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Andy Jeves
Vice-Chair, CERCA

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A Message from the Vice-Chair



It is an absolute pleasure to welcome you back to CERCA: *The Responder* magazine as we start our third year of publication. I've read over the last few publications and have noticed in the Chair's opening the word 'COVID' has appeared in the last few issues, so I figure I will keep it going by simply saying 'COVID.'

Now that that's out of the way, I'd like to say that I'm looking forward to seeing everyone at the beautiful Harrison Hot Springs Resort. The surrounding region is a collection of communities spanning Agassiz, Harrison Hot Springs, Harrison Mills, as well as all the communities in between. Topics at the 2023 Spring meeting are focused on the needs of First Nations and successes within the 'spill response world,' case studies, and some Indigenous-led initiatives. As such, we recognize that we share the land of the traditional territories of the Sts' ailes, Seabird Island, Sq'ewá:lxw, Cheam, Douglas, Leq'a:mel, Samahquam, Sq'ewlets, and Skatin First Nations.

Workforce issue abound

Staffing challenges continue to impact not only the contractor world but companies across all industries. Baby boomers are leaving the work force in record numbers and new workers are prioritizing life balance over all else. Yet, this is where the Canadian Emergency Response Contractors Alliance (CERCA) network can shine.

Building on Dave Hill's comments from the last magazine, it is imperative that teams work together and the mutual aid network that CERCA provides helps to ensure that all clients can get a response to whatever their situation is. This can be done by either 'backing

up' and supporting a local team during busier times and major events, or simply responding to a smaller call on behalf of another contractor because you are closer and can supply a quicker and more cost-effective response that helps both the environment and all parties involved.

In the last 10 years I've seen a dramatic increase in teams training together, which is the best place to get to know more about each other and each team's individual strengths. I have also seen response teams made up of two companies, which allows both contractors to ensure the situation can be properly mitigated while not 'wiping out' the capabilities at their home base. I am confident that this is something that can be further fostered through the work done by CERCA, as well as by the opportunities that the semi-annual meetings provide for various team leaders and managers to come together and discuss issues.

The Responder magazine has allowed us as an association to highlight the work and capabilities of our teams, and this most recent issue will endeavour to do the same.

Just like everything else in life, we will only get out of this based on what we put in.

Regards,
Andy Jeves
Vice-Chair, CERCA



Recruiting *and* Retaining Tomorrow's Workforce, Today

By Paul Adair, Staff Writer



If you are finding it difficult to recruit and retain qualified workers, you are not alone. According to a recent survey, more than a quarter of Canadian companies across multiple sectors say they are dealing with labour shortages and high employee turnover and have been forced to hire people they otherwise would not have just to stay up and running.

What does this mean for an industry like emergency response, where the ability to do your job and the decisions you make can have significant health and safety implications, not just for yourself but for entire communities and the surrounding environment?

Emergency response is a niche industry that's simply not for everyone and new recruits need to come to the table with very specific traits already in hand, such as being flexible, self-motivated, and safety orientated. They also need to have the confidence to go into situations that are often uncontrolled, unspecified, and unscheduled. Finding such a worker is like finding a needle in an ever-growing haystack.

Having a sufficient workforce in the future will be crucial for emergency response contractors being able to do the job when called upon. Photo courtesy of Rapid Response.



“Good workers in our industry have always been hard to come by and it’s only getting worse,” says Reg Foster, Director at Rapid Response HAZMAT Industrial Group Ltd. “The fact is, there just aren’t as many people looking to do this kind of work as there used to be and, since we are not slowing down, it’s impacting the workload for everyone else. The result is that we all need to work a little bit harder and just a little bit longer every day. It’s not always easy.”

A labour pool at capacity

The tightness of the Canadian labour market – where there is more job openings than available qualified workers – has meant that those in the emergency response sector are also drawing from the same labour pool as other industries. The lack of available labour has – at times – made it challenging for some contractors to meet the needs of clients.

“Attracting and retaining staff has been more of an issue recently as we’re finding the larger industrial services competitors are aggressively recruiting, leaving us to defend against this behaviour, as well as being progressive with our pay and bonus programs,” says Spartan Response Managing Director, Kevin Wallace. “With this shortage of workers in the market, we’ve had to be selective in the work mandates we agree to support and are unfortunately having to decline some work due to resource limitations. Customer satisfaction is a core principle within Spartan Response, and our only way to protect this is to ensure that we do not over commit relative to our work force.”

This sharing of the labour pool and the increased competition for a shrinking workforce has also meant that there are fewer applicants coming off the streets looking for a career in emergency response and, the ones that do, often look at the sector as being a stepping stone to help them move into the fire service.

“The vast majority of people that do apply for emergency response jobs are usually trying to get onto a fire department and, of those we hire, most of them will successfully move on,” says Chris Nicholson, Regional Manager East Emergency Response at GFL Environmental Services. “As a result, the time, effort, and money that’s spent on training them

to be dangerous goods responders is lost because they’ve gone off to another trade, and we get to repeat the same cycle all over again with the next inflow of people.”

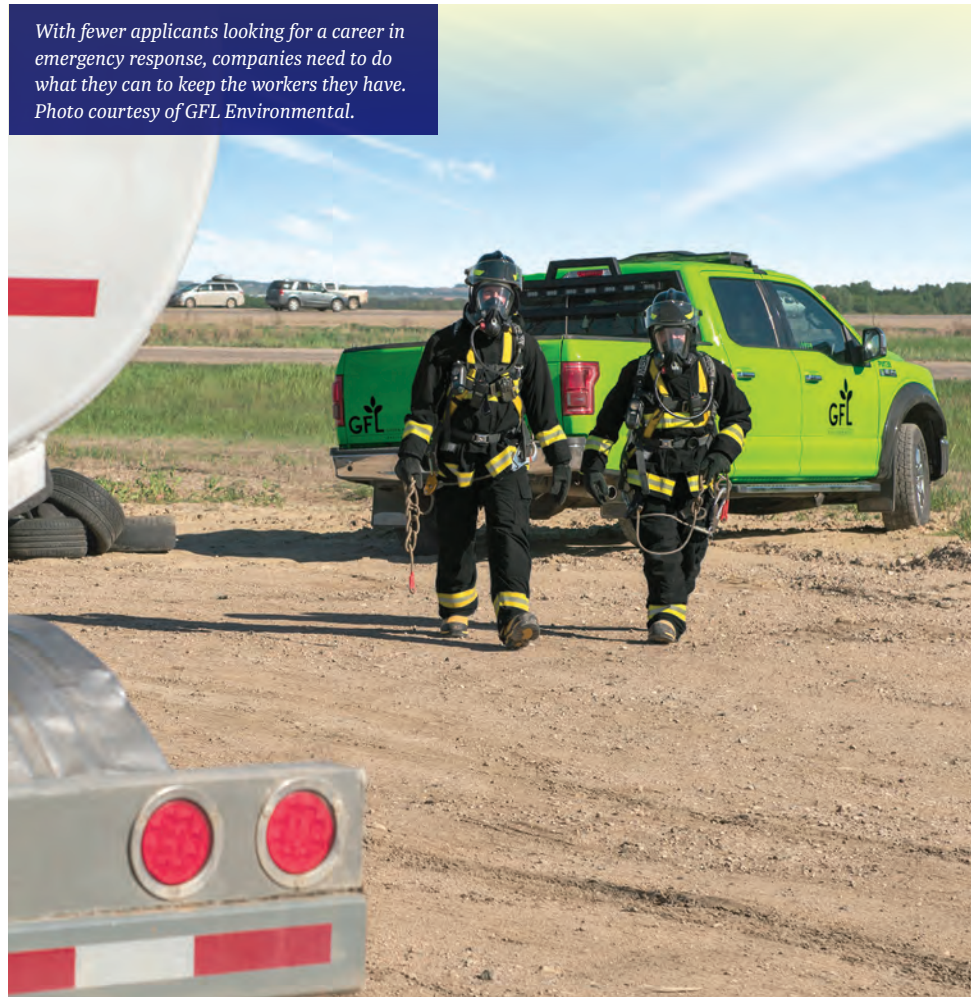
Wallace agrees, adding, “I hope that our peers in the market focus on new strategies in this employment gap, as recruiting competitor employees does not make the industry stronger across the region and encouraging transient behaviour with staff does not help support strong company response teams.”

Part of the problem also appears to be generational. How companies attract, engage, and retain Millennial and Gen Z (born after 1996) workers is different than it was for previous generations. These younger entrants into the job market tend to have different views about employment, with many requesting flexible working arrangements – something that is difficult to accommodate in emergency response.



“The biggest struggle we face right now is just getting people who want to be on call or willing to change their schedule to accommodate an emergency call,” says Shaune Zeleny, Regional Manager, Specialized Services and Emergency Response, Western Canada at GFL Environmental Services. “A lot of folks working in this industry today like the

With fewer applicants looking for a career in emergency response, companies need to do what they can to keep the workers they have. Photo courtesy of GFL Environmental.





training and being part of the team, but when they are asked to go out at two in the morning and perform the job, it comes with challenges.”

Possible solutions going forward

The transportation of dangerous goods across Canada is safer than ever before, and emergency response incidents are on the decline, thanks in large part to the efforts of CERCA behind the scenes. But emergency response is a volume driven business and if the incidents don't happen, the teams don't roll, the company doesn't get paid, and the business becomes nonexistent. A challenge for contractors is finding other things that help support their businesses so that they can retain a higher number of staff over the long-term.

“While it's true that we probably need less people to handle the number of dangerous goods incidents we see, that doesn't diminish the fact that we still need people,” says Nicholson. “GFL wants to keep people engaged, so we spend a lot of time making sure that everyone gets trained in various skill sets so they're

not just confined to space rescue or just a vacuum truck operator. Before they know it, they realize they are part of a dynamic, fulfilling job that provides more than doing shift work at a fire department.”

Higher wages and more hours aren't everything for today's workers, and creating an environment of open dialogue is important to attracting top-tier talent, as well as for keeping them. This means employers need to listen to questions, address any concerns, and be willing to provide constructive feedback. Doing this will allow the company to get ahead of any issues or concerns before they become a problem and help ensure that workers aren't keeping one eye on the door, wondering where their next job might take them.

“We're pretty open right off the bat when it comes to trying to understand what people's career aspirations are, and we expect them to be just as open and honest with us,” says Zeleny. “If they truly want to make emergency response a career, we'll do everything in our power to make them successful. If they have plans to move onto something else

in a few years, we may still hire them, but we'll do so with the understanding that they might miss out on certain aspects because it's just a stepping stone for them. We are very fortunate at GFL that we experience low turnover as our people always come first.”

Developing a greater level of diversity in the workforce is another great option for drawing quality recruits into emergency response. Fortunately, many Canadian emergency response contractors are taking the lead in this area and promoting inclusivity within their ranks and hiring from less represented groups, such as women, newcomers, and Indigenous communities.

“Because Rapid Response works with them on a regular basis, we're constantly talking with different Indigenous groups about potential training opportunities and trying to find ways to incorporate their people on projects,” says Foster. “So, while the typical emergency responder is still pictured as being male and a certain demographic, this is a picture that is slowly evolving for the better.”

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Answering the Call: Women in Emergency Response

By Paul Adair, Staff Writer



When you Google a picture of the typical emergency responder, the images are overwhelmingly of

burly, strong men out in the field doing the job. But that doesn't mean there aren't also many skilled and talented women working in emergency response who are making their mark on the industry.



Jessica Cain, GFL Environmental Services

Jessica Cain – Senior Emergency Management & Contract Specialist, GFL Environmental Services

Like Stevens and Piccinini, Jessica Cain came into the industry not knowing what emergency response would provide and not anticipating a life-long career in emergency response.

“I finished my Bachelor of Science and wanted to gain some field experience before I applied to grad school,” says Cain. “I researched options that were compatible with a degree in chemistry, which is how I found the hazardous waste field. I was told it wasn't glamorous, but it paid well, and that piqued my interest. I've been doing this ever since.”

Cain believes that emergency response can be an incredibly rewarding career for women, although there can be challenges adapting to the lifestyle. While the role of an emergency responder can be physically demanding, for many women it is the unpredictability of the job that can prove even more difficult.

“You never really know when your phone is going to ring and there's always that thought in the back of your head, ‘am I going to be able to sit through this dinner or sleep through the night or am I going to have to get up and go?’” says Cain. “As a woman, however, I've always found it empowering to work in a male-dominated industry and be accepted by my peers as an equal. I truly feel like that has been my experience.”

Despite this, there have been times when she has felt the ‘imposter syndrome,’ where she has doubted her skills and accomplishments, and that it can sometimes be intimidating being the only woman in the room.

“I was just at a conference and looked around and I was the only woman there, and it was such a strange feeling,” says Cain. “Sometimes I forget that there aren't many of us in this industry because I am so used to it and have

gotten so comfortable with it. The best advice I can give is to not let imposter syndrome get to you because there is a place for everyone in this industry, and everyone has something to offer.”

Sharlotte Stevens – Regional Manager / Technical Advisor, Emergency Response Assistance Canada (ERAC)

Sharlotte Stevens started playing boys' hockey at the age of eight, so being part of a male-dominated team is something she kind of grew into. After attending TEEEX Fire Training Academy in Texas, Stevens entered the emergency response industry to get into firefighting, but instead fell in love with what she was doing and never left.

“Emergency response is such a great sector to work in,” says Stevens. “We're always responding to something different and there's always something new to learn. You wake up in the morning and you're never sure what you're going to be doing, but you know it's going to be exciting. This industry has changed my entire outlook on how things have turned out in my career, and I couldn't be happier.”

When Stevens first started out at QM Environmental, she was the only female responding to incidents. Despite this, she has always felt supported and respected by her male co-workers and has never once been made to believe that her opinion was somehow less because of her gender.

“I once had a situation as a rescuer when I was 18 and there were some older generations that refused to work with me



because they didn't believe this girl could do the job," says Stevens. "My boss at the time had my back and said, 'She's gone through all the training, and I know she can do it.' Then we did a scenario where another female responder and I did a rescue by ourselves, and we showed that we were just as capable as any man."

Stevens believes that, although this is a great career with lots of opportunity for women, they should also understand that it's an industry where having a thick skin can help.

"You have to be able to joke around and not be oversensitive," says Stevens. "The job is fun, but it can also be very intense, and you're constantly being asked to respond to stressful situations. You must remember that we're all a team and let things roll off your shoulders occasionally."

Sandra Piccinini – Business Development Manager, GFL Environmental Services

Sandra Piccinini's introduction to emergency response came almost by accident after a friend requested some




Sandra Piccinini, GFL Environmental Services

help in the office to do some filing. At the time, she knew nothing about the industry and (by her own admission) did not even know it existed, but she was on maternity leave and had some free time.

After her mat leave, she returned and is today a Business Development Manager at GFL Environmental Services, responsible for business development and acting as liaison between clients and the teams in the field.

"This is an industry that I've grown to really enjoy," says Piccinini. "I tend to get bored a little easily and I can honestly say I haven't been bored since 2015. This is an industry that will grow as we all become more and more environmentally conscious. I want to be a part of this long-term and make a difference for future generations, whether it's helping the environment or just recruiting and training and making this sector stronger."

While there are challenges for women working in this field, such as the physical demands and the 24/7 on-call nature of the work – making it difficult for parents of young children – Piccinini sees emergency response as an excellent choice for anyone interested in an exciting career – regardless of gender.

"It's 2023 and I don't think gender is an issue anymore, whether it's this industry or any other industry," says Piccinini. "There is nothing in emergency response that a man can do that a woman can't do but, I think for more women to consider doing this as a career, we need to do better at raising awareness for them to know that this is a market that exists." 



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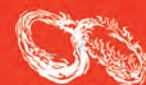
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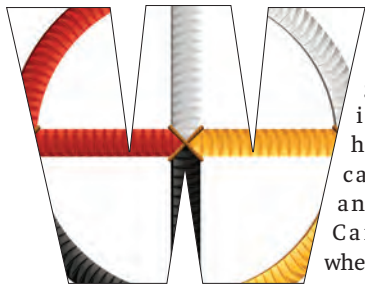
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Indigenous Representation and a Respect for the Land

By Paul Adair, Staff Writer



When a dangerous goods incident happens, it can happen anywhere in Canada. But when you live in a country that is

95 per cent remote or rural, it is more likely than not that those incidents will happen outside the urban landscape and that there will be several unique factors that will need to be considered.

This is why Canadian emergency responders are working at building a greater sense of collaboration and cooperation with Indigenous communities and partners who live in remote areas. This will not only help to get the job done, but also provide an opportunity to hire from within those communities, which will benefit the future of the entire Canadian emergency response sector.

Indigenous peoples in Canada have a historic connection to the land and often rely on natural resources more so than the average Canadian. First Nations communities across the country have also seen firsthand how industrial contamination and the disruption of wildlife habitat can merge to reduce the supply and purity of traditional foods and herbal medicines.

According to the *United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)*, “Indigenous peoples have the right to maintain and strengthen their distinctive spiritual relationship with their traditionally owned or otherwise occupied and used lands, territories, waters and coastal seas, and other resources, and to uphold their responsibilities to future generations in this regard.” This is something that closely aligns with the goals of Canada’s emergency response contractors.

Benefits and challenges

For the Indigenous community, participating in emergency response provides the opportunity to protect the land and ensure that it is properly remediated. In turn, the emergency response sector benefits from the Indigenous communities’ close relationship with the environment and unique perspective on its needs and impact.

“Working in this field gives us the expertise, skill, and experience to reclaim contaminated lands and waterways in our own communities and gives our way of life a voice in the process of returning lands back to their original state,” says Julie General, Training Supervisor, Emergency Management & Environmental Response Services at QM Environmental. “As an indigenous person myself, I have found great reward in the remediation of soils and water ways after a hazardous



Julie General conducts remedial work, washing away contaminants that have met the soil and ensuring proper disposal of the hazardous waste.

product release. It’s a labour of love to care for our Mother Earth, who provides us with our food and clean water sources and bestows us with materials for our homes, clothes, and tools.”

Yet, while there are benefits for Indigenous peoples working in Emergency Response, there are also challenges. Many Indigenous communities tend to be remote and off the beaten path when compared to most of Canada, which can bring transportation and mental health issues to the forefront, as well as culture shock when engaging with the mainstream Canadian population.

“But I have also found that working in this industry has helped to give me a purpose and a way to help heal Mother Earth and move forward from unnatural contamination so that She can continue to provide for us, Her children, in the same good way,” says General.

In many ways, emergency response is already an industry that is largely welcome to all demographics and backgrounds and works to incorporate more diversity within its workforce, and Indigenous workers are well-represented within the sector. QM, a leader in this area, has put Indigenous relationships at the forefront of the way it does business, helping to pave the way for Indigenous

people to obtain training and employment in this field.

Investing in Indigenous relationships

As one of the leading and most respected design-build environmental contractors in Canada, QM values developing long-lasting and meaningful relationships with Indigenous communities from coast to coast to coast. To this end, the company has built its core values around the idea of supporting and promoting indigenous culture and employment needs.

QM’s Indigenous Inclusion and Capacity Building Program is one example of how the company demonstrates its commitment to Indigenous engagement. The program is a proven methodology of integrating with, and contributing to, local Indigenous communities, businesses, and peoples through training, employment, sub-contracting, and other business ventures. To date, more than 750 Indigenous peoples across Canada have already received training in

the fields of remediation, demolition, hazardous materials abatement and handling, and emergency response and management.


“We have several Indigenous training programs where trainers go to remote Indigenous communities to teach residents how to implement emergency management and spill response plans and tactics for their own communities,” says General. “Indigenous peoples also comprise up to 70 per cent of on-site labour on QM projects in a sum exceeding \$150 million in contract value, which includes direct employment with QM or in partnership with Indigenous owned companies.”

QM is also a partner with Athabasca Contracting Ltd., a leading Saskatchewan-based civil and construction contractor with majority local Athabasca Basin Indigenous ownership. Together the two companies have created QMPoints, a leading Indigenous Environmental Construction Contractor committed to Indigenous inclusion, capacity building, and long-term sustainability in the Athabasca Basin of Saskatchewan, and beyond.

“This partnership between QM and Athabasca Contracting is poised to successfully deliver the technical aspects of the project and bring the greatest benefit to the land as possible, as well as add to both companies’ existing portfolios of complex environmental projects,” says General.

QM is also proud to work with Advanced Business Match, an organization that connects national networks between both Indigenous and non-Indigenous decision-makers to create opportunities for business, training, and employment. QM works alongside Indigenous communities, companies, and organizations to help them achieve their goals by providing support and guidance that lines up with their values.

“Investments like these are important to QM because, as a company, we respect and value local cultures, traditions, and protocols,” says General. “We recognize how critical these elements are to effectively working with the businesses, organizations, and individuals in the communities we operate, and are especially important in remote areas that fall within the numerous First Nation’s territories across Canada.”





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Bob Goodfellow:

More Than 50 Years of Service

By Paul Adair, Staff Writer



As one of the longest-serving members of the Canadian Emergency Response Contractors' Alliance (CERCA), Bob Goodfellow has seen it all. Now that he is entering retirement, *The Responder* had the opportunity to talk with Bob about his long career in emergency response and what he has learned about the nature of the industry throughout that time.

How did you find yourself getting into emergency response and what all have you done within the industry?

When I was working as Plant Supervisor at Goodfellow Enterprises' Mississauga, Ontario facility in 1979, the plant was temporarily closed due to a derailment involving chlorine, so I went to work as a labourer for Thomas Waste at the derailment site. Then, in February 1982, I took my first Hazmat Materials Handling Course at Texas A&M University.

I then worked for Thomas Waste in Mississauga, where I was able to get back into the hazardous waste industry and worked on emergency response situations and travelled across Ontario completing hazardous site remediation projects – a good portion of which were related to polychlorinated biphenyls (PCBs).

In 1989, I accepted a position at Republic Waste as Manager of the Brockville Hazardous Waste treatment facility, after which I worked for the Ottawa-based Sewer Matic where we developed a new Emergency Response Division.



Bob (pictured here, 2nd row, 3rd from the right) took his first Hazmat Materials Handling Course at Texas A&M University in 1982. Photo courtesy of Bob Goodfellow.

The most rewarding part of the job is that unexplainable feeling you get when the event is competed, and you have the time to stop and appreciate what your team has accomplished.



After more than 50 years on the job, Bob looks forward to spending more time with family without worrying about the phone ringing in the middle of the night and having to head out on a call. Photo courtesy of Bob Goodfellow.

I later accepted a position as the Assistant to the Manager of the Philip Service (PSC) Emergency Response. It was in this position that I had my first exposure to what is today known as CERCA, and I was elected as the association's first Contractor Chairperson and served two terms in that position.

In 2014, I accepted a position with DrainAll to help develop their Emergency Response team, which is, in my mind, one of the premier teams in the country. Then, in 2021, we began succession planning for my retirement and a former college of mine – Jeff Hoover – was hired. I have stayed on as an advisor until just recently to assist Jeff and the team.

That's quite the resume. How have you seen the role of the emergency responder change in all that time?

When I first got involved with emergency response, it could be called a big year if you were involved in just one response call a week.

In those days, emergency response was not a full-time job and hazmat responders were typically full-time chemical plant workers who acquired their knowledge based on the chemical / products they encountered in their daily routines. The for-hire responders we see today only became reality when the industry stopped supporting those in-house response teams. These for-hire responders had to be more versatile in their response capabilities and the training for these skill sets came from the industry sector. One could say that this was the birth of CERCA.

What are some of the key moments over your career that stand out?

When I was with PSC, it was the first time in my career where my primary responsibility was to emergency response, and emergency response alone. It was here that I became involved with the management of an international response agency and my role required me to liaison with bigger

industry players, such as rail and road carriers, chemical producers and shippers, product associations, and government regulators.

Here we had to respond to many events like the 1998 Sudbury blast caused by a dynamite transport truck, which closed the TransCanada highway; a major acid releases in Northern Ontario where we had to build road access to the site; or when derailment of styrene railcars occurred in Northern Ontario in winter and it was damn cold.

I also had the opportunity to represent CERCA on the Transport Canada Task force to review and comment on the Lac-Mégantic derailment, which was – to say the least – a very interesting experience.

What did you find to be the most challenging part of the job, and what is the best part of being in emergency response?

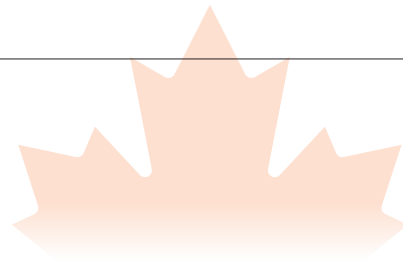
The most challenging part of this industry is staying current with the regulatory requirements while meeting the needs of the sector. As an emergency responder, you spend your days planning and preparing for unknown future incidents and then, when an event occurs, you flip the switch to where everything and everyone wants an immediate resolution and it's your team's responsibility to try and make everybody happy.

But the most rewarding part of the job is that unexplainable feeling you get when the event is completed, and you have the time to stop and appreciate what your team has accomplished.

Now that you are retired, is there anything you would like to have changed about your career in emergency response?

Not a damn thing! From September 1969 to January 2023, I have thoroughly enjoyed my more than 50 years in this industry. I know I have made a lot of mistakes in my time, but I believe that I have learned and improved from them all.

The many friends who I have made over the years in emergency response will always be with me and I have many fond memories of conversations had – whether in the office or knee-deep in a snowbank at three in the morning over a well-deserved cup of coffee. >>



Meet CERCA's Contractor Members

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



ACCUWORX INC.

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 Mississauga, ON L5T 2L2
 Tel: (416) 410-7405
 Emergency Tel: (877) 898-7222
<http://www.accuworx.ca>
christophernicholson@gflenv.com
About: Clients rely on ACCUWORX Inc. to identify the most practical and efficient methods to manage, mitigate, and remediate hazardous releases to both land and water, including train derailments, trailer rollovers, fuel spills, and chemical spills. The team evaluates each specific situation before providing an appropriate course of action to contain the site. To any hazardous release, ACCUWORX can deploy a team of experienced, NFPA 472 hazardous materials technicians equipped with the proper tools and personal protective equipment. The company is TEAP III verified, and its technicians are crude oil spill response specialists with advanced tank car training and have SVOP and MED-A3 training for marine responses.



DRAIN-ALL LTD. (A Division of GFL)

Jeff Hoover
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 Emergency Tel: (613) 219-1174
<http://www.drainall.com>
jeff.hoover@drainall.com
About: Drain-All has more than 35 years' experience providing emergency response services for industrial, utilities, municipal, institutional, commercial, and residential customers. Drain-All has the competencies, capability, and specialized equipment to contain and manage spills after mishaps and accidents. Drain-All's emergency response technicians are highly trained and equipped to safely manage emergency incidents of all kinds, including emergency situations in which petroleum products, chemicals, and hazardous or non-hazardous materials have been released.



GFL ENVIRONMENTAL

David Hill
 Head Office: 500 – 100 New Park Place
 Vaughan, ON L4K 0H9
 Tel: (905) 326-0101, ext. 60307
 Emergency Tel: (416) 458-9096
<http://gflenv.com>
david.hill@gflenv.com
About: GFL Environmental skillfully assists customers with the careful planning and preparation of organized response to a potential hazardous materials incident. The team works with customers to provide a comprehensive emergency management and response service, including plan development, training, and exercises to support Transport Canada's Emergency Response Assistance Plan (ERAP), ECCC's Environmental Emergency (E2) Plans, spill contingency plans, and more. GFL offers immediate and effective intervention to stabilize, manage, and remediate a range of emergency situations, including train derailments, truck rollovers, tank overfills, and uncontrolled releases. On land or water, their trusted teams can assess any situation and coordinate with others to deliver an efficient and effective course of action. GFL's primary emergency response locations and support network are strategically located to expand their service capacity across North America.



NUCOR ENVIRONMENTAL SOLUTIONS LTD.

Andy Jeves
 Head Office: 2 – 5250 185A Street
 Surrey, BC V3S 7A4
 Tel: (604) 910-6796
 Emergency Tel: (844) 542-9628
<http://www.nucorenv.ca>
andyj@nucorenv.ca

About: NUCOR Environmental Solutions' emergency response team is highly trained, equipped and meets or exceeds all relevant regulatory standards. The personnel have the ability to rapidly deploy to a wide variety of environmental emergencies and all classes of dangerous goods, like bio-hazard response, confined space rescue, hazardous material response, industrial firefighting and wildland fire protection, land spill response, rail response, safety training and consulting, and water spill response. With office located throughout western Canada, the team also provides safety training and consulting to a wide range of industries.



RESPOND. RECLAIM. RENEW.

QM

Kyle Gravelle
 Head Office: 4 – 10 Kenmore Avenue
 Stoney Creek, ON L8E 5N1
 Tel: (647) 329-1034
 Emergency Tel: (877) 378-7745
<http://www.qmenv.com>
kyle.gravelle@qmenv.com

About: The QM emergency response team specializes in the safe management of contaminated materials, whether it's a chemical or fuel spill, a tanker rollover, a train derailment, or the release of toxins into soil or water. The team can quickly contain the site, assess the damage, and develop a plan to safely mitigate and dispose of hazardous materials. It also draws on other QM divisions for soil and water remediation, hazardous materials abatement, and demolition / decommissioning to handle the most complex incidents.



RST

Shawn Reilly
 Head Office: 485 McAllister Drive
 Saint John, NB E2L 4H6
 Tel: (506) 634-2329
 Emergency Tel: (877) 624-8800
<http://www.rsttransport.com>
reilly.shawn@rsttransport.com

About: RST's experienced team has prepared and trained to be ready should a hazardous or non-hazardous material be unintentionally released. With years of extensive experience in mitigating both hazardous and non-hazardous product releases, the team has will respond quickly and efficiently throughout Atlantic Canada. RST's emergency response services team is available 24/7 through its Emergency Call Centre.



RAPID RESPONSE INDUSTRIAL GROUP

Don Schuilenberg
 Head Office: 397 – 52458 RR 223
 Sherwood Park, AB T8A 5V1
 Tel: (780) 922-0811
 Emergency Tel: (844) 774-4911
<https://rapidresponseind.com>
don@rapidresponseind.com

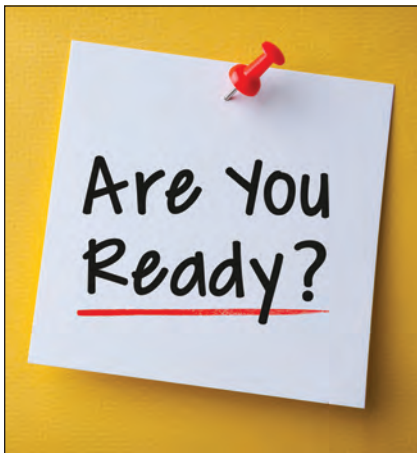
About: Rapid Response Industrial Group provides 24/7 HAZMAT emergency response to road, rail, fixed facility, and government agencies. The emergency response team has access to private charter flights to quickly contain the site, assess all damage, and develop a sound action plan to safely mitigate spills, releases, pandemic outbreak, pipeline release, or motor vehicle accidents. Rapid Response also provides waste disposal options and a one-stop-shop for all your HAZMAT needs.



SPARTAN RESPONSE

Kevin Wallace
 Head Office: 11 – 41 Brockley Drive
 Hamilton, ON L8E 3C3
 Tel: (905) 573-1010
 Emergency Tel: (833) 573-1010
<https://spartanresponse.com>
kwallace@spartanresponse.com

About: Spartan Response has become an emerging leader in emergency spill response, confined space, high angle rope access, industrial cleaning, hydro-vac truck and waste disposal, HAZMAT decontamination, worksite safety and NFPA training, equipment sales, and engineering. Spartan's service capabilities provide streamlined project coordination, rapid field response, and cost efficiencies executed by a highly qualified field operations team. Spartan offers both scheduled and 24/7/365 emergency response services and is committed to regulatory compliance, ongoing technical skills and competency training, and the acquisition of equipment.



Would you like to see your company logo and information here?

If yes, learn more about the many benefits of CERCA membership at www.cerca-aceiu.ca.



SRS

Max Thevenot
Head Office: 235090 Wrangler Drive
Rocky View County, AB T1X 0K3
Tel: (403) 919-0441
Emergency Tel: (844) 577-4766
<https://www.usecology.com/service/high-hazard-and-rail-response-srs>
max.thevenot@usecology.com

About: SRS, a US Ecology company, provides international response services for highly hazardous and volatile events such as train derailments, well and pipeline emergencies, ship fires, over-the-road incidents, industrial fires, clandestine drug labs and WMD events and drills. SRS personnel are renowned for their expertise in managing large-scale emergencies involving all classes of hazardous materials and dangerous goods.



TERRAPURE

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Hamilton, ON L8L 4E3
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Emergency Tel: (800) 567-7455
<http://www.terrapureenv.com>
jstull@terrapureenv.com

About: Terrapure’s team responds to environmental and transportation-related emergencies around the clock, across Canada, and is equipped with the latest cleaning, spill containment, and air monitoring equipment for the reliable and safe handling of almost any type of material, in almost any type of incident. Terrapure maintains a Canadian network of qualified responders, technicians, safety professionals, hazardous waste experts, and other specialized resources. The emergency response team, which offers spill containment and clean-up and on-call service, performs services in accordance with federal, provincial, and local regulations regarding the removal, storage, handling, and disposal of all released materials



TERVITA

Troy Kizmann
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Tel: (604) 214-7000
Emergency Tel: (800) 327-7455
<http://www.tervita.com>
tkizmann@tervita.com

About: Tervita’s HAZMAT and spill response team responds to chemical, biological, radiological, and nuclear incidents and provides containment, neutralization, and clean-up for hazardous and non-hazardous waste. Tervita also offers confined space entry and rescue; emergency response training; chemical segregation and lab packing; remediation, demolition, and abatement; and waste management, transportation, and disposal. From industrial spills / leaks, train derailments, and fire or flood clean-up, to aircraft or marine incidents, motor vehicle accidents, material reactions, and more, Tervita’s responders handle incidents requiring Level A through Level D personal protective equipment and provide services from assessment and clean-up to waste disposal and site remediation.



US ECOLOGY

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Tel: (519) 809-5701
Emergency Tel: (888) 682-2900
<https://www.usecology.com>
sean.munn@usecology.ca

About: US Ecology maintains a constant state of readiness with certified experts and specialized equipment, providing unmatched 24/7/365 response coverage across North America for public agencies and private sector clients in the transportation, chemical, manufacturing, oil and gas, retail, and insurance industries. With fully integrated services, US Ecology offers convenience and reduced risk as your single trusted partner, working together with you every step of the way, from initial mobilization through final closeout.



We Are Canada's Environmental Emergency Service Providers

The Canadian Emergency Response Contractors' Alliance (CERCA) is an industry association comprised of stakeholders from all facets of the Canadian dangerous goods emergency response industry.

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

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

Got Something to Say?



We've all got stories to tell.

If you're a member of CERCA, we want to hear about your encounters while on-the-job, from a difficult or usual project, to how your company worked collaboratively with another contractor to resolve an issue, to emergency mitigation training your team recently completed—or whatever you'd like to share.

We just might run your story in an upcoming issue of the magazine. Send a 100-word abstract to **David Hill** (david.hill@gflenv.com) and **Andy Jeves** (andyj@nucorenv.ca) for consideration. If your idea is chosen, we'll follow up with a word count and deadline.

**Submitting an idea does not guarantee publication.*

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Why CERCA

The mandate of the Canadian Emergency Response Contractors' Alliance (CERCA) is 'to provide and promote a sound dangerous goods emergency response contractor network in Canada.'

CERCA publishes a guide for verification of emergency response contractors including basic emergency response equipment requirements and training guidelines.



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CANADIAN EMERGENCY RESPONSE CONTRACTORS' ALLIANCE

MEMBERSHIP APPLICATION

CORPORATE INFORMATION

Company Name	_____	Address	_____
Contact Name	_____	Telephone No.	_____
Contact Title	_____	Facsimile No.	_____
Contact Email	_____	24 Hr / Toll Free No.	_____
Additional Location	<input type="checkbox"/> Yes <input type="checkbox"/> No	Address	_____
Contact Name	_____	Telephone No.	_____
Contact Title	_____	Facsimile No.	_____
Contact Email	_____	24 Hr / Toll Free No.	_____

WE ARE CANADA'S EMERGENCY SERVICE PROVIDERS

The **Canadian Emergency Response Contractors' Alliance (CERCA)** was founded in 1997 and is Canada's only national network of for-hire emergency response service providers. Members of CERCA enjoy the following key benefits:

ADVOCACY – CERCA advances the role of emergency response service providers by advocating for the highest possible industry standards, the proper recognition of emergency response training and accreditation, fair and practical business regulations, and the benefits of using CERCA Verified Contractors and other member service providers. On major issues affecting the emergency response industry, CERCA gathers all available information, formulates a credible position and acts to bring the industry together to speak as one voice. This gives all emergency response service providers across Canada stronger representation on major issues.

VERIFICATION – Emergency response contractors are verified for emergency response services based on the contractor's claimed capability. A Verification Team, comprised of a minimum of two people (preferably one shipper and one carrier) with emergency response experience, visits the contractor's site to review documentation and view equipment. The full verification report is published on the CERCA website for existing and prospective clients to review.

INDUSTRY, PUBLIC SAFETY AND ENVIRONMENTAL PROTECTION AGENCY RELATIONS – CERCA is represented by nationally and internationally-recognized industry partners such as: the Chemistry Industry Association of Canada (CIAC), Canadian Association of Chemical Distributors (CACD), the Canadian Petroleum Products Institute (CPPI), the Canadian Trucking Alliance (CTA), the Railway Association of Canada (RAC), and the Canadian Fertilizer Institute (CFI). CN Rail, Canadian Pacific Railway, and Transport Canada are active and ex-officio members of CERCA. Members have direct access to 'network' with and discuss business opportunities directly with the decision makers within these organizations.

BUSINESS SUPPORT AND DEVELOPMENT – CERCA gathers and disseminates valuable business information to its members in a timely and effective manner. Bi-annual meetings offer networking and showcasing opportunities. CERCA invites guest speakers to operating committee meetings and investigates cost items that might affect all members.

CERCA: THE RESPONDER – CERCA distributes a bi-annual magazine to thousands of key decision-makers throughout North America. The educational publication is filled with exclusive advertising opportunities and the latest industry updates from leading industry professionals.

BECOME A CERCA SERVICE PROVIDER TODAY! VISIT OUR WEBSITE ⇨ www.cerca-aceiu.ca

ORGANIZATIONAL BACKGROUND

Please enter a brief organizational background and what, in your opinion, would be the mutual benefit provided to and from your organization. Also include your geographical coverage area(s).

APPLICATION STATEMENT AND FEES

I hereby submit this application for membership with CERCA. I understand that submitting the application does not guarantee acceptance, further verification is required as well as Operational Committee approval, which will begin upon acceptance of this application.

APPLICATION TYPE **Contractor Service Provider / Corporate Member – Annual Fees \$1,500.00 per year**
Primary emergency response / remediation companies
Corporate entities with a vested interest in emergency response
Engineering and Consulting Companies

PAYMENT TYPE / AUTHORIZATION Cheque Electronic Funds Transfer (EFT) Other (specify)
Once application is reviewed and approved, Vendor members will be invoiced the annual fee

Printed Name

Signature

Position / Title

Date



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- ❖ Illegal Dumps
- ❖ Hazardous Materials Response
- ❖ On Water Spill Response
- ❖ Fixed Facility Incidents
- ❖ Pipeline, Land and Rail Transport Response
- ❖ Biohazard Response/Decon
- ❖ Environmental Remediation
- ❖ Wildland Fire Protection
- ❖ Industrial Firefighting
- ❖ Natural Disasters
- ❖ Training

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INDUSTRIAL GROUP

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- » Pandemic Outbreaks
- » HazID Identification of Unknown Powders & Liquid Incidents
- » Chemical Spills
- » Fuel Spills
- » Highway / Rail Incidents
- » Fixed Facility Incidents
- » Response to Breached Containments
- » Response to Breached Large Means of Containment
- » Environmental Emergencies
- » Drug Labs & Incidents
- » Lab Packing
- » Chemical & Fuel Bulk Transfers
- » Contaminated Sites Remediation
- » Consulting
- » Waste Disposal
- » Training



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- » Demolition Projects
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- » Support for Public Venues
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BIOHAZARDS – DRUG SERVICES

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- » Drug Labs / Lab Packing
- » Vehicle Drug Analysis & Neutralization
- » Property Analysis & Neutralization
- » ION600 Scanners
- » HazID Units
- » Vehicle Decontamination
- » Property Decontamination
- » Crime Scenes
- » Work Place Incidents
- » Tear Gas (CN, CS, OC)
- » Hoarding
- » Disaster & Mass Casualty Incidents



For Emergencies or Pricing for Your Project, Please Call or Email:
1-844-744-4911 | info@rapidresponseind.com

Rapid Response Industrial Group Ltd.

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Website: www.rapidresponseind.com