and Code Overview
- Overview of Trucking Compliance for Municipalities in Alberta
- Supervisor's Role
- Tailgate Meeting Essentials
- WHMIS 2015
- Working Alone
- Workplace Violence Prevention - City of Edmonton

Operator Safety Courses (1 Day)

- ATV Rider
- Backhoe/Loader
- Front End Loader
- Plow Truck Sander
- Road Grader
- Skid Steer Loader
- Utility Terrain Vehicle (UTV) Training

Train-the-Trainer

- Flag Person: Train-the-Trainer
- Orientation: Train-the-Trainer
- WHMIS 2015: Train-the-Trainer

1.02 Develop customized training programs and support (supply course materials, certificates, etc.) when sufficient training levels are anticipated.

1.03 Deliver on-site training courses as requested.

1.04 Deliver the following scheduled courses twice a year in the north and south: Health and Safety Management Systems, Auditing, Audit Refresher, SECOR and Leadership for Safety Excellence.

1.05 Promote AMHSA's certificate programs and offer specific courses that will help students complete these programs.

TARGETED / STRATEGIC OBJECTIVES

1.06 Strive to keep the number of cancelled courses below 9% to allow for changing circumstances.

2. AMHSA COURSES OFFERED – ONLINE

FUNDAMENTAL OBJECTIVES

2.01 Continue to offer the following online courses to members, associate members and non-members:

- Accident/Incident Investigation
- Aerial and Scissor Lift Safety
- Asbestos Awareness
- Backhoe Operation and Safety
- Back Safety
- Backing Safety Fundamentals
- Bear Awareness
- Behaviour-Based Safety (BBS)
- Boom Truck Awareness
- Cargo Securement Flatbeds
- Cargo Securement for Dry Vans
- Chainsaw Safety
- Chlorine Safety
- Compressed Gas Cylinders
- Confined Space Entry
- CRSP Exam Preparation
- CRSP Practice Examination Q&A
- Daily Pre-Trip Inspection
- Defensive Driving
- Defensive Driving Fundamentals
- Defensive Driving: 3 Demerit Reduction Program (Alberta)
- Dog Bite Prevention
- Drug and Alcohol-Free Workplace
- Electrical Safety Training System
- Non-Electrical Workers - 2015 Standard
- Emergency Procedures
- Excavator Operation and Safety
- Fall Protection (Alberta Edition)
- Fatigue Management for Supervisors
- Fire Extinguisher Use
- Firefighting & Fire Extinguisher Safety
- First Aid Basics Online
- First Responder Wellness 101
- Forklift Operator Safety
- Forklift Training (Counterbalanced)
- Formal Workplace Inspections
- Front End Loader
- Gas Detection
- Ground Disturbance 201
- Ground Disturbance Awareness Online
- H2S
- Harassment Prevention
- Hazard Identification, Assessment, and Control
- Heat Stress
- ICS 100
- Ladder Safety Awareness
- Leadership for Safety Excellence for Municipal Employees
- Leadership in Safety
- Lockout Tagout in the Workplace
- Manager's Role
- Motorized Pallet Jacks: Safe Operation
- Office Ergonomics
- Office Ergonomics Training
- Orientation: Train the Trainer
- Overhead and Gantry Crane Safety
- Overhead Cranes
- Pool Safety
- Prime Contractor – Generic
- Prime Contractor – City of Edmonton
- Prime Contractor – City of Calgary
- Professional Driver Improvement Course – PDIC (Proctored)
- Radio Communications
- Rigging and Slings (Advanced)
- Safety Knowledge Evaluation (SKE)
- Skid Steer Loader Operation and Safety
- Supervisor's Role
- Telehandler (Variable Reach Forklift)
- Traffic Control Persons for Construction
- Transportation of Dangerous Goods – TDG Online
- Verbal Judo - Essential Conflict Management
- Walking on Icy Surfaces
- Weights and Dimensions (Alberta)
- WHMIS 2015
- WHMIS 2015 Refresher
- Winter Driving Fundamentals
- Working Alone
- Workplace Harassment and Violence Prevention Training

- 2.02 Promote online courses.

TARGETED / STRATEGIC OBJECTIVES

- 2.03 Survey members about other online courses they would utilize.
- 2.04 Develop online training programs based on member needs and changing demands.
- 2.05 Seek out partnerships to find and offer online training programs and share costs.
- 2.06 Apply for special grants for new initiatives when grants become available.

3. AMHSA COURSE MATERIALS

- 3.01 Continue to revise and update existing training programs including print materials, videos, and exams in-house.
- 3.02 Seek out effective and affordable professional printing services for course materials.
- 3.03 Seek options for printing services for course materials (ie. Green options for reducing training material waste).

4. AMHSA COURSES OFFERED – ONLINE

- 4.01 Ensure qualified, quality contracted trainers are utilized, including those certified through Alberta Safety Council (Defensive Driving and ATV Rider Safety) and Ives (heavy equipment operator courses).
- 4.02 Keep instructors up-to-date regarding AMHSA policies (e.g., billing, insurance, expectations) and current course materials.
- 4.03 Ensure quality of instructors by regularly reviewing evaluations and conducting annual performance reviews.
- 4.04 Assess online course usage to determine strategic online course development options.

GOAL 2

Promote Effective Health and Safety Management to Alberta Municipalities, Associate Members and Others

CORE / FUNDAMENTAL OBJECTIVES

5. COMMUNICATION

5.01 Promote the Association's services and resources through:

- Catalogue
- Brochure
- Website
- Conferences and Trade Shows
- Newsletters
- Advertisements
- Safety Council Meetings
- Social Media

5.02 Highlight resources, new courses and events using AMHSA's website homepage banner.

5.03 Expand AMHSA's services to other provincial municipal partners.

5.04 Explore the use of technology to improve internal and external communication systems.

5.05 Create tracking and reporting tools for AMHSA's progress and achievements.

5.06 Update AMHSA's Webpage to enhance user interface and experience.

6. SMALL EMPLOYERS

6.01 Inform and educate smaller municipalities about health and safety management systems and the Association's services and resources available to small employers.

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

TARGETED / STRATEGIC OBJECTIVES

- 6.03 Explore financial incentives (i.e., grant programs, creative sentencing) to support smaller municipalities that are building their health and safety management systems.

7. MEMBER NETWORKING

- 7.01 Coordinate and participate in the Northern Alberta Safety Council, Southern Alberta Safety Council and the Alberta Cities Safety Council.
- 7.02 Grow the network of volunteer safety advisory members and continue to respond to requests for support/information from members. Facilitate communication between participants.
- 7.03 Participate in the conference planning committees for the Rural Utilities Safety Association (RUSA) and the Health and Safety Conference Society of Alberta (HSCSA).
- 7.04 Support the LinkedIn groups for Northern and Southern Safety Councils and Cities.
- 7.05 Post items of interest and respond to inquiries via Facebook.

8. INCREASE OCCUPATIONAL HEALTH AND SAFETY AWARENESS

- 8.01 Promote OH&S awareness at four levels: (i) Elected Officials; (ii) Administrators; (iii) Public Works Supervisors and (iv) Workers.
- 8.02 Participate in members' health and safety functions to promote OH&S and the Association.

9. IDENTIFY CHAMPIONS

- 9.01 Identify champions for health and safety within the municipal sector and provide opportunities for them to promote health and safety and share their innovations with their peers.
- 9.02 Promote and administer the AMHSA training awards program.
- 9.03 Promote award programs of government and other groups – e.g., Work Safe Alberta Awards.

GOAL 3

Monitor and Disseminate Government OHS Legislation and Policies that Impact Alberta Municipalities' Associate Members

CORE / FUNDAMENTAL OBJECTIVES

10. PARTNER LIAISON

- 10.01 Explore opportunities to partner with other health and safety associations and Certifying Partners.
- 10.02 Liaise with Partnerships and integrate AMHSA's activities with their strategic objectives.
- 10.03 Liaise with the Workers' Compensation Board – Alberta.

11. COMMUNICATION

- 11.01 Use "Municipal Safety News" to inform subscribers about new or revised legislation and government and WCB policies.
- 11.02 Publish news, events, and upcoming courses related to AJSTL and WCB on the AMHSA website.
- 11.03 Populate the SafetyNet resource library with documents and links.

Targeted / Strategic Objectives

- 11.04 Liaise with Provincial government to establish an agreed format for AMHSA's Business Plan Reporting and Approval Process.

GOAL 4

Act as Certifying Partner in the PIR – Partnership in Injury Reduction Program – in Cooperation with Worker’s Compensation Board – Alberta Labour - Partnerships

CORE / FUNDAMENTAL OBJECTIVES

12. COR AND SECOR

- 12.01 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.**
- 12.02 Ensure quality assurance systems meet all Partnerships standards and comply with any reasonable recommendations from the Partnerships Quality Assurance Team’s audits.**
- 12.03 Contribute to the development, periodic review, and maintenance of the PIR standards.**
- 12.04 Support members and associate members working towards attaining their COR or SECOR.**
- 12.05 Support auditors and auditors-in-training.**
- 12.06 Continue to utilize COR for certification process for AMHSA.**
- 12.07 AMHSA will conduct annual auditing surveys.**
- 12.08 AMHSA will form auditing member committees.**



2019 BUDGET

The AMHSA Board of Directors approved the 2019 Budget at the September 2018 Board of Directors Planning Meeting.

The 2019 Budget was based on a premium rate levy of 3.75 cents per \$100 of insurable earnings for all municipalities. There is no increase to levy rates for municipalities. The WCB Grant request for 2019 is \$1.8 million.

2019 OPERATING BUDGET

Descriptions	2017 Actual Budget	2018 Budget	2019 Draft Budget
GST Refund	24,180.39	36,000.00	33,000.00
Allocation from Contingency	100,000.00	100,000.00	150,000.00
REVENUES		2018 Draft	2019 Proposed
W.C.B. Grant	1,600,000.00	1,700,000.00	1,800,000.00
Total Program Registrations	539,438.18	550,000.00	550,000.00
Associate Membership Fees	11,633.38	10,000.00	11,000.00
Interest Revenue	3,125.29	4,000.00	4,000.00
Total Sale of Materials	63,551.51	58,000.00	60,000.00
Shipping and Revenue	3,118.38	2,500.00	3,000.00
Other Revenues	3,684.64	4,000.00	4,000.00
Total Revenues (includes GST Refund)	2,348,731.77	2,464,500.00	2,615,000.00
Descriptions	2017 Actual Budget	2018 Budget	2019 Draft Budget
Salaries	860,983.16	941,861.71	1,077,901.35
Benefits	191,689.98	234,014.35	231,478.31
Staff Travel and Subsistence	66,467.52	50,000.00	50,000.00
WCB Premium - Annual	950.11	3,000.00	3,000.00
Office Rent	133,577.90	146,000.00	185,304.84
Equipment Leasing	16,036.73	7,000.00	16,000.00
Equipment Furniture and Computers	17,274.11	15,000.00	18,000.00
Office Equipment and Office Maintenance	13,451.89	22,000.00	17,000.00
Office Supplies and Printing	58,584.83	53,223.94	58,515.50
Library Materials	515.00	3,000.00	3,000.00
Postage and Courier	15,552.91	16,000.00	16,000.00
Office - Other	0.00	2,500.00	2,500.00
Telephone and Fax	15,745.97	25,000.00	25,000.00
Banking Fees	4,883.95	7,000.00	6,000.00
Office Insurance	653.98	4,000.00	4,000.00
Advertising & Membership Fees	59,421.24	47,000.00	53,000.00
Contract Services	172,542.42	210,600.00	177,000.00
Professional Development	16,356.59	12,000.00	16,000.00
IT Support and Infrastructure	54,189.12	52,500.00	55,500.00
Bad Debt	-170.45	1,800.00	1,800.00
Total Admin Expenses	1,698,706.96	1,853,500.00	2,017,000.00
Program Development and Training	2017 Actual Budget	2018 Draft Budget	2019 Draft Budget
Program - Materials	129,547.17	120,000.00	130,000.00
Total Travel and Facility Rent	106,883.85	140,000.00	130,000.00
Program - Instructor Fees	222,557.14	300,000.00	290,000.00
Total Program Expenses	458,988.16	560,000.00	550,000.00
Board Expenses	14,531.79	15,000.00	15,000.00
GST Paid on Purchases	27,725.50	36,000.00	33,000.00
Total Expenses	2,199,952.41	2,464,500.00	2,615,000.00
Total Revenue	2,348,731.77	2,464,500.00	2,615,000.00
Balance	148,779.36	0.00	0.00

ADMINISTRATION

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 2018.

BOARD OF DIRECTORS MEETINGS

In accordance with the AMHSA Bylaws, a schedule for the 2019 meetings was established at the Board of Directors meeting on May 10, 2018.

Board meetings will be held:

- Friday, May 17, 2019 Canmore, Alberta
- Friday, September 13, 2019 Sherwood Park, Alberta

The 2019 Annual General Meeting will be held prior to the Board meeting on Friday, May 17, 2019, in Canmore, Alberta.

STAKEHOLDER SUPPORT

MEMBERS

In June, 2018, a membership survey was sent to all AMHSA members and was made available online. The results were overwhelmingly positive.

It should be noted that any significant comments regarding suggestions for improvement on courses and/or training were followed up by phone or via email by AMHSA staff.

- AMHSA received strong results for satisfaction of its products and services. There was one dissatisfied customer who did not receive a call back or email from a former employee in a timely manner;
- Almost 75% of respondents believed that the training provided helped improve health and safety awareness;
- Almost 81% of our respondents participated in training courses offered through AMHSA; and
- Almost 35% of our respondents preferred online training while 65% preferred classroom training.

AMHSA's survey is always used to help develop priorities in selecting the types of services AMHSA will provide in the future and the types of training programs it will develop and deliver.



2019 APPENDICES

APPENDIX A | ACRONYMS

AHSA	Alberta Hotel Safety Association
ACSC	Alberta Cities Safety Council
ACSA	Alberta Construction Safety Association
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	Partnerships in Injury Reduction
RMA	Rural Municipalities of Alberta (formerly known as AAMDC)
RUSA	Rural Utilities Safety Association
SASC	Southern Alberta Safety Council
SCC	Safety Codes Council
SECOR	Small Employer Certificate of Recognition
SWOT	Strengths, Weaknesses, Opportunities and Threats
WCB	Workers' Compensation Board
WHMIS	Workplace Hazardous Materials Information System

APPENDIX B | 2018 REPORTS

The unaudited Operating and Project Reports to June 2018 as adopted by the AMHSA Board of Directors.

ALBERTA MUNICIPAL HEALTH & SAFETY ASSOCIATION MONTHLY OPERATING FINANCIAL REPORT JUNE 2018				
	CURRENT MTH	YTD	BUDGET	BALANCE
ALLOCATION FROM CONTINGENCY	8,333.34	50,000.00	100,000.00	50,000.00
GST REFUND (Q4 2017 - Q3 2018)	0.00	6,386.80	36,000.00	29,613.20
REVENUE				
WCB Grant	0.00	850,000.00	1,700,000.00	850,000.00
Total Program Registrations	99,199.40	365,713.52	550,000.00	184,286.48
Associate Memberships	0.00	2,250.00	10,000.00	7,750.00
Interest Revenue	424.65	2,177.23	4,000.00	1,822.77
Total Sale of Materials	3,777.50	30,117.49	58,000.00	27,882.51
Shipping Revenue	203.12	2,019.69	2,500.00	480.31
Other Revenues	(4.62)	1,551.97	4,000.00	2,448.03
TOTAL REVENUE (includes contingency/GST refund)	111,933.39	1,310,216.70	2,464,500.00	1,154,283.30
EXPENSE				
Total Wages	56,491.00	467,680.83	941,861.71	474,180.88
Total Employee Benefits	12,858.90	107,422.86	234,014.35	126,591.49
Total Office Travel & Subsistence	3,159.75	35,011.21	50,000.00	14,988.79
WCB Assessment (Premiums)	0.00	1,300.44	3,000.00	1,699.56
Office - Rent	8,485.10	63,406.20	146,000.00	82,593.80
Equipment Lease	1,395.65	5,557.60	7,000.00	1,442.40
Equipment/Furniture Purchases	4,469.18	11,420.66	15,000.00	3,579.34
Total Equip & Office Maintenance	554.88	6,316.87	22,000.00	15,683.13
Office Supplies & Printing	12,462.16	30,889.98	53,223.94	22,333.96
Library Materials	0.00	0.00	3,000.00	3,000.00
Postage & Courier	622.24	6,817.61	16,000.00	9,182.39
Office - Other	0.00	311.89	2,500.00	2,188.11
Telephone and Fax	1,743.82	12,098.85	25,000.00	12,901.15
Interest, Bank Finance Charges & Merchant Acct Fees	112.78	2,087.62	7,000.00	4,912.38
Office Insurance	0.00	80.93	4,000.00	3,919.07
Advertising, Promotion & Membership	862.86	29,991.43	47,000.00	17,008.57
Contract Services	9,589.03	72,616.49	210,600.00	137,983.51
Professional Development	611.43	3,833.68	12,000.00	8,166.32
IT, Web, Database Development, Maintenance, Hosting	8,560.97	37,915.70	52,500.00	14,584.30
Bad Debt	0.00	0.00	1,800.00	1,800.00
Total Administration Expenses	121,979.75	894,760.85	1,853,500.00	958,739.15
Program Development and Training				
Program - Materials	2,166.82	35,665.17	120,000.00	84,334.83
Total Travel and Facility Rent	17,064.89	81,708.90	140,000.00	58,291.10
Program - Instructor Fees	27,900.00	167,370.00	300,000.00	132,630.00
Total Program Dev and Training	47,131.71	284,744.07	560,000.00	275,255.93
Board Expenses				
Total Board General	0.00	5,110.88	15,000.00	9,889.12
Total Board Expenses	0.00	5,110.88	15,000.00	9,889.12
Other Expenses				
GST Paid on Purchases (Exp)	(417.28)	11,390.93	36,000.00	24,609.07
TOTAL EXPENSE	168,694.18	1,196,006.73	2,464,500.00	1,268,493.27
TOTAL INCOME/LOSS	(56,760.79)	114,209.97	0.00	(114,209.97)
SUMMARY: G/L Bank Account Balance	258,776.42	Actual Bank Account Balance		278,590.02
Contingency Portion of G/L Balance	197,905.72	Accounts Receivable		137,072.99
Contingency Account Balance	270,843.65	Special Projects Account Balance		857,561.52
Forecast 2017 WCB Association Balance	144,418.00	Amt for transfer from SP » Operate Acct		144,284.17

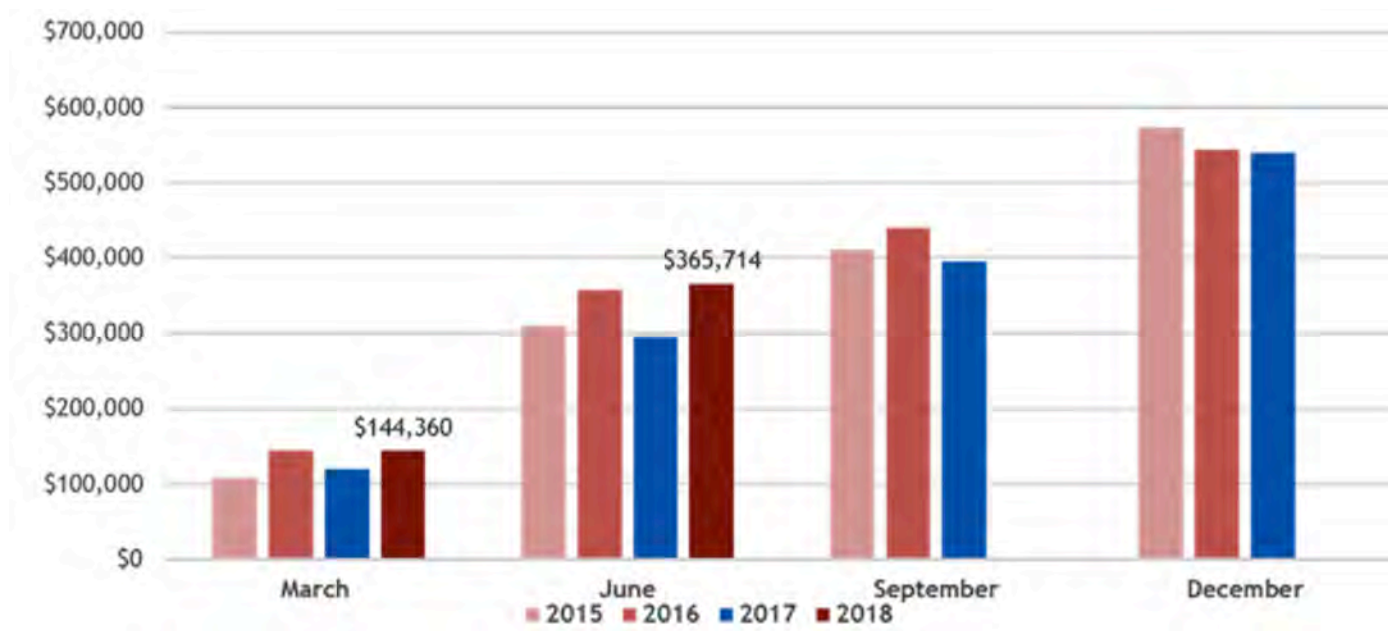
Alberta Municipal Health & Safety Association
Project Income Summary
JUNE 2018 (YTD)

Project		Revenue	Expense	Net
Fit for Duty For Firefighters Workshop #095223036 (formally FIREFIGHTING TRAINING COURSE)	Brought Forward	20,000.00	-	
	1801458 AB Ltd.		945.75	
	1810139 AB Ltd.		3,145.42	
	1810139 AB Ltd.		5,360.00	
	County of Wheatland	-	1,122.75	
	AMHSA		24.95	
	Town of High Level		748.50	
	Robyn Irwin		102.08	
	1801458 AB Ltd.		577.65	
	Tiffany Sostar Consulting		600.00	
	Luc LeBlanc Consulting		2,824.60	
	Andi Russell		1,342.63	
	1810139 AB Ltd.		141.27	
	AMHSA		3,064.40	
		20,000.00	20,000.00	-
Fit for Duty for Firefighters Seminar #095223038 (formally FIREFIGHTING SEMINAR)	Brought Forward	10,000.00	-	
	1810139 AB Ltd.		1,021.14	
	1810139 AB Ltd.	-	7,280.00	
	STG Training Solutions Ltd.		600.00	
	Robyn Irwin		88.98	
	Luc LeBlanc Consulting		701.00	
	Andi Russell		308.88	
		10,000.00	10,000.00	-
Mental Health for First Responders ONLINE #095223037	Brought Forward	50,000.00	35,000.00	
	Global Incident Command Solutions		15,000.00	
		50,000.00	50,000.00	-
WCB SP15 ONLINE COURSE DEVELOPMENT	Brought Forward	443,647.31	235,192.66	
	Transfer from contingency	200,000.00	-	
	BIS Training Solutions		5,000.00	
	BIS Training Solutions		285.00	
	Write Revolution		200.00	
	Kendra Design Inc.		300.00	
	BIS Training Solutions		2,643.00	
	BIS Training Solutions		5,985.00	
	BIS Training Solutions		5,000.00	
	BIS Training Solutions		4,979.00	
	Global Incident Command Solutions		10,000.00	
	BIS Training Solutions		2,850.00	
	Tiffany Sostar Consulting		210.00	
	BIS Training Solutions		2,992.50	
	BIS Training Solutions		350.00	
	BIS Training Solutions		350.00	
	BIS Training Solutions		5,946.75	
	BIS Training Solutions		8,066.96	
		643,647.31	290,350.87	353,296.44
LEASEHOLD IMPROVEMENTS 2017	Brought Forward	350,000.00	-	
		350,000.00	-	350,000.00
17/18 DATABASE PROJECT	Brought Forward	10,000.00	2,250.00	
	BIS Training Solutions		1,500.00	
	BIS Training Solutions		450.00	
	BIS Training Solutions		3,500.00	
	BIS Training Solutions		1,500.00	
		10,000.00	9,200.00	800.00
ePORTALS	Brought Forward	10,000.00	2,400.00	
			400.00	
		10,000.00	2,800.00	7,200.00
SPECIAL PROJECTS INTEREST INCOME	Brought Forward	8,131.98	-	
		8,131.98	-	8,131.98
NET CLOSED PROJECT BALANCE	Brought Forward	48,550.00	34,790.86	
		48,550.00	34,790.86	13,759.14
TOTAL SPECIAL PROJECTS		1,150,329.29	417,141.73	733,187.56

APPENDIX C

PROGRAM REGISTRATION INCOME AND QUARTERLY FINANCIALS MONTH END BALANCE

PROGRAM REGISTRATION INCOME



QUARTERLY FINANCIALS MONTH END BALANCE



APPENDIX D

SUMMARY OF TRAINING

2018 JUNE YTD SUMMARY OF TRAINING

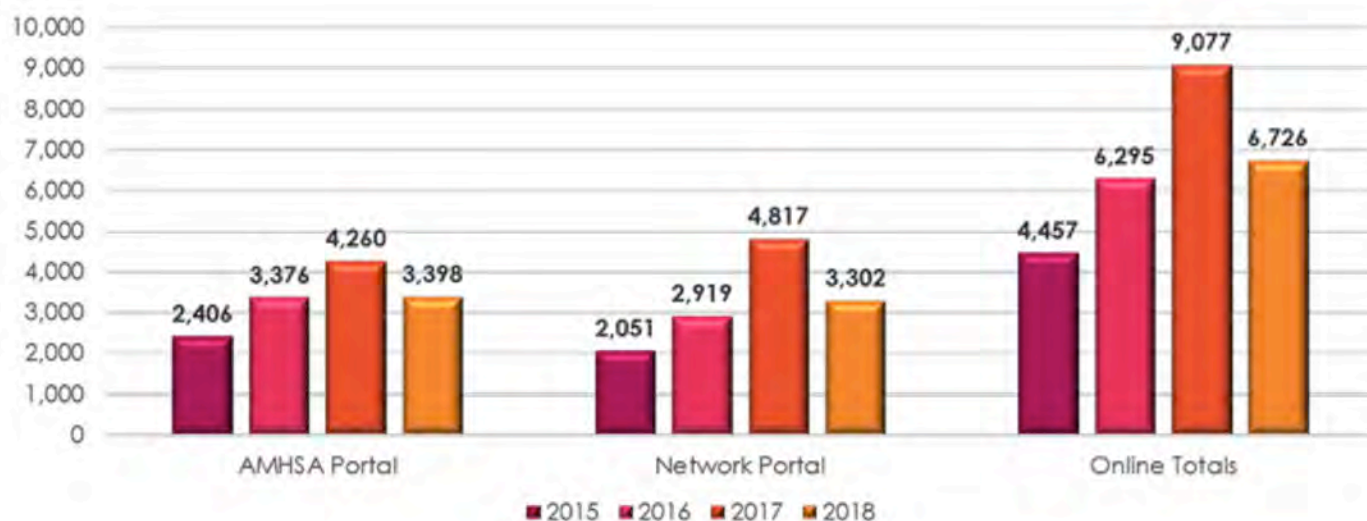
	2013 (DEC)	2014 (DEC)	2015 (DEC)	2016 (DEC)	2017 (DEC)	2018 (JUNE)
In-House	1,980	2,304	2,143	1,848	3,047	1,432
Online	0	599	4,457	6,295	9,077	6,726
On-Site	6,808	6,732	6,348	5,498	4,788	3,130
Total	8,788	9,635	12,948	13,641	16,912	11,288

2018 JUNE YTD SCHEDULED CLASSROOM COURSES

COURSES	2014 (DEC)	2015 (DEC)	2016 (DEC)	2017 (DEC)	2018 (JUNE)
Classroom Courses Scheduled	600	608	556	500	305
Classroom Courses Cancelled	6	24	34	22	27
Percentage of Cancellations	1%	4%	6%	4%	11%

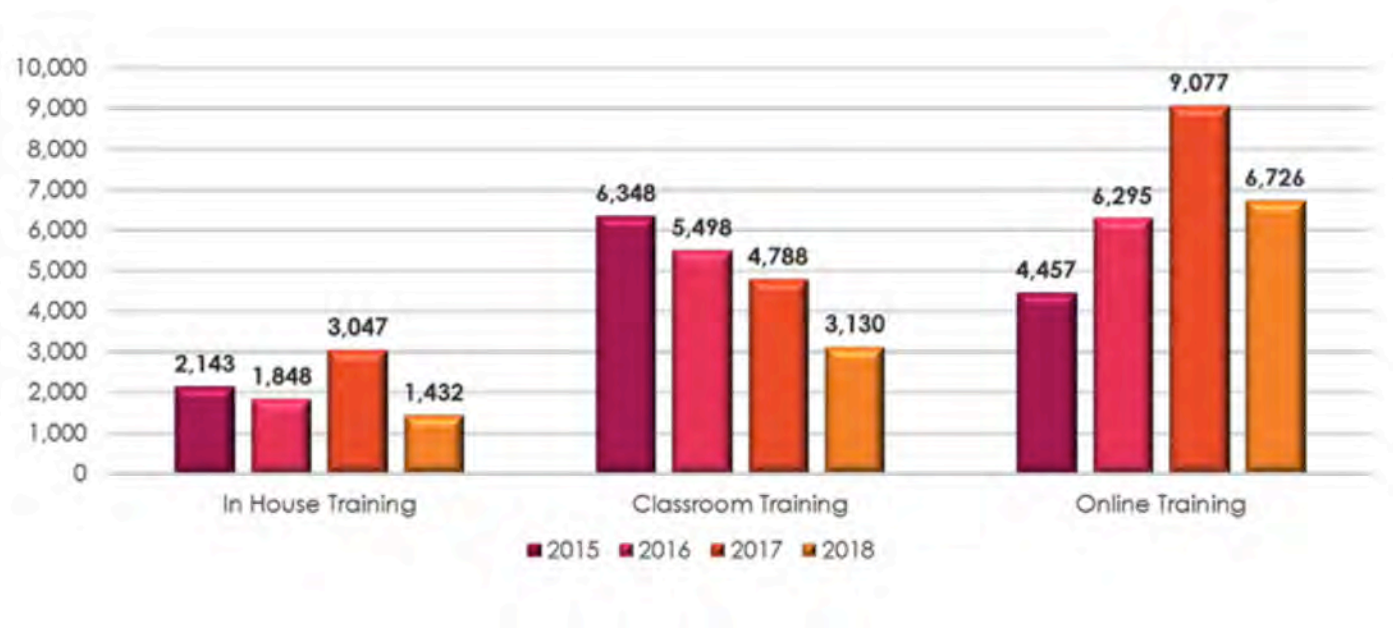
Note: Courses cancelled by municipalities due to floods in southern Alberta and government's decision to approve Joint Work Site Health and Safety Committee Training from Ontario rather than Alberta or AMHSA.

2018 JUNE YTD ONLINE TRAINING PARTICIPANTS

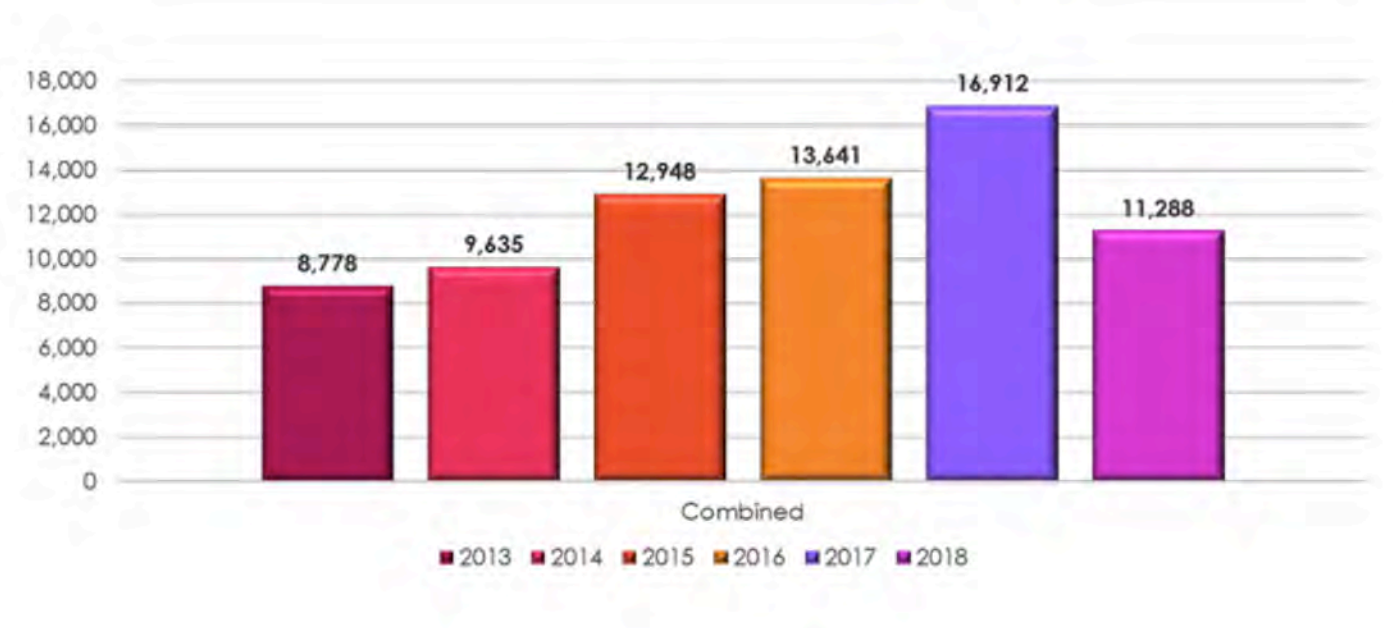


APPENDIX D

2018 JUNE YTD TRAINING DISTRIBUTION



TOTAL TRAINING 2018 JUNE YTD CLASSROOM, ONLINE AND IN-HOUSE TRAINING PARTICIPANTS



APPENDIX D

TOP 5 MOST POPULAR COURSES

Classroom Participants (On-Site)		Total	Online Course Completions	Total
2018 June			2018 June	
1	Defensive Driving	399	Hazard ID, Assessment and Control	1701
2	Leadership for Safety Excellence	252	Formal Workplace Inspections	910
3	Workplace Harassment and Violence	197	Accident/Incident Investigation	838
4	Ground Disturbance	170	Supervisors Role	695
5	Cargo Securement	169	WHMIS 2015	464
2017 YTD			2017 YTD	
1	Defensive Driving	442	Hazard ID, Assessment and Control	2122
2	Leadership for Safety Excellence	304	Formal Workplace Inspections	1296
3	WHMIS 2015	272	Accident/Incident Investigation	1345
4	Ground Disturbance	253	Supervisors Role	1026
5	Formal Workplace Inspections	251	WHMIS 2015	670
2016 YTD			2016 YTD	
1	Defensive Driving	716	Hazard ID, Assessment and Control	636
2	Leadership for Safety Excellence	387	Leadership for Safety Excellence- Online	627
3	Prime Contractor	326	WHMIS 2015	519
4	Accident/Incident Investigation	296	Accident/Incident Investigation	366
5	Ground Disturbance	290	Formal Workplace Inspections	213
2015 YTD			2015 YTD	
1	Defensive Driving	798	Leadership for Safety Excellence – Online	399
2	Prime Contractor	473	WHMIS + WHMIS 2015	290
3	Leadership for Safety Excellence	339	Accident/Incident Investigation	230
4	Hazard ID, Assessment and Control	327	WHMIS	181
5	Joint Health and Safety Committees	326	WHMIS 2015	151

APPENDIX D

TOP 5 MOST POPULAR COURSES

AMHSA Portal Online Course Completions		Total	Other Network Online Course Completions		Total
2018 June			2018 June		
1	Hazard ID, Assessment and Control	525	Hazard ID, Assessment and Control		1176
2	WHMIS 2015	464	Supervisors Role		695
3	Formal Workplace Inspections	367	Formal Workplace Inspections		543
4	Accident Incident Investigation	304	Accident/Incident Investigation		534
5	Supervisors Role	300	Chainsaw Safety		395
2017 YTD			2017 YTD		
1	WHMIS 2015	670	Hazard ID, Assessment and Control		1538
2	Accident Incident Investigation	603	Formal Workplace Inspections		783
3	Hazard ID, Assessment and Control	584	Accident/Incident Investigation		742
4	Formal Workplace Inspections	513	Supervisors Role		566
5	Supervisors Role	460	Chainsaw Safety		532

APPENDIX E | 2018 MEMBERSHIP SURVEY RESULTS



2018 Membership Survey

Highlights of the 2018 Membership Survey

AMHSA's 2018 membership survey was sent to all AMHSA members and was made available online. The results were overwhelmingly positive.

- AMHSA received strong results for satisfaction of its products and services. There was one dissatisfied customer who did not receive a call back or email from a former employee in a timely manner;
- Almost 75% of respondents believed that the training provided helped to improve health and safety awareness;
- Almost 81% of our respondents participated in training courses offered through AMHSA; and
- Almost 35% of our respondents preferred online training while 65% preferred classroom training.

The survey was used to help develop priorities in selecting the types of services AMHSA will provide in the future and the types of training programs it will develop and deliver.

Q1 Contact information (required)

Answered: 69 Skipped: 0

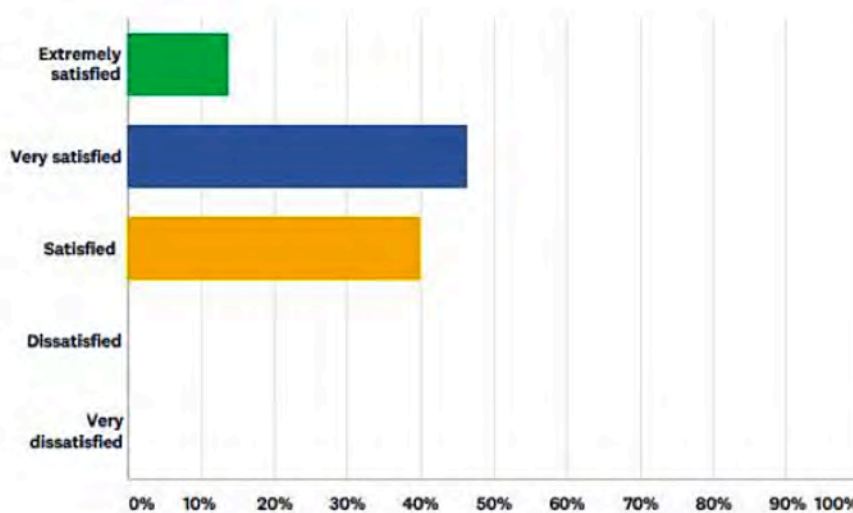
ANSWER CHOICES	RESPONSES	
Name:	100.00%	69
Position/Title:	94.20%	65
Municipality:	92.75%	64
Adress:	98.55%	68
City:	98.55%	68
Email:	98.55%	68
Phone Number:	97.10%	67

RESPONDENTS:

- | | | |
|---|--|---------------------------|
| 1. MD of Greenview | 23. Wheatland County | 44. Town of Hanna |
| 2. Crowsnest Pass | 24. Town of Okotoks | 45. Town of Black Diamond |
| 3. Village of Marwayne | 25. Village of Kitscoty | 46. City of Leduc |
| 4. Town of Drumheller | 26. Brazeau County | 47. Village of Holden |
| 5. City of Calgary | 27. City of Spruce Grove | 48. City of St. Albert |
| 6. Town/County of St. Paul
& Town of Elk Point | 28. Village of Rockyford | 49. Town of Morinville |
| 7. City of Camrose | 29. Town of Valleyview | 50. Clearwater County |
| 8. Town of Bonnyville | 30. Special Areas Board
(Youngstown) | 51. Town of Tofield |
| 9. Lethbridge County | 31. Big Lakes County | 52. City of St. Albert |
| 10. Village of Thorsby | 32. MD of Willow Creek | 53. City of Red Deer |
| 11. Town of Edson | 33. Town of Vegreville | 54. County of Newell |
| 12. Town of Three Hills | 34. Town of Penhold | 55. Leduc County |
| 13. City of Spruce Grove | 35. City of Cold Lake | 56. Lacombe County |
| 14. City of Calgary | 36. Town of Claresholm | 57. City of Brooks |
| 15. County of Warner No. 5 | 37. Drumheller & District
Solid Waste Management
Association | 58. Town of Didsbury |
| 16. County of Forty Mile | 38. Town of Gibbons | 59. Town of Three Hills |
| 17. City of Spruce Grove | 39. MD of Foothills #31 | 60. Village of Standard |
| 18. Northern Sunrise County | 40. Town of Sundre | 61. Red Deer County |
| 19. Summer Village of
Horseshoe Bay | 41. Town of Hinton | 62. City of Medicine Hat |
| 20. Town of Athabasca | 42. Starland County | 63. City of Grand Prairie |
| 21. Town of Barrhead | 43. Town of Devon | 64. Town of Didsbury |
| 22. Town of Olds | | 65. Town of Pincher Creek |
| | | 66. City of Edmonton |
| | | 67. Town of Barrhead |

Q3 Overall, how satisfied are you with AMHSA's products and services?

Answered: 65 Skipped: 4



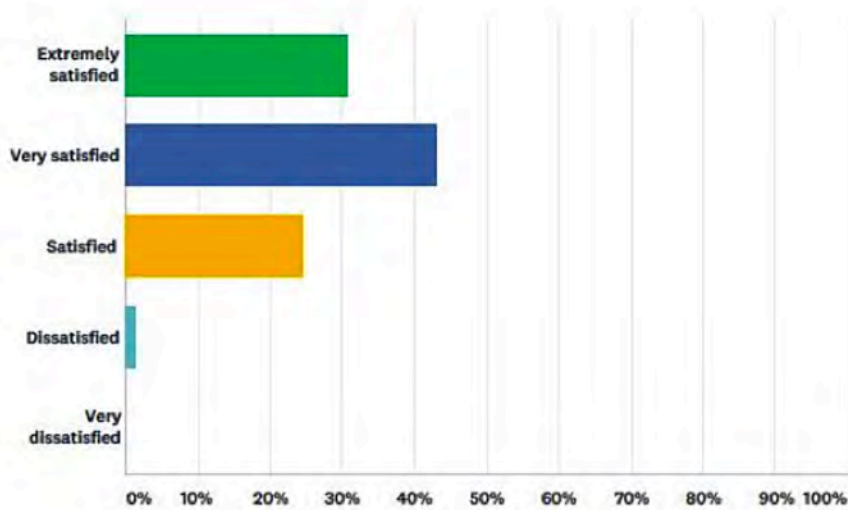
ANSWER CHOICES	RESPONSES	
Extremely satisfied	13.85%	9
Very satisfied	46.15%	30
Satisfied	40.00%	26
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		65

Comments for Q3:

- Quality of some instructors to engage staff in training courses could improve.
- Price of books (WHMIS 2015) is costly compared to some online versions available.
- Concern with time it has taken to get audit tool determined.
- Do not know what services you offer.

Q4 Please rate your overall satisfaction with the customer service received from AMHSA

Answered: 65 Skipped: 4



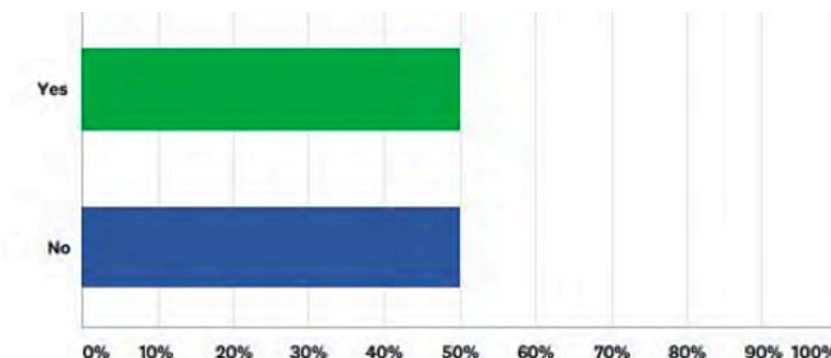
ANSWER CHOICES	RESPONSES	
Extremely satisfied	30.77%	20
Very satisfied	43.08%	28
Satisfied	24.62%	16
Dissatisfied	1.54%	1
Very dissatisfied	0.00%	0
TOTAL		65

Comments for Q4:

- It takes a long time to get a call back or an email response.

Q5 Are there ways you felt AMHSA exceeded your expectations?

Answered: 66 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	50.00%	33
No	50.00%	33
TOTAL		66

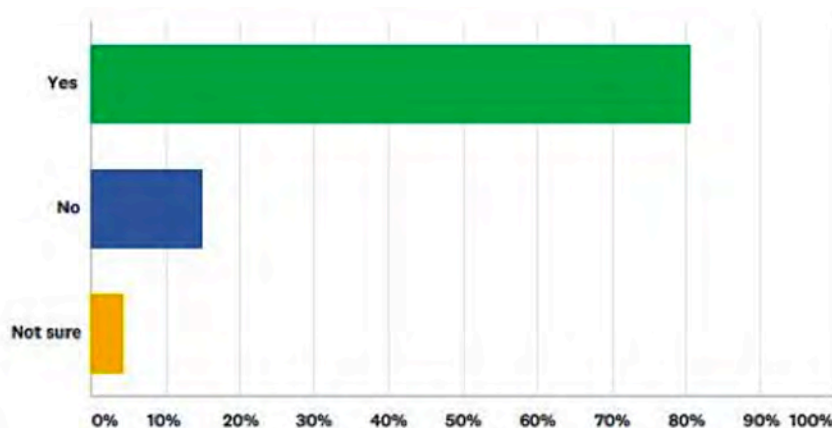
Comments for Q5:

- Providing training at a reasonable cost to municipalities.
- Most recently, the CRSP Prep Course was exceptionally well done.
- Always getting back with good information quickly.
- Shannon is very good at her job, very helpful.
- Troubleshooting my safety questions!
- Customer service is always prompt.
- Email communications and summary of legislation changes.
- Very easy to deal with and when I need assistance someone always tries to help even if they don't have the answer right away.
- Single trainer for Auditing expectations should align expectations of Certifying Partner and Quality Assurance Reviews; Mental Health First Aid Course offering.
- A great job in course management, audit assistance.
- Each member is happy to get back to me in a timely manner.
- Trouble with registering employees. Staff always helpful in registering for me and copying me on emails out to participant.
- Extremely patient and helpful when completing my qualification audit.
- Ask the same question to two AMHSA employees and got two totally different answers.
- Mental Health First Aid – Lynette was extremely helpful with discussing how to run a safety program.

- Training coordinator was very helpful and insightful.
- Service is always great. Pretty hard to improve or have a better day.
- AMHSA staff provided information at LGAA trade show.
- Training.
- Hosting conference calls about the new OH&S changes and getting critical questions answered.
- The resources available on the AMHSA site.
- The Joint NASC/SASC meeting in Paint Earth with the AB OH&S experts, most valuable information I had access to on the new Bill 30.
- I am an auditor, and Shannon Thomas is easy to work with and a great help.
- Helpful staff.
- Training and Ammonia Committee.

Q6 In the last year, has your municipality participated in any AMHSA Training Courses?

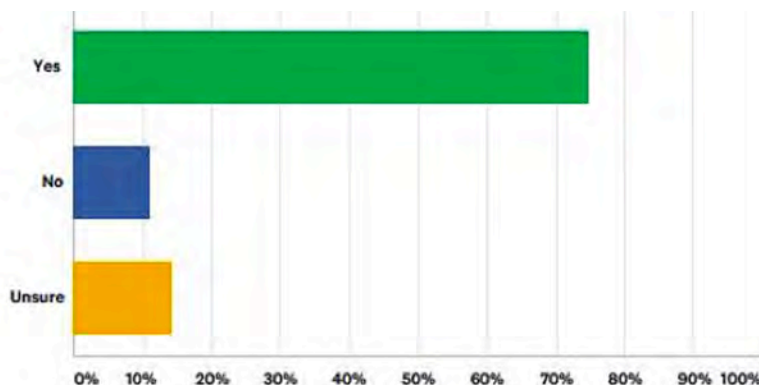
Answered: 67 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	80.60%	54
No	14.93%	10
Not sure	4.48%	3
TOTAL		67

Q7 If your municipality participated in a training with AMHSA, did the training help with the development and implementation of your health and safety program?

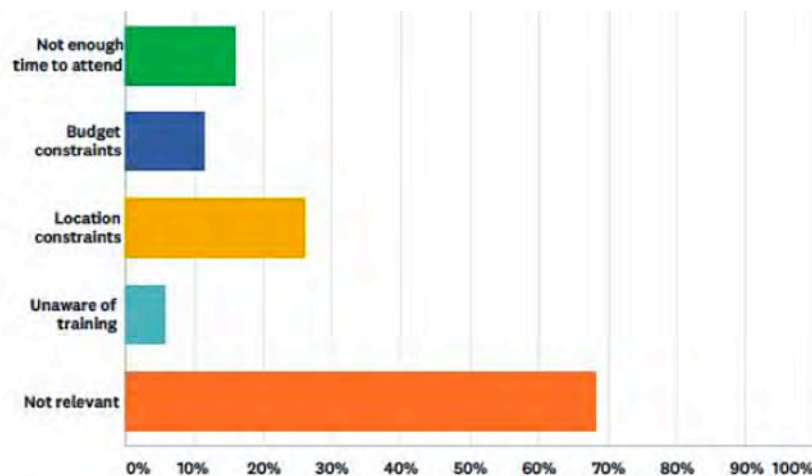
Answered: 63 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	74.60%	47
No	11.11%	7
Unsure	14.29%	9
TOTAL		63

Q8 If your municipality did not attend AMHSA training, why not? (check as many as apply).

Answered: 69 Skipped: 0



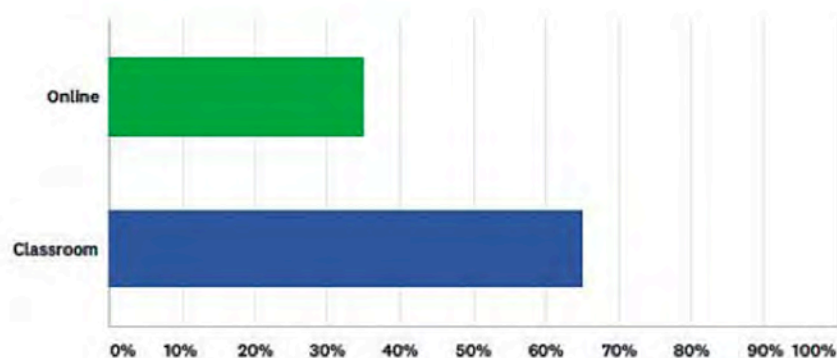
ANSWER CHOICES	RESPONSES	
Not enough time to attend	15.94%	11
Budget constraints	11.59%	8
Location constraints	26.09%	18
Unaware of training	5.80%	4
Not relevant	68.12%	47
Total Respondents: 69		

Comments for Q8:

- We utilize AMHSA training
- Not offered in our rural area – too far to travel
- Survey made me answer this when we do use the training?
- Did some; wish we could do more but ...
- Don't make this a required question, as in Q#7 I indicated that our municipality DOES attend training this year. Now my response is skewing your metrics since I had to select an option that is not true to me. Instead you should make the question logic-based in Survey Monkey (if yes, skip to Q7 skip Q8; if no proceed to Q8).
- I didn't answer this question because we did attend, but the survey says you need an answer so this is it.
- They do attend AMHSA training.
- We did attend.
- We are a part of St. Paul Regional OHS joint servicing agreement with the County of St. Paul, Town of St. Paul, and Town of Elk Point.
- Have been taking the internal training/refreshers training approach. Will utilize AMHSA for management/supervisor training.
- The bill from our last training session was sent to the wrong address and we did not receive it until after the new year. Our finance director was not happy.

Q9 Does your municipality prefer online training or classroom training?

Answered: 66 Skipped: 3



ANSWER CHOICES	RESPONSES
Online	34.85% 23
Classroom	65.15% 43
TOTAL	66

Q10 If you prefer online training, please tell us why.

Answered: 29 Skipped: 40

Comments for Q9:

- We prefer a balance of both, depending on the course content and the target group.
- Prefer online for lower level training - WHMIS as an example.
- Travel time.
- For some of the training, I think it is beneficial to have the option of online training, but some training needs to be classroom.
- It's convenient for our workers.
- I wish I could check both boxes - my municipality is about a 50/50 split. some prefer the freedom of online.
- Love that this option supports time management. Unfortunately, we have not yet taken advantage because we have no spare time to manage. I think this is a really great option for refresher training.
- N/A x2
- We do both online and classroom through AMHSA. We like the flexibility to meet the needs of the participants through either version. DD is a good example of this, where some staff take the classroom and others the online, depending on their frequency of driving.
- Training at site.
- Easier to take online than to travel.
- Employees find it easier to participate in online training because it doesn't take them away from their regular duties for half a day or require additional staffing to cover shifts.
- Like to train in a group. Each employee required to still register/log in which creates difficulties in taking the test as a group.
- Flexibility of training times.
- If available online training is excepted depending on the course offered.
- Students can do there training at their arranged time.
- It is great for small groups or individual training however classroom is still better for larger groups to accomplish training.
- It would be easier to have a staff member to participate online and not have to travel to attend a training session.
- Some courses can be completed online, but I think some courses are delivered better in a classroom.
- The accessibility to be able to take training online and not have to attend a classroom.
- Being a small municipality located a distance from the Highway 2 corridor we have limited budget for occupational health & safety training - mileage and subsistence can use that up very quickly. With a small contingent of employees, it is also difficult to have staff away from their duties. A few hours online is much more favourable to one and half days including travel time.
- Easier to schedule staff to participate, flexible time schedule.
- Less costly, more efficient and convenient.
- Easier Accessibility for multiple staff.
- Ease of getting employees to the location.
- My organization and I differ - they prefer on line, I prefer classroom.
- Easier to schedule. Can do on own time.
- Convenience but should come with a deadline date for completion.

Q11 If you prefer classroom training, please tell us why.

Answered: 49 Skipped: 20

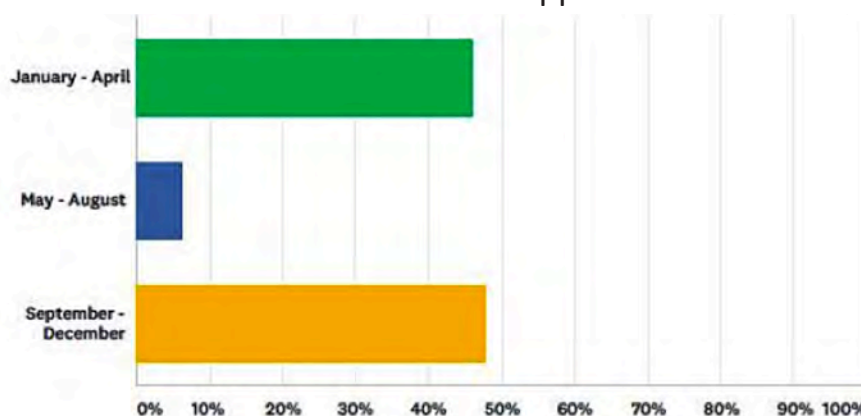
Comments for Q11:

- Some of us require CEU's for certification and this way we can get them. Employees like that the instructors are there to answer questions or can help them understand.
- Better chance for discussion among peers.
- The ability to interact with the instructor and ask questions.
- Prefer classroom for mid to higher level training - Incident investigation as an example.
- Online is good as well. I just found that staff seemed to retain more with the interaction of peers in the course. And, it's thought of as a welcome change of pace from their usual environment.
- I think for refreshers and such it is beneficial to have online but for most safety-based training I believe it is necessary to have the information delivered through a classroom experience.
- This is my preference not that of every department.
- If there are any questions they can be answered right away. Additional information can be received that you don't get with online training (i.e. stores; examples; etc.).
- Not applicable.
- 75% of our work force does not have computer access and benefits more from face-to-face.
- I wish I could check both boxes - my municipality is about a 50/50 split. Some need the structure of in class.
- With classroom training comes additional learning opportunities. (Instructor knowledge; Participant involvement; Sharing of experiences; Networking.
- The employees are more engaged, and their time is allotted specifically to the training - no interruptions.
- Classroom provides opportunity for sharing of information, discussion and ability to tap into expert facilitators for related issues and questions.
- More distractions if I am at work and could be asked to do other things. In classroom, you are dedicated at that moment.
- Great to meet new people and hear new processes.
- More personable. Not set up currently to do larger groups online
- If you have questions, you can get them answered in a classroom setting. Usually there are others in attendance as well, so you get to hear their experiences.
- Classroom training is also preferred as it allows employees to participate in in-class discussions.
- Have the interaction with others
- Most beneficial for learning
- Employees all hear the same information. Chance to bond. Chance to confirm/review procedures. They have a better understanding of processes.
- More communication; to discuss within a group of employees being trained is very rewarding.
- We like both online and classroom. Employees learn in different ways, most effective is classroom with specific hands on components. Visual aids and examples of how to apply the learning are memorable.
- Classroom is also preferred because of the interaction and questions presented within the classroom.
- Hands on one-on-one training if needed.
- Networking opportunities. Ensures the employee takes the training, on line is always dependent on the employee's motivation.
- Better Q & A; more hands on.
- I enjoy networking with like-minded safety professionals
- That way we get all our students together.
- Having an instructor who knows what they're talking about makes safety training much less boring for staff as they can usually tell stories and make the course interesting.
- Staff take more away from the training when done with a trainer and it's nice to have the instructor available to answer any questions.

- Easier to schedule and monitor.
- Better focus but we do use online for part-time.
- Limited availability of computers.
- One-on-one contact, able to ask questions and listen to other attendees' point of view or concerns.
- Lack of computer resources in our county and it takes to long to get everyone through training due to that. Classroom gives people real life examples and the employees can ask questions relevant to what they do and get answers.
- I like the ability to ask questions directly.
- For course designed for managers, online course is good, so they can allocate small portion of time to complete the course, however to be effective, I think in person training generate better results.
- Better ability to ask questions.
- More interactive for participants, more time to ask specific questions and have more site-specific training.
- There is more interaction with others and shared experiences.
- Class training is always more impactful, and experiences are shared. I don't believe in online training.
- Some depart ments like classroom dialogue better while some workers prefer the flexibility of online classes.
- The online programs are easy to do as it can be done in large groups, but the information is very dry. There is better interaction in a classroom setting between instructor and student. Because we do regional training, we would need to have the trainer come to our loc ation.
- Prefer having an instructor come in and get the course done and over with.
- Most of my crew is illiterate so online training does not compensate for their disabilities.
- Dedicated time to learn, online training can get pushed for other priorities. Opportunity to ask questions with an instructor.
- The training is more effective and allows for in person communication.

Q12 When do you typically start planning for OHS courses for your municipal employees?

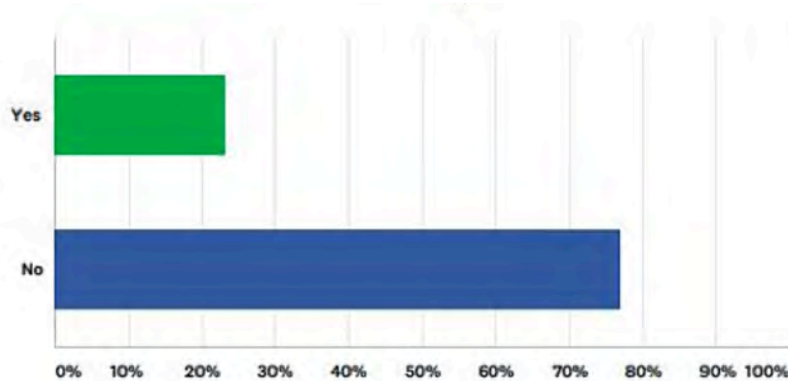
Answered: 63 Skipped: 6



ANSWER CHOICES	RESPONSES	
January - April	46.03%	29
May - August	6.35%	4
September - December	47.62%	30
TOTAL		63

Q13 Is there a classroom course you would like to see added to what AMHSA already provides?

Answered: 65 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	23.08%	15
No	76.92%	50
TOTAL		65

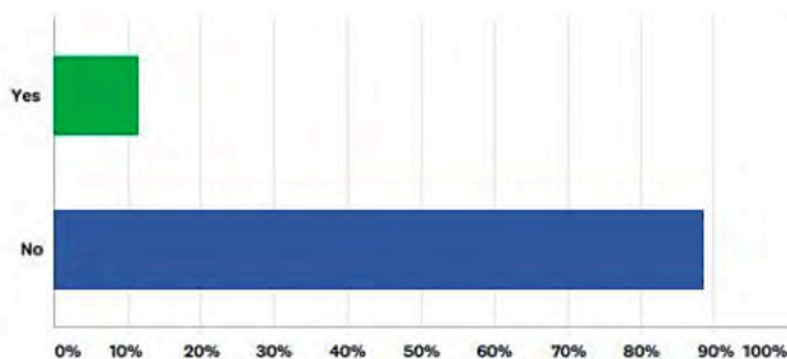
Comments:

- There are several - I would have to consult my colleagues to verify, and I can provide this list directly to AMHSA for their awareness.
- Whatever the Govt comes up with for JHSC members.
- Not that I can think of at this time.
- Supervisor's/Managers Communication Skills with staff (i.e., verbal; body language; etc.).
- First Aid (Standard Level); Understanding Mental Health Problems (workers, supervisors & managers); Communication Skills & Body Language (Supervisors & Managers).
- Safety is forever changing, however the updated OHS Act would be the first that comes to mind.
- I would like to see LSE shortened. In its current format, it is too long, and I feel the class room time could be abbreviated. I'd also like to see a classroom course regarding Cannabis legislation specific to supervisors and their role in assessing and responding to contraventions of the drug and alcohol policy and grey-zone of medical marijuana, etc.
- Joint Health and Safety Committee.
- Changes to the OH&S Act.
- Conflict resolution.
- Pool Safe.
- Leadership for Safety Excellence.
- Root Cause.
- Asbestos abatement course. verbal judo.

- Safe Trenching, excavating and ground disturbance course. We feel that the level 2 ground disturbance course isn't detailed enough for our workers. we would like more training on specific requirements for our operations department.
- Musculoskeletal Disorder Prevention Industrial and Office.
- Updated Legislation, harassment/violence.

Q14 Is there an online course you would like to see added in addition to what AMHSA already provides?

Answered: 61 Skipped: 8



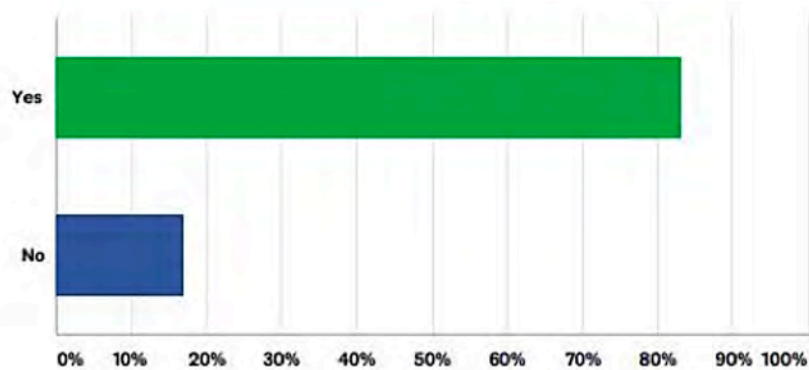
ANSWER CHOICES	RESPONSES	
Yes	11.48%	7
No	88.52%	54
TOTAL		61

Comments:

- Same as Q13.
- Audit Refresher.
- Not that I can think of at this time.
- Supervisor and the Law, lawn mower safety, driving with a trailer (loading, unloading, backing, hooking up).
- Not at this time.
- Supervisor/Leadership 101 training. Some get what a safety management system entails via the training provided however an e-learning version, so we can make it mandatory for them to utilize.
- Cannabis legislation requirements for employees.
- It would be nice if all in-class courses could be offered online as well.
- Respectful Workplaces.
- Root Cause.

Q15 Is your municipality registered in the PIR (Partnership in Injury Reduction) Program?

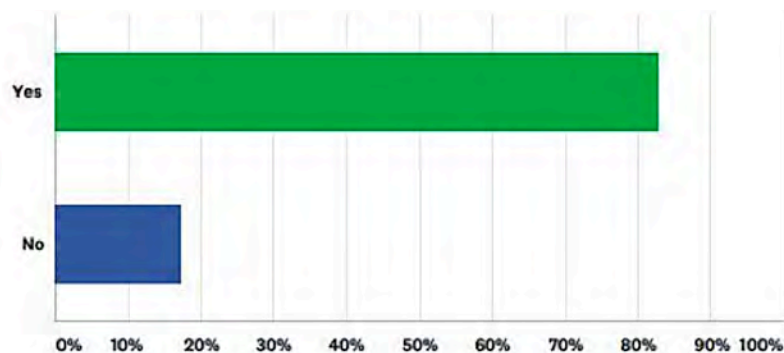
Answered: 65 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	83.08%	54
No	16.92%	11
TOTAL		65

Q16 If yes, Has your municipality achieved Certificate of Recognition (COR)?

Answered: 64 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	82.81%	53
No	17.19%	11
TOTAL		64

Q17 What AMHSA services does your municipality utilize and/or appreciate the most?

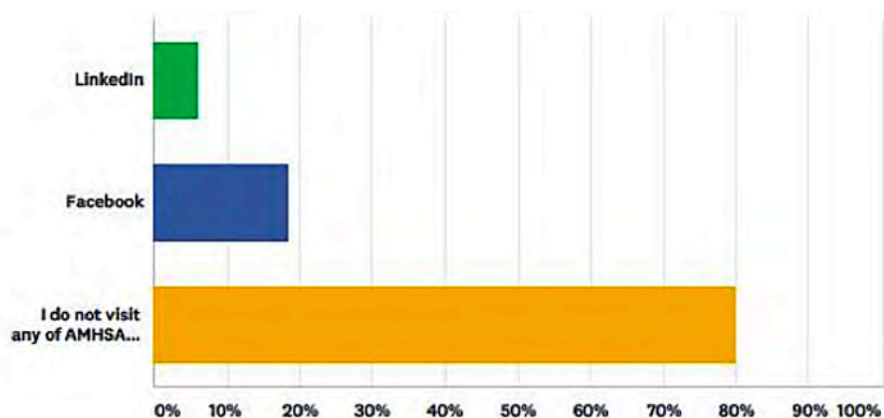
Answered: 50 Skipped: 19

Comments:

- Training, peer auditor program, and there is someone there to answer questions or will find the answer.
- LSE and OHS Committees.
- All of it.
- I appreciate the ability to contact AMHSA and set up a course, here in the city.
- Audit training and support.
- Training and advice. Also, the opportunity to network at the SASC and NASC meetings.
- Training x9
- Contact with a real person if we have questions or concerns.
- Having questions answered/researched with more resources.
- The newsletter.
- Training and resources.
- COR Program Administration; Training that is appropriate to the Municipal sector; Forum for Networking within the industry; Municipal Safety News & Notification of Legislative changes;
- Training, Audits, Consulting.
- Qualified trainers.
- General health and safety training.
- Courses geared towards municipalities. Friendliness of AMHSA staff and patience. Always ready to help.
- All of the services. Great service overall.
- Online Training x3
- Leadership courses.
- Peer auditor support for PIR, PIR Program, and Safety Courses.
- Municipal-related training.
- All your training and courses.
- They are a phone call away, they provide courses, safety meetings.
- Training, assistance with policy generation.
- General expertise, ex: asking Shannon questions and asking auditors questions.
- List of approved auditors -Train-the-Trainer courses.
- Training, and Peer auditing coordination.
- Inspection.
- Training, Resources.
- Audit process.
- Courses and OH&S update information.
- Please see 8 above. We follow the lead of the regional OHS group.
- Information updates via email.
- Support to Auditors.
- Audit and support.
- NASC, conferences, update emails, hazard assessment training resources, investigation training resources.
- Training that's available.
- Training courses.
- Safety Management Checklists and LSE and WHMIS.

Q18 If you follow AMHSA on social media, which platform do you follow (choose all that apply)?

Answered: 65 Skipped: 4



ANSWER CHOICES

LinkedIn

Facebook

I do not visit any of AMHSA's social media sites

Total Respondents: 65

RESPONSES

6.15%

4

18.46%

12

80.00%

52

Q19 If you do follow AMHSA on LinkedIn or Facebook, what do you like the most about our postings?

Answered: 14 Skipped: 55

Comments for Q19:

- Up-to-date notices of important topics.
- N/A
- Informative.
- The classroom listings.
- Relevant legislation changes, reminders.
- The up-to-date information assist so I don't have to wait for the newsletter.
- I have a comment for 21 - although I don't use the social media, I really appreciate the mass emails with responses from other municipal health and safety professionals.
- Some good info comes from the posts.
- Keep up to date.
- Ongoing updates.
- Notices of upcoming courses.
- Don't follow.
- N/A

Q20 What would you like to see more of on our social media pages?

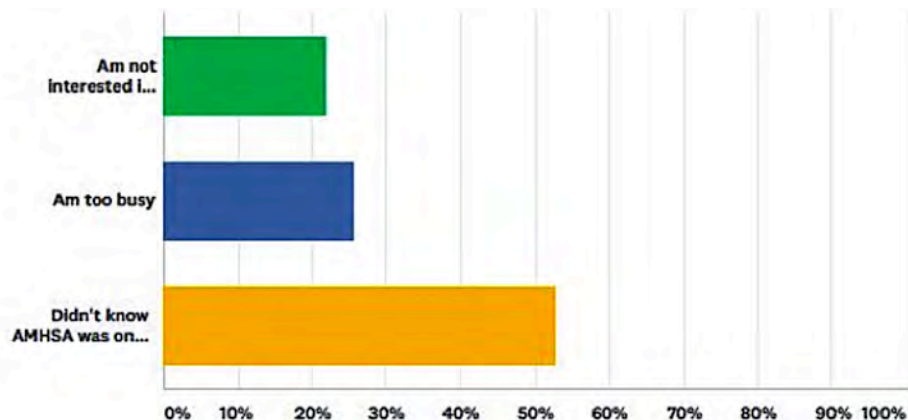
Answered: 11 Skipped: 58

Comments for Q20:

- N/A x4
- I like it as it is.
- Hazard awareness.
- Unknown at this point.
- More updates on what's happening in municipalities.
- Variety.
- Course updates.
- Meet the people of AMHSA ... let us see the faces and activities of our peers.

Q21 If you do not follow AMHSA on social media, please state reason why.

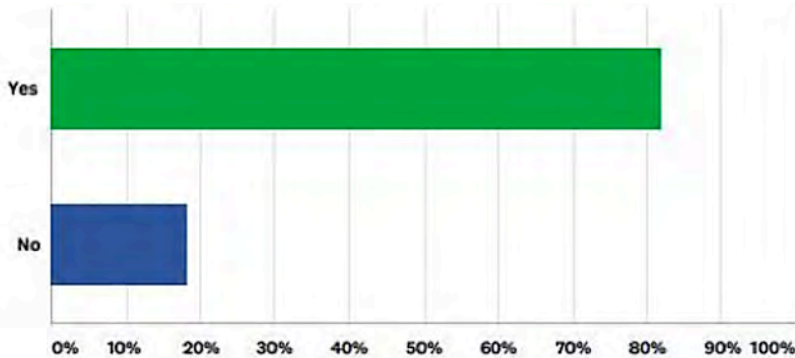
Answered: 55 Skipped: 14



ANSWER CHOICES	RESPONSES	
Am not interested in social media	21.82%	12
Am too busy	25.45%	14
Didn't know AMHSA was on social media pages	52.73%	29
TOTAL		55

Q22 Do you subscribe to AMHSA's quarterly e-newsletter, Municipal Safety News?

Answered: 66 Skipped: 3



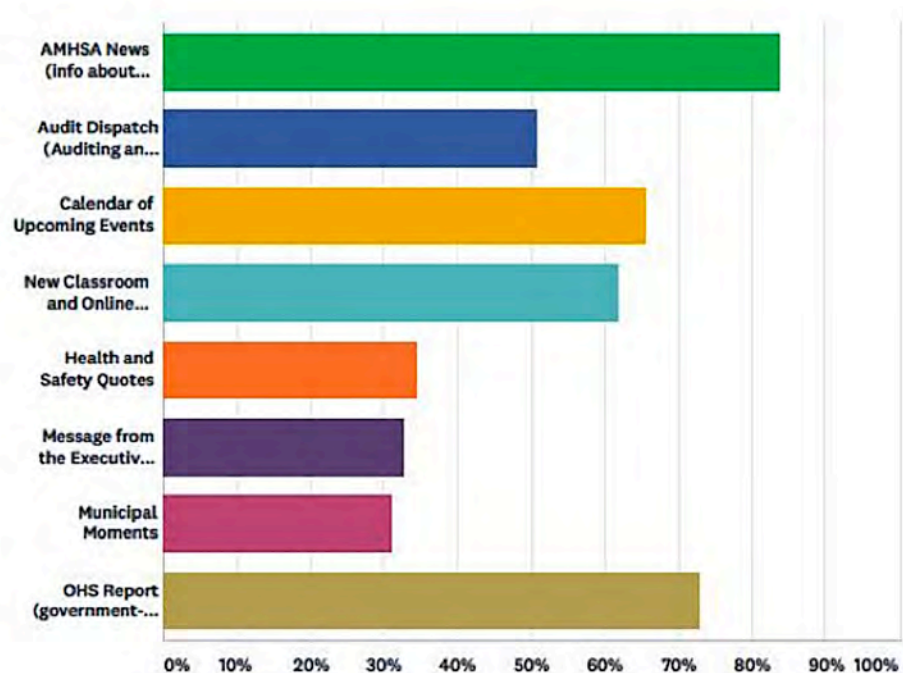
ANSWER CHOICES	RESPONSES	
Yes	81.82%	54
No	18.18%	12
TOTAL		66

Comments for Q22:

- Educating
- See below
- To be honest I don't really read it. I skim over it.
- Everything really, the info in the newsletters is valuable.
- Legislative updates and deadline reminders.
- Well laid-out and easy to navigate. Good links.
- Succinct, relevant
- Information
- Updates and information presented.
- Information on code updates and changes.
- What's upcoming
- OHS changes, upcoming courses, information.
- Great information and resources that can be shared with all staff.
- Course updates.
- Nice and detailed

Q23 What sections do you read the most and/or find the most useful? (Choose all that apply).

Answered: 55 Skipped: 14



ANSWER CHOICES	RESPONSES	
AMHSA News (info about AMHSA, courses, projects, etc.)	83.64%	46
Audit Dispatch (Auditing and COR/SECOR updates)	50.91%	28
Calendar of Upcoming Events	65.45%	36
New Classroom and Online Courses	61.82%	34
Health and Safety Quotes	34.55%	19
Message from the Executive Director	32.73%	18
Municipal Moments	30.91%	17
OHS Report (government-related tips, updates, and info)	72.73%	40
Total Respondents: 55		

Q24 What additional topics, if any, would you like to see covered in our newsletter?

Answered: 8 Skipped: 61

Comments:

- None
- N/A x2
- Not sure at present.
- Notices on changes to certification that came into effect June 1st. Didn't know there were changes until told by another employee. How did I miss that in an e-newsletter?
- Information on commercial drivers and the National Safety Codes (NSC) for municipalities.
- We receive a monthly newsletter from our regional OHS group.
- Legislative updates, stats on incidents/near misses/fatalities in the municipal government industry.

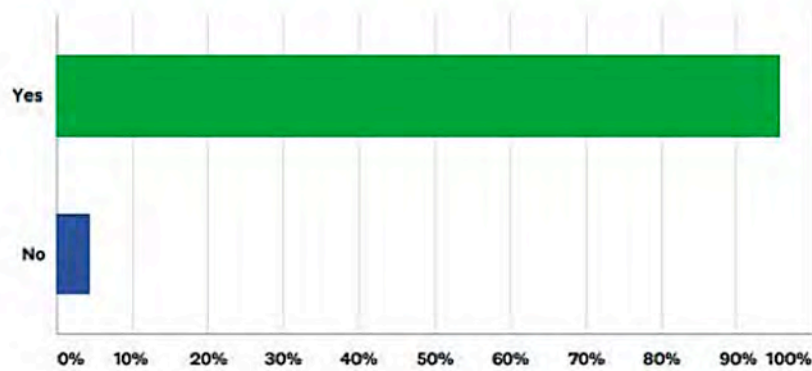
Q25 If you do not subscribe to our newsletter but would like your name and email address added, please indicate information below.

Answered: 10 Skipped: 59

ANSWER CHOICES	RESPONSES	
Name	100.00%	10
Company	100.00%	10
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	10
Phone Number	0.00%	0

Q26 Are you familiar with AMHSA's website - www.amhsa.net?

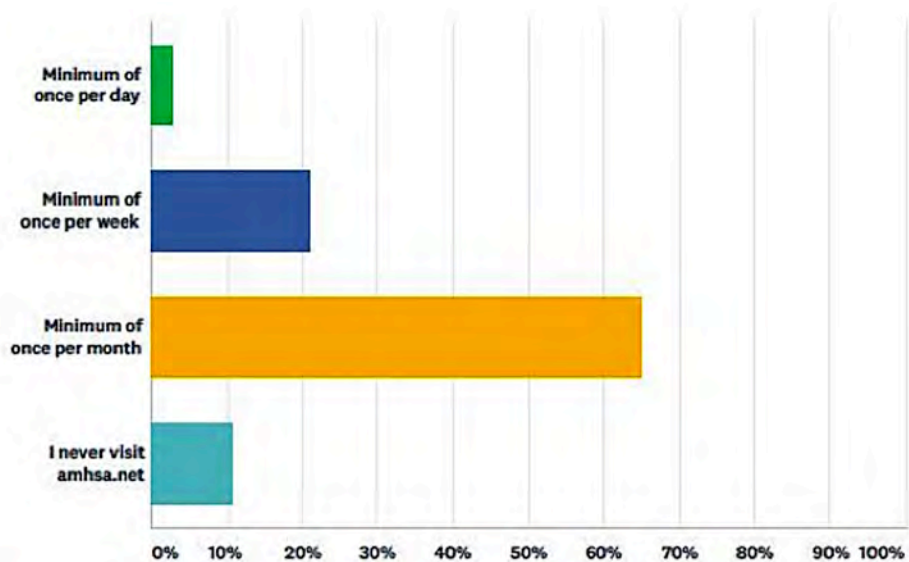
Answered: 68 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	95.59% 65
No	4.41% 3
TOTAL	68

Q27 How often do you visit our website?

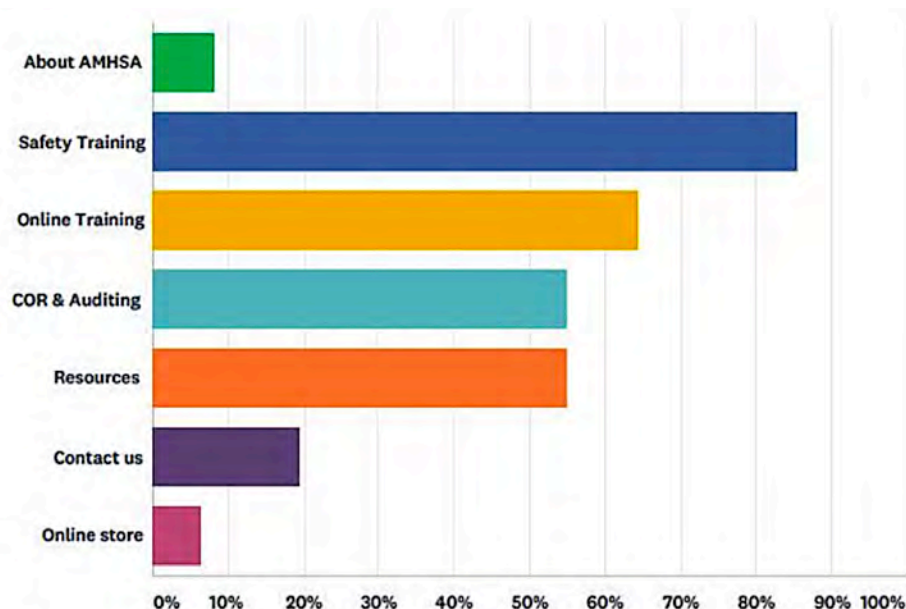
Answered: 66 Skipped: 3



ANSWER CHOICES	RESPONSES
Minimum of once per day	3.03% 2
Minimum of once per week	21.21% 14
Minimum of once per month	65.15% 43
I never visit amhsa.net	10.61% 7
TOTAL	66

Q28 Which pages or tabs do you most frequent when on AMHSA's website? (check as many as apply).

Answered: 62 Skipped: 7



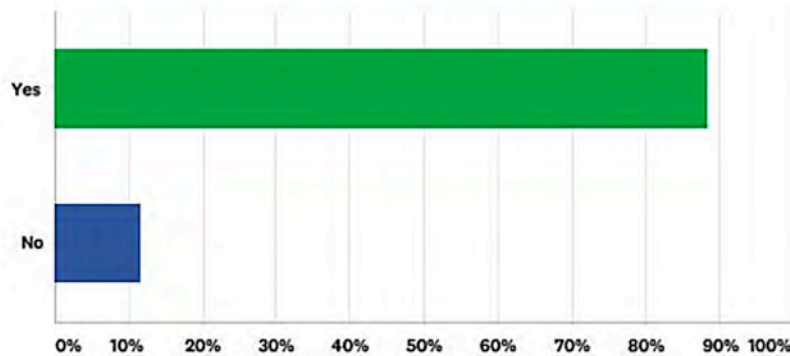
ANSWER CHOICES	RESPONSES	
About AMHSA	8.06%	5
Safety Training	85.48%	53
Online Training	64.52%	40
COR & Auditing	54.84%	34
Resources	54.84%	34
Contact us	19.35%	12
Online store	6.45%	4
Total Respondents: 62		

Comments for Q28:

- Search button.
- Have trouble with the AMHSA site and how it interacts with Bistrainer. There are no instructions to help you work with Bistrainer and set up your employees, etc.

Q29 Do you know how to register for upcoming courses through our website?

Answered: 68 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.24%	60
No	11.76%	8
TOTAL		68

Q30 If any, what are some of the challenges you face(d) when finding a course and/or booking a course with AMHSA?

Answered: 23 Skipped: 46

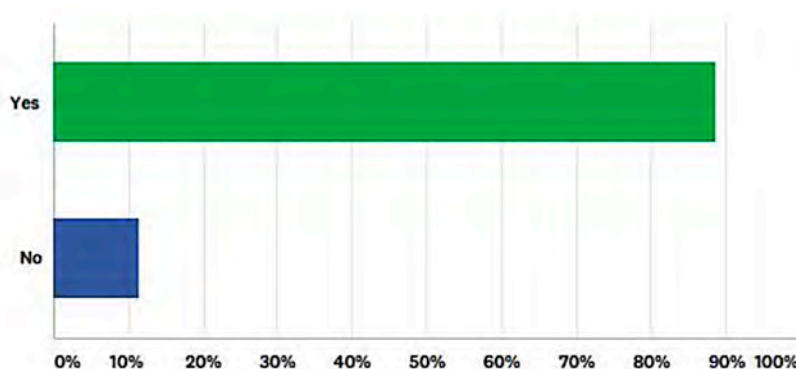
Comments for Q30:

- Auditor training is not until late fall. I have had auditors take the training in early September and then they could lead the audit and I could assist them. This saved a lot of time because we did not have to do two audits certification and regular audit and use valuable time doing it. An audit takes about 60 hrs to do, a certification audit takes about 90 hrs.
- My biggest challenge is that there is not enough of the auditing course available. I asked if I could be put on a waiting list so AMHSA knows how many people are in need of that course. I was told there is no waiting list. Because of this, I believe that you are not aware of how many people really need this course. I was told this course fills up quickly, and if it fills up that quickly, wouldn't it be helpful to know how many people need to take it so you could make the course more available to more members of AMHSA who are in desperate need of it? Thank you.
- We are remote location and can't get regular training as we would like.
- None to date.
- Some of the courses you cannot register for online.
- No challenges; however, if I have questions, I just call and they get answered.
- The website isn't always so easy to navigate.
- Meeting the 10-participant minimum and being responsible to fill the course from other municipalities
- None, I generally send an email and it is set up
- Not sure that we have any course booking challenges. We tend to coordinate on-site courses via e-mail.
- None at present, I'm satisfied with the service.

- I find the website challenging to navigate. The search feature doesn't always bring up what I want. The site is generally slow to load. Clicking on the quick links doesn't always take you where you want to go. I am met with error pages regularly. Why have a link titled Safety Training right beside make sense. The entire website experience is not meeting my expectations.
- Courses are not available when you need them. It's difficult to stay current when you can wait up to a year for a course. It would be nice if all courses through certifying partners could be interchangeable or accepted.
- Sometimes, the course that I know exists doesn't come up in the search – i.e., Prime Contractor. Info on the certificate courses.
- Using the search bar - seem to need the exact title, and I don't always know that.
- NIL
- Mostly on how we could get larger groups taught. Lysha was always excellent at helping me get set up.
- None.
- No Issues.
- The web page freezes often and won't take me where I need to go when clicking on links.
- We have had server issues when half-way through a course, it stopped working. It was an issue with the program not the computer or our system.
- N/A
- Not enough content descriptions.

Q31 Do you find existing Course Calendar informative and easy to use?

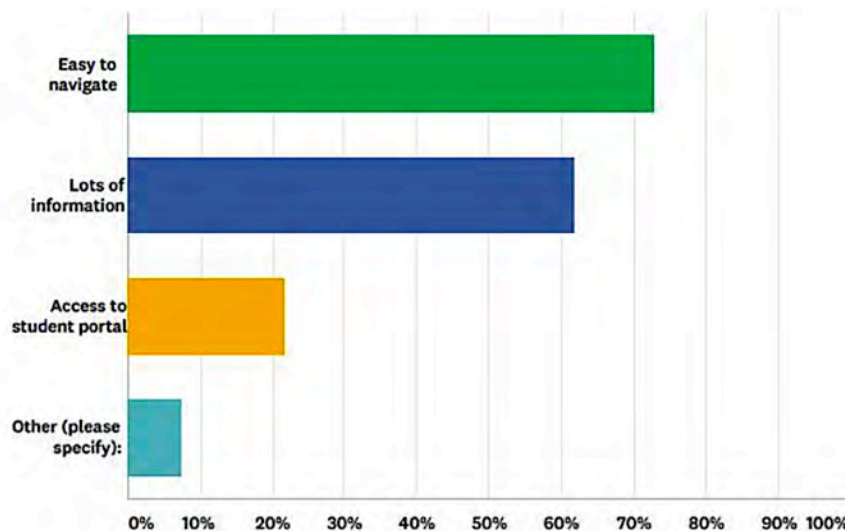
Answered: 61 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	88.52%	54
No	11.48%	7
TOTAL		61

Q32 What do you like about www.amhsa.net?

Answered: 55 Skipped: 14



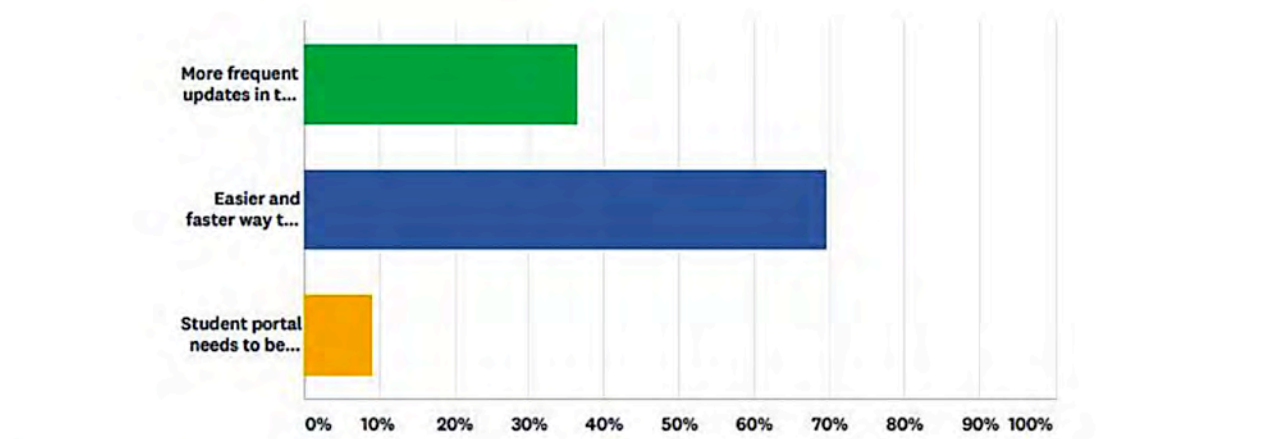
ANSWER CHOICES	RESPONSES	
Easy to navigate	72.73%	40
Lots of information	61.82%	34
Access to student portal	21.82%	12
Other (please specify):	7.27%	4
Total Respondents: 55		

Comments for Q32:

- It is not very easy to find information on training and when and where it is being offered.
- The banner which is full of new information
- I do not enjoy navigating the website. However, the contents (i.e. training resources) are valuable.
- If I could figure out how to get what I'm looking for. How to register multiple employees, how to get the calendar to move to a different date, etc.

Q33 What are some of the changes you would like to see on our website? (Check all that apply).

Answered: 33 Skipped: 36



ANSWER CHOICES	RESPONSES	
More frequent updates in the banner	36.36%	12
Easier and faster way to find what I'm looking for	69.70%	23
Student portal needs to be more accessible	9.09%	3
Total Respondents: 33		

Comments for Q33:

- N/A x 2
- None - meets my needs.
- Takes some time for training course lists to load.
- Having a master calendar to reference.
- No Issues.
- improved navigation, faster load time for pages, improved search bar. Question 34 isn't clear. What kind of webinars, how is this different than online courses, why limited to only "geographically challenged," and why say "G-C" not just those municipalities unable to travel to attend training...?
- Sometimes, it seems difficult to find resources.



AMHSA Corporate Office

1.587.952.2268 | 1.877.537.9063

safety@amhsa.net

www.amhsa.net