25th Annual NCSO Professional Development Conference and Tradeshow

Program Guide

March 9 & 10, 2017
Edmonton Marriott, River Cree Resort
Alcohol, Drugs and Safety (1 day) - SOLD OUT!
Whitney Allen NCSO, B.Sc (Kin)
Time 08:00 - 16:00
Room: River Cree 1

This updated one-day course is designed to assist those employers wishing to develop and manage a workplace alcohol and drugs program. Course material is structured around the COAA Canadian Model for Providing a Safe Workplace – Alcohol and Drug Guidelines and Work Rule.

Key course topics include:
- Identification of fitness for duty issues
- Impact of alcohol and drug use within Alberta’s construction industry
- Benefits of managing alcohol and drugs within the workplace
- Framework for developing a workplace alcohol and drug program
- Duty to Accommodate

New to the course:
- How the legalization of marijuana may affect the workplace
- Maintaining confidentiality
- Facilitating different or sensitive conversations
- Duty to accommodate (i.e., options for developing a return to work plan)

Leadership for Safety Excellence (2 days)
Gary Thomson B.Ed, CRSP
Time: 08:00 - 16:00
Room: River Cree 2

This new and revised fundamental two-day course is designed to provide participants with tools to integrate into their daily activities enabling you to create and promote a healthy and safe working environment. You will experience this new and improved LSE through the instruction of ACSA’s head of Learning Services Department and Lead Instructor, Gary Thomson.

This customized course material is geared towards supervisory positions, yet beneficial to all.

Key course topics include:
- The role of the supervisor
- Safety responsibilities of managers, supervisors and workers
- The scope and significance of hazard assessments
- Company culture
- Hazard assessments
- Incident investigations
- Worker training and communication
WEDNESDAY, MARCH 8: COURSES (8 HOURS)

Alberta Occupational Health & Safety (OH&S)
Legislation Awareness (1 day)
Micheal Wood HSA, M.Ed
Time: 08:00 - 16:00
Room: River Cree 3

This is a one-day course designed to give participants a solid understanding of the basic structure of Alberta's Occupational Health and Safety legislation. Participants will learn to successfully locate information in the OHS Handbook by completing individual exercises and participating in group work. Each participant will receive an OHS Handbook as part of the course materials.

This course is a key component of training for any safety leader in construction and will be taught by ACSA’s Lead Developer for this course, Micheal Wood.

Key course topics include:
- Overview of the different types of legislation that may impact a workplace
- Structure and content of Alberta’s OHS Act, Regulations, and Code
- Locating information in Alberta’s OHS Handbook
- Overview of the OHS compliance and enforcement tools used in Alberta

Communication & Ethics for the Safety Leader (2 days)
Candice Robertson-Shattler B.Ed, CSC, NCSO
Time: 08:00 - 16:00
Room: River Cree 4

This new two-day course is designed to provide participants with a foundation for effective communication and skills to navigate various situations they may encounter as safety leaders in the field. During this course, participants will gain practical knowledge through group discussions and several activities including: identifying perception errors, development and evaluation of safety messages, conflict resolution, and making difficult decisions.

NCSO Conference delegates get the added bonus of being taught this course by its Lead Developer, Candice Robertson-Shattler, ensuring students receive the highest standard of learning and key takeaways from this course.

Key course topics include:
- Conveying safety messages
- Motivation and perception
- Conflict management strategies
- NCSO Code of Ethics
- Decision-making strategies
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THURSDAY, MARCH 9: AM & PM SESSIONS (3 HOURS)

Morning Sessions

Leading From the Inside: How Managers Can Leverage Emotional Intelligence to Create a Safer Workplace

Corina M. Walsh B.Sc, M.Ed
Time: 08:00 - 11:30
Room: Enoch Room AB

In 2014, Corina Walsh made the bold choice to leave her secure job behind to venture out into the uncertain world of entrepreneurship. She started her company Shift People Development with the mission to create happy, healthy workplaces and inspired leadership. Today, as a certified coach, Corina works with professionals, teams, and businesses every day to improve leadership, communication, well-being and engagement.

About the Session
Leaders play an important role in creating a safe workplace. Emotional intelligence is the skill-set that will have the greatest impact on a leader's ability to communicate effectively with employees and create a workplace climate that will foster a commitment to safety.

A deeper understanding of emotional intelligence will help companies and their leaders create a shift from simply talking about safety to leading collaborative and meaningful discussions with employees and stakeholders.

In this session, participants will build self-awareness as they learn about the core emotional intelligence and leadership skills required to create a safe workplace.

Medical Marijuana - A Workplace Safety Hazard?

Jennifer Miller QC
Time: 08:00 - 11:30
Room: Enoch Room C

Jennifer Miller’s practise is dedicated to significant legal matters involving health and safety in Western Canada.

Her practise includes:
- occupational health and safety risk and incident management;
- defense of occupational health and safety prosecutions;
- health and safety related negligence litigation and public inquiries;
- defense of professional discipline; and
- a variety of employment matters.

Jennifer represents industry leaders in energy, medicine, utilities, construction, road building, transportation, and manufacturing and appears before all levels of courts in Alberta, as well as courts in other jurisdictions on provincially and federally regulated matters. Jennifer speaks and writes on health and safety issues for educational organizations, corporations, and professional associations.

About this Session
Cannabis in Canada is undergoing significant regulatory changes. At the same time, cannabis presents considerable occupational health and wellness implications.
This session will provide you with proactive tools to get ahead of the regulatory changes occurring including:

1. Medical & biological implications
2. Occupational risk & tolerance
3. Workplace policies
4. Organizational examples/case study
5. Processes to facilitate accommodation

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**ACSA Info Sessions: The New Consultant Auditor & COR Action Plans**

**Tammy Hawkins**  B.A, B.Ed, NCSO, CRSP, CSP  
Chief Operations Officer, ACSA

**Gina Williams**  NCSO, B.Ed  
COR Audit Review Analyst, ACSA

**Martin Muyomba**  HSA, MBA, CRSP  
Calgary Office Manager, ACSA

**Ryan Davis**  MBA, CRSP, CHSC  
Manager, Course Development, ACSA

**Kim Owchar**  NCSO, OHS  
Senior COR Audit Review Analyst, ACSA

**Time:** 08:00 - 11:30  
**Room:** Enoch Room D

**About the Session**

Combining our Consultant Auditor and COR Action Plan presentations into a single 3-hour session will allow all attendees to gain the latest information on these very important topics.

In the first hour-and-a-half, the ACSA’s Tammy Hawkins and Gina Williams will provide you with essential information about the new procedures and guidelines for the Consultant Audit process. Be empowered with the most relevant and up-to-date tools you need to conduct a well-planned audit. A summary on recent changes to the COR Audit Guidelines will also be provided. Mentoring advice will be available for new auditors and those who might be feeling a little rusty.

After the break, return to hear from the ACSA’s Martin Muyomba, Ryan Davis, and Kim Owchar on a new approach to maintaining your COR. Action Plans were piloted last year, providing vital insights on best practise which will be shared in this session. You will learn how to identify gaps in your safety program, helpful tips on getting started on your Action Plan, and how to incorporate an innovative approach to evaluating your health and safety system. Time permitting, other COR-related topics will be covered.

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**Transformative Communication: Because Every Word Matters**

**Gary McDougall**

**Time:** 08:00 - 11:30  
**Room:** Enoch Room EF

Gary owns a company called Conflict Solutions. He travels the country delivering training in a number of disciplines, which include effective negotiation skills, conflict management, dealing with difficult clients, ethics in the workplace and workplace violence issues.

Gary is a graduate of the Negotiation Certification program at the University of Calgary as well as a graduate of the FBI Hostage Negotiators Training School and he has also served as an Instructor at the FBI Training Academy in Quantico, Virginia. Before retiring in 2006, Gary served as both a Team Leader and Training Coordinator for the Calgary Hostage Negotiation team and was a frequent presenter at the Canadian Police College.
About the Session
Successful business and interpersonal relationships are predicated, to a large degree, on our ability to communicate with others. Communication is at the heart of all productive relationships and is the keystone to connection with others.

In this presentation, attendees will gain an understanding of how our individual perceptions, assumptions and mindset affect our thoughts, behaviours and attitudes and ultimately the outcome of our personal interactions. We will explore strategies to ensure that our intended communication is received by our counterpart and as well as strategies for enhancing our listening capabilities.

How to Market Yourself When Seeking Employment - NEW SESSION
Jared Fabian, Roevin Engineering & Technology (a division of Adecco)
Time: 08:30 - 11:00
Room: River Cree 3

Jared’s experience over the last 10 years has been recruiting in the Construction and Engineering fields in both external agency and in house consultant positions. His efforts have built him relationships with most of the largest Multi-Discipline Engineering firms in North America, as well as some of the world’s largest Mining Companies, Consultants and some of the largest General Contractors in Canada.

In this interactive, practical session, Jared will take you through the following key lessons to help you market yourself to potential future employers:

• How recruiters process works (a view from the eyes of a recruiter)
• Searching for a job
  - How to search
  - Where to search
  - Ways to search (networking, etc)
• Do’s and Don’ts when applying for a job
• Resume Building
  - Format
  - Cover letter
• The interview (tips, techniques, process and follow up)

Interview preparation kits will also be provided as an important take away item.
Afternoon Sessions

50 Shades of Beige: Communicate with the Cross-Cultural Advantage
Tina Varughese B.A., B.Comm
Time: 13:00 - 16:30
Room: Enoch Room AB

For fifteen years Tina Varughese worked with immigrants in her roles at the Government of Alberta’s immigration office as well as running her own successful relocation and settlement firm.

About the Session
Everybody can benefit from communicating more effectively, however, when 20% of Canada’s population (and much higher in urban centres) is foreign-born, communicating with the cross-cultural advantage is arguably one of the most important types of communication to understand and from which to benefit from in the 21st century.

Tina’s interactive approach to her sessions is insightful and her delivery is highly entertaining. In this session, Tina will outline the importance of being able to communicate cross-culturally in the workplace and how it leads to enhanced productivity, performance, and employee engagement.

Some of the key takeaways:
• Cultural differences in communication: Indirect vs. direct speaking styles
• Individualistic and collective cultures: How values change the way we communicate
• Non-verbal communication: Why the “unspoken” word is the most important of all

Human Factors in Construction
Dave Fennell CRSP CET, B.Sc
Time: 13:00 - 16:30
Room: Enoch Room C

Dave Fennell spent 34 years with Imperial Oil and ExxonMobil in a variety of senior safety roles before retiring last year. Dave has a key role in leading these two companies to world class safety performance and now is sharing these aspects of safety with others in the industry.

About this Session
His session will focus on four key areas of human factors:
• Physical Activities - understand how the physical human body works so that we can prevent injuries
• Workplace Design - examine how work places are set up to optimize people movement and equipment movement to prevent incidents
• Information Transfer - ensure that we are getting the correct information to workers through signs, labels and instructions
• Human Error - understand how and why people make mistakes that lead to incidents

Tammy Hawkins  B.A, B.Ed, NCSO, CRSP, CSP
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Communication Barriers in the Construction Industry

Nicole Orr  CRSP

Time: 13:00 - 16:30
Room: Enoch Room EF

With 17 years of health and safety experience in the construction industry, spanning several industries, Nicole is a safety professional with a wide breadth of experience. Nicole is also a contract trainer at the ACSA, teaching a variety of courses. She has a passion for safety, learning, and sharing her experiences with others who want to excel in this industry.

About the Session
In this session, Nicole will address three key barriers on the worksite, which can negatively affect communication and morale leading to incidents.

- Fear – this affects personnel in construction at all levels. Fear of losing face, reprisal or conflict.
- Perception – perception can be altered based on the listeners’ (in)ability to actively listen and understand. Perception can also be skewed by the style, presentation and role of the sender. Also, the commonly held belief that “common sense” is the same knowledgebase for everyone is an unsafe assumption on the worksite.
- Credibility – do the sender’s actions and words match? Are you a credible source of information because of how you approach others? Where is your information coming from?

All these themes are tied together and we will examine how they create barriers resulting in potentially dangerous conditions and how to foster a culture that does not support these behaviours.
Wellness - Roadmap to Personal and Professional Success - NEW SESSION
Raeleigne Van Patten CRSP, NCSO, RYT-500
Time: 13:00 - 15:30
Room: River Cree 3

Raeleigne is the Senior Manager of Health, Safety, Environment and Wellness for Millennium EMS Solutions Ltd, an environmental consulting company engaged in the expert delivery of effective and innovative strategies to its industry and government clients.

Raeleigne is also a Health and Wellness Coach, a certified RYT-500 Yoga Teacher, a Mental Health First Aid instructor, designated by the Mental Health Commission of Canada and she is a public speaker. Raeleigne is the Chair of the Outreach Committee, Past Chair and Director of Outreach for the Edmonton Chapter as well as the Chair of the Alberta North Regional Screening Committee for the BCRSP.

Raeleigne has spent almost 2 decades developing her knowledge in the field of workplace health, safety and wellness with a strong focus on the body, ergonomics and how a person's job impacts their body.

About the Session:
Finding a reasonable balance between career, family, home, volunteering and time for yourself is difficult. In this session, you will learn why personal wellness and self-care is the foundation for success in balancing relationships and work, and the key to a higher level of enjoyment and fulfillment in your life.

At the end of this session, participants will be able to:
1. Understand the importance of balance
2. Learn self-care techniques and how to integrate what works for you within your day
3. The importance of being in the “present”
4. The benefits of journaling
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FRIDAY, MARCH 10: PLENARY (ALL DAY)

Room: Enoch Ballroom

Buffet Breakfast will be served
Time: 07:30 - 08:00

Teamwork and Safety
Kevin Vallely
Inspirational Adventurer, Work Life Balance advocate
Time: 08:00 - 08:45

Kevin Vallely was named one of Canada’s leading adventurers by the Globe and Mail.

His adventuring resume is stacked with compelling expeditions to all parts of the world:
• attempting the first human powered traverse of the infamous Northwest Passage in a single season;
• skiing Alaska’s 1,860km Iditarod Trail;
• scampering over Vancouver Island’s West Coast Trail in record time of 10hr.13min;
• attempting to bike and climb the island of Java’s thirteen 10,000-foot volcanoes in the midst of jihad;
• retracing a 2,000km Klondike -era ice bike route through the dead of an Alaskan winter with teammates Ray Zahab and Richard Weber; and
• breaking the world record for the fastest unsupported trek to the Geographic South Pole.

In this motivating and inspiration breakfast presentation on the importance of ‘Teamwork and Safety’, Kevin will demonstrate first-hand the key elements that make teams work well together. The core values of commitment, trust and leadership will be examined from the eyes of this world-class explorer.

He is sure to wake you up and get you motivated and ready for the day ahead!

Opening Address & Gary Wagar Scholarship Presentations
ACSA
Time: 08:45 - 09:15

Delegates will be among the first to see ACSA’s new video, shining a spotlight on the stories of safety leaders in our industry. Presentations will also be made to the two winners of the $1000 Gary Wagar Scholarships, which is an ACSA and University of Alberta initiative.

Panel Session - The Road Towards a Truly National Designation
Time: 09:15-10:15
Facilitator: Steve King R.E.T., G.S.C.
Chair, ACSA
Civil Estimating Manager, PCL Construction Management Inc.

Tammy Hawkins BA, B.Ed, CRSP, CSP
Chief Operations Officer, ACSA

Mike McKenna B.Sc (OT)
Executive Director, BC Construction Safety Alliance (BCCSA)

Collin Pullar MBA, MCert (Pub. Mngt)
President, Saskatchewan Construction Safety Association (SCSA)
Representatives from the constructions safety associations that make up most of western Canada will be represented on this panel, discussing their cooperative efforts in making the NCSO and HSA designations truly national. Updates from each association, along with news from the Canadian Federation of Construction Safety Associations (CFCSA), in regards to work on the advancement of NCSO/HSA will be discussed. Other topics of interest to delegates will also include the latest on the NCSO Exam, administered by the ACSA, as well as the new look for the NCSO logo.

In this session delegates will also have the opportunity to ask questions of the panel from the floor.

**WHY WE DO THIS: Six Inspiring Stories for Bad Days**

**(Mark Greene)**  
**Time: 10:45 - 12:00**

Mark is a member of Alberta Justice’s Central Legal Services Division, where he is lead legal counsel for Occupational Health and Safety under the Alberta Labour Ministry. He also teaches the Occupational Health and Safety Law Course and the OHS Human Rights Course at the Faculty of Extension – University of Alberta.

**About this Session**  
We’ve all had bad days at work. Health and safety is a difficult (and sometimes thankless) profession. When we do our jobs well, nothing happens. Some people believe nothing would have happened. The same people may criticize the efforts as being unnecessary, costly, and a waste of time.

When faced with this, it is important to reflect. Health and safety has advanced tremendously in a relatively short period of time. This is thanks to the efforts of advocates who sacrificed their own interests in the belief that no one should die for a paycheque.

From where we’ve come, we can find where we need to go. This presentation explores the history of the health and safety movement. These are the stories that I find inspiring. It’s why I do this.

**Waking up to Fatigue Factors in the Workplace**

**(Susan Sawatzky B.Ed, CRSP)**  
**Time: 13:15 - 14:15**

Susan Sawatzky is the owner of In-Scope Solutions and an independent safety consultant specializing in fatigue and stress management. Susan speaks internationally on the topics of fatigue and stress in the workplace and consults with a wide variety of industry clients to assist in finding appropriate organizational solutions.

Research has indicated fatigue is four times more likely to cause worker impairment than drugs or alcohol and that a fatigued employee is three times more likely to cause a workplace incident. Yet this prevalent health and safety risk is largely under-recognized by the majority of individuals and organizations.

The construction industry often has a moderate and high risk exposures to fatigue through the seasonal nature of the work and the long hours that are often required. It is therefore important to recognize health and safety issues that are created.
This diverse panel of experts from industry, law and academia is sure to engage delegates right from beginning to end, with a robust discussion on what is often a polarizing topic for the construction safety: Risk Mitigation.

No stone will be left unturned with this expert panel primed to debate their opinions on where we should focus our risk management in this modern age. From the legalization of medicinal marijuana, to the effectiveness of post-incident drug testing, to best incident response tactics, to behavioural influence; this panel discussion will be jam-packed full of unique insights and important information that everyone can learn from.

In this session delegates will also have the opportunity to ask questions of the panel from the floor.
## Program Agenda

**Friday, March 10, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Program Item</th>
<th>Location</th>
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<tbody>
<tr>
<td>06:30 - 07:15</td>
<td>Yoga</td>
<td>Rejuvenation Room</td>
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<td>07:30 - 08:00</td>
<td>Buffet Breakfast</td>
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<tr>
<td>08:00 - 08:45</td>
<td>Teamwork &amp; Safety</td>
<td></td>
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<tr>
<td>08:45 - 09:15</td>
<td>Opening Address &amp; Gary Wagar Scholarship Presentations</td>
<td>Enoch Ballroom</td>
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<tr>
<td>09:15 - 10:15</td>
<td>Panel Session - The Road Towards a Truly National Designation</td>
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<tr>
<td>10:15 - 10:45</td>
<td><strong>Coffee Break &amp; Tradeshow</strong></td>
<td>Lobby</td>
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<tr>
<td>10:20 - 10:35</td>
<td><strong>Health &amp; Wellness Activity</strong></td>
<td>Rejuvenation Room</td>
</tr>
<tr>
<td>10:45 - 12:00</td>
<td>WHY WE DO THIS: Six Inspiring Stories for Bad Days</td>
<td>Enoch Ballroom</td>
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<tr>
<td>12:00 - 13:00</td>
<td><strong>Lunch &amp; Tradeshow</strong></td>
<td>Lobby</td>
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<tr>
<td>13:00 - 13:15</td>
<td>Ministerial Address</td>
<td>Enoch Ballroom</td>
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<tr>
<td>13:15 - 14:15</td>
<td>Waking up to Fatigue Factors in the Workplace</td>
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<tr>
<td>14:15 - 14:45</td>
<td><strong>Coffee Break &amp; Tradeshow</strong></td>
<td>Lobby</td>
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<td>14:20 - 14:35</td>
<td><strong>Health &amp; Wellness Activity</strong></td>
<td>Rejuvenation Room</td>
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<tr>
<td>14:45 - 16:00</td>
<td>Panel Session - Considerations for Modern Day Risk Management: Where Should the Focus Be?</td>
<td>Enoch Ballroom</td>
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<tr>
<td>16:00 - 16:15</td>
<td>Closing Address</td>
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<tr>
<td>16:30 - 18:00</td>
<td><strong>Industry Mixer</strong></td>
<td>River Cree Ballroom</td>
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</tbody>
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*Conference Closes*
Conference Social Activities

Welcome Reception
Proudly sponsored by Aldan Consulting Ltd
Time: 16:30 - 19:00
Room: Lobby

Delegates will be provided with a night of good fun, good food and good company at the Conference Welcome Reception. You will have the unique chance to grow your network, meet up with old friends and make some new ones. The Reception takes place in the Lobby on the evening of Day 1 of the event, Thursday, March 9, 2017. Thank you to Aldan Consulting for sponsoring this special event.

Industry Mixer
Time: 16:30 - 18:00
Room: River Cree Ballroom

This is the ‘not to be missed’ social networking event of the conference. A new edition to the conference program, this function is guaranteed to intrigue delegates and serve as a perfect way to mark the end of the two day event. This mixer cocktail function highlights the theme of the conference; ‘Connect. Communicate. Collaborate.’ This event will offer delegates with an opportunity to hone their networking skills and market themselves to potential employers. Leaders from the industry and government will be invited to attend this function to meet with the delegates and discuss ways for them to best advance themselves in this difficult employment environment.

Rejuvenation Room

Conferences can be exhausting both physically and mentally, so it’s important that we take time to rejuvenate and re-energize; that we look after ourselves. The ‘Rejuvenation Room’ will provide a unique and peaceful space for delegates to relax and recharge at key intervals throughout the duration of the conference. Yoga, stretching and meditation sessions will take place during the coffee and lunch breaks, designed to immediately sooth those who walk in, with calming music, lighting and scents. A herbal tea and fruit station will also be set up in the room, on offer to those after a refreshing drink and healthy snack. This new addition to the event will help you through your conference experience, providing an environment for you to maintain your health and wellness while away from home.
Sponsorships & Trade Show

2017 Conference Sponsors

Welcome Reception (March 9)

Trade Show Exhibitors

- 511 Alberta, Alberta Transportation
- 3M Canada
- Alberta Common Ground Alliance
- Alberta Labour
- Alberta One Call
- Alberta Roadbuilders and Heavy Construction Association
- ASTEC Safety Inc.
- BIS Training Solutions
- Canadian Home Builder’s Association - Alberta
- CSSE Edmonton
- EHS Partnerships Ltd
- Eyesafe
- Fall Protection Group
- Honeywell Safety
- NAIT
- St. John Ambulance
- Staples Promotional Products
- Threads of Life
- UCIT Online Security
- United Rentals
- University of Alberta - Faculty of Extension
- University of New Brunswick

For more information regarding the Conference, please contact ACSA at marketing@youracsa.ca or give us a call at 1 800.661.2272 (ACSA).

To get regular updates regarding the Conference, please visit our website or check out our social media below.

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