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Official Publication of the Building Operators Association (Calgary)

September 2021



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Alberta Labour (Emergency)	403 297 2222
Buried Utility Locations	1 800 242 3447
City Of Calgary (All Departments)	311
Dangerous Goods Incidents	1 800 272 9600
Environmental Emergency	1 800 222 6514
Poison Centre	403 670 1414
Weather Information (24hr)	403 299 7878

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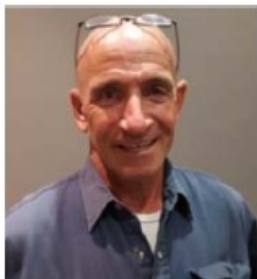
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# President's Message



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## **I hope this message finds you and yours well and in good health**

The Building Operators Association Still is not having a live meeting for the month of September. I am hoping to have better news for the months ahead the opportunity to meet again as we usually do will be soon. I would not feel good if we became a cell for the variant to spread. I feel as frustrated as everyone else in not returning to regular meetings. The executives meet monthly, and we bring it up at every meeting. We are just not there yet. Soon I hope; please stay tuned to the website; [www.boacalgary.com](http://www.boacalgary.com) we will announce it there.

There is a very interesting topic being presented at the September webinar. We have returning with an update on the continuing education for Building Operators. (PMIC) Property Management Institute of Canada represented by Chuck Nervick, Peter McHardy and Carlos Alonso, will be speaking on next steps in the development of Building Operators. This

session will provide an overview of the courses, why it was formed, its focus, today's industry challenges, and important details surrounding a new and exciting Building Operator Designation (BOD) Program that this with Media Edge and PMIC will be launching later this fall that will consist of 22 certificates. The Webinar will be run at the regular time on September 14 at 5PM MST. It will be about 45 minutes in time with a 15 minute period for questions and answers. There will be a link provided in the magazine to register for the event.

BOMA Calgary has let me know that there will be another class for the Building Operator 5<sup>th</sup> class beginning again in September 2021. It is still not clear if it will again be a virtual event or if it will be held live, in the classroom.

So, take care of yourself and please be kind to one another.

With kind regards,

Les Anderson PE, RPA

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**2021 AT 5PM**





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## TEST YOUR OPERATOR IQ!

Are you equally adept at troubleshooting problems in the boardroom and the boiler room? As the resident facility guru, there's a lot riding on whether or not you know the difference between sounds control and a sound investment.

Try our monthly Operator IQ challenge...answers on page 14

1. To control static pressure in the air ducts a differential pressure controller is installed, which controls the static pressure by:
  - a. increasing air temperature
  - b. decreasing air temperature
  - c. modulating the damper on the suction side of the fan
  - d. modulating the damper on the discharge side of the fan
  - e. Grounding the ductwork and carrying the charge to a battery
  
2. To prevent too frequent starting and stopping of the compressor in a cooling system you should:
  - a. regulate the operation of the compressor with a set point thermostat
  - b. turn off the compressor when temperatures required for conditioning are reached
  - c. run the compressor continuously and vent any excess cold air
  - d. run the main fan only
  - e. run the compressor continuously and modulate refrigerant flow
  
3. To provide a two position damper, equipped with a fan that provides 100% outdoor air, with a ratio of damper opening what is required?
  - a. a gradual switch
  - b. offset returned air duct
  - c. an air mixer
  - d. a three phase damper interchange
  - e. a variable volume tank
  
4. When complete control systems become very complex, one of the following control signal medium preferred is:
  - a. pneumatic
  - b. electric
  - c. electronic
  - d. digital
  - e. fiber optic
  
5. When the outdoor air damper increases the flow of fresh air, the return air damper:
  - a. throttles up to reduce the volume of re-circulated air
  - b. throttles up to increase the volume of returned air
  - c. is not affected
  - d. throttles down to reduce the volume of returned air
  - e. throttles down to increase the volume of returned air



# WATER AUDITS – WHAT THEY ARE AND MEAN

BY ALBERTO QUIROZ OF INTELLIMETER CANADA

A few decades ago, it became evident that energy conservation is no longer an option but an obligation of the modern world to leave a sustainable legacy for the generations that follow. Energy audits follow a methodology of comprehensive analyses that determines how energy is used (or wasted) in a specific space; a single household or a building, their effectiveness in managing energy use has been proven.

It is estimated that by 2025, half of the world's population will live in water-stressed areas. While few of us rarely consider it, Water conservation is becoming increasingly important all across the globe. Few of us are aware, that according to the World Bank, 45 million cubic meters of water are lost annually in the world through pipe leaks; and with that, everyone should be familiar with the concept and importance of water audits.

## What are water audits?

Similarly to energy audits, water audits analyze water use in a facility and look for water loss whether in revenue or in leaks. They also have the goals of determining water losses and coming up with ways to make the facility more water efficient.

During a water audit, water use is traced from the moment the water enters a facility to the moment it is discharged into the sewer system. Every point of water use within the facility is identified and the quantity of water used at each point is ideally metered, if not, estimated. Water audits also serve to spot any possible leaks or unaccountable water losses. Those responsible for the facility can expect suggestions on how to save water and implement more efficient technologies.

Aside from water quantity, a water audit can focus

on water quality as well. It can also offer alternative sources of water, such as capturing, storing and using rainwater.



Audits analyze different types of water:

- Sanitary
- Domestic
- Landscaping, and
- Process water

## Benefits of Water Audits

The key benefits of water audits are exactly the same as the benefits of energy audits: increasing efficiency and conservation, lowering utility costs, and preventing water waste.

A water audit is the first step to achieving better resource efficiency in a building or facility of any kind. After all, one cannot improve building performance or reduce resource consumption without first having information on how the resources are currently being used. Additionally, continual accurate measurement and verification can validate the success of water retrofit projects and prevent any significant damages or water losses in the future.

*Continued on page 8...*

Installing a water submetering system into your building, no matter the building's type, is an excellent way to gather detailed information about water consumption. Over time; Submetering influences people's behavior towards water conservation and provides significant insight into water use throughout the different areas of a building. Allowing for periodic comparisons and analysis of consumption that will yield value when finding discrepancies in collections and in finding hidden leaks in between meters.

### Conclusion

Just as energy audits offer data about energy usage and assist in finding ways to save, so do water audits provide information and potential improvements to water usage.

A scheduled water audit offers a snapshot of the current water situation in the facility - how much water is used, where, if there are any leaks or unexpected losses, etc.

A more comprehensive understanding of water consumption, patterns of behaviour, and operations and maintenance issues can be achieved by installing water submeters. Submetering in any resource category leads to conservation, lower costs, higher long-term efficiency, and overall a more responsible usage of resources.

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# COVID-19 as a workplace hazard

Alberta is open and restrictions are reduced as of July 1, 2021. As people are returning to the workplace, employers must review and update their hazard assessment to address the changing conditions related to COVID-19.

## Key information

- Hazard assessments must be reviewed and updated to reflect current conditions.
- Employers must protect the health and safety of workers at the work site and others at, or around, the work site.
- Hazards related to the COVID-19 virus must be considered during the hazard assessment.

## Hazard assessment

Occupational Health and Safety (OHS) legislation requires employers to protect the health and safety of workers at the work site and others at, or around, the work site. This includes performing a hazard assessment to identify existing and potential workplace hazards. The hazard assessment must address the potential for all types of hazards, including those related to the COVID-19 virus. Employers must involve affected workers when doing a hazard assessment. Some factors to consider when assessing the potential hazards from COVID-19 are:

- any orders of the Chief Medical Officer of Health that are applicable to the workplace,
- active cases or symptomatic workers at your work site,
- active cases in the region, · number of

- vaccinated workers, if available,
- presence of persons with health vulnerabilities,
- type and duration of interactions with other workers or the public,
- physical distancing at the workplace,
- Type of work or activities performed, and
- how other hazards and controls at the work site might affect COVID-19 controls.

## Hazard controls

Employers must address all identified hazards. Eliminate a hazard wherever reasonably possible. When a hazard cannot be eliminated, it must be controlled. There is a hierarchy of controls that must be followed.

**First choice: engineering controls.** These control a hazard at the source. Depending on the workplace and processes, examples might include ventilation systems or physical barriers. Vaccinations are also considered to be an engineering control.

**Second choice: administrative controls.** These change the way people work. Examples include worker training or hand hygiene, physical distancing, alternate work arrangements or regular workplace cleaning policies.

**Third choice: personal protective equipment (PPE).** PPE controls the hazard at the worker. PPE examples include gloves, eye protection, facemasks or respirators.

If the hazard cannot be controlled by a single control method, the employer must use a combination of engineering, administrative and personal protective equipment to ensure

worker protection.

## Vaccination

Vaccination is an effective control to protect against the COVID-19 virus. The rollout of vaccines provides workers and all Albertans over the age of 12, an opportunity to be immunized. Current evidence indicates vaccines are effective in preventing illness due to a COVID-19 infection.

Employers should consider seeking legal advice on issues and laws relating to human rights, labour and employment, privacy, health information and occupational health and safety before asking for proof of vaccination or implementing mandatory vaccine requirements

## Contact us

OHS Contact Centre Concerns, questions, reporting serious incidents

Anywhere in Alberta

· 1-866-415-8690

Edmonton & surrounding area

· 780-415-8690

Deaf or hearing impaired

· 1-800-232-7215 (Alberta)

· 780-427-9999 (Edmonton)

Notify OHS of health and safety concerns online

<http://www.alberta.ca/file-complaint-online.aspx>

OHS website

<http://www.alberta.ca/ohs>

## For more information

Employer's toolkit for vaccination

[www.open.alberta.ca/publications/employers-toolkit-forvaccination#summary](http://www.open.alberta.ca/publications/employers-toolkit-forvaccination#summary)

Hazard assessment and control: a handbook for Alberta employers and workers

[ohs-pubstore.labour.alberta.ca/bp018](http://ohs-pubstore.labour.alberta.ca/bp018)

Occupational health and safety guidance for workers: respiratory viruses

[ohs-pubstore.labour.alberta.ca/covid19-14](http://ohs-pubstore.labour.alberta.ca/covid19-14)

Psychological hazards: returning to the workplace

[ohs-pubstore.labour.alberta.ca/covid19-18](http://ohs-pubstore.labour.alberta.ca/covid19-18)

Public health measures in effect

[alberta.ca/covid-19-public-health-actions.aspx](http://alberta.ca/covid-19-public-health-actions.aspx)

Respiratory viruses and the workplace

[ohs-pubstore.labour.alberta.ca/bh022](http://ohs-pubstore.labour.alberta.ca/bh022)

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# KenKen Puzzle

How to solve the KenKen puzzle:

(Answers on page 14)

- Fill in the numbers from 1 –6
- Do not repeat the number in any row or column
- The numbers in each heavily outlined set of squares, called cages, must combine (in any order) to produce the target number in the top corner using the mathematical operation indicated
- Cages with just one square should be filled in with the target number in the top corner
- A number can be repeated within a cage as long as it in the same or column

2 ÷		4	3 -	1 -	
8 +		5 -		20 x	
3 +			3	3 -	10 x
	600 x				
1 -		6 +	5 -		3
	2			10 +	



# Addressing workplace MSDs - How do I support workers who report a musculoskeletal disorder

## How do I support workers who report a musculoskeletal disorder? OHS information for employers and supervisors

OHS information for employers and supervisors

### KEY INFORMATION

- As an employer, you have responsibilities under both the Workers' Compensation Act and occupational health and safety legislation when a worker is injured.
- Meeting these responsibilities and being engaged in the recovery process helps workers safely return to their usual work activities and can reduce claims costs.

This bulletin provides information on steps to take when a worker reports an injury to muscles, ligaments, bones, tendons or nerves. These are also known as musculoskeletal disorders (MSDs) or musculoskeletal injuries (MSIs). This bulletin does not include other steps needed for more serious injury events that require first aid or transport to a medical treatment facility. Employers have specific obligations under Workers' Compensation Act and occupational health and safety (OHS) laws in these cases. Also following best practices can maintain positive relations and support earlier return to work.

## Listen and recommend medical assistance

It is important for employers and supervisors to listen and take seriously reports of pain. MSD pain may present as swelling, redness of a body area, reduced range of motion, tingling, numbness, burning sensation, or tenderness to the touch. Reporting pain can be the first sign that the worker has been exposed to MSD hazards. Take the time to listen to worker pain reports or concerns about work tasks. Suggest that the worker seek medical attention to address symptoms. You may provide workers a [WCB-Alberta worker handbook](#) that gives information on the claims process.



## Investigate and document

You are required to investigate the worker's job for hazards related to their concerns once reported, and that of other workers doing similar tasks. If multiple workers show similar patterns of pain doing comparable work, it increases the likelihood that a MSD hazard is present. This does not mean a single worker's report can be ignored. If work-related causes of MSDs are identified, you must take corrective measures to avoid further injuries to workers.

## Report to WCB

You are required to report any work-related injury or illness to WCB-Alberta within 72 hours of being notified of it. An injury or disease may be covered by workers' compensation benefits if it arises from and occurs in the course of employment. MSDs can be considered work-related and need to be reported.

## Consult with others

The health and safety committee (HSC) or health and safety representative (HS representative) are your partners and resources. Among their duties, HSCs and HS representatives make recommendation to the employer respecting the health and safety of workers. Remember that HSC co-chairs or HS representatives may participate in the investigation of any incident that injures a person, or that had the potential to cause a serious injury.



## Support the process

Support the recovery process by working with the worker, their health care provider(s) and WCB-Alberta to support recovery and return to work activities. Employers and workers both have the legal obligation to participate in WCB processes. Research has shown that during the recovery process,





supportive supervisor behaviour is critical to prevent any increased disability arising from an MSD. Support in the form of empathy is of particular importance

## Supervisor flexibility

As an employer, it can be helpful to give supervisors flexibility in determining accommodations for a worker with MSD symptoms during the recovery period. This flexibility can improve the success of resuming usual work activities. Flexibility could involve giving the authority to modify work such as shortening work hours, modifying duties, changing equipment, relocating staff, adjusting schedules, authorizing accommodation-related expenses or facilitating access to medical resources. Modified work is a way of adjusting your worker's job so they can recover at the same time considering the health, safety and welfare of your worker. As an employer, you may benefit from providing modified work by:

- retaining an experienced worker and reducing any additional hiring or training costs,
- decreasing your worker's time away from work and reducing costs associated with claims,
- strengthening worker relations by showing an injury doesn't threaten job security, and
- Boosting worker morale

## Involve workers in the conversation

Involve the injured worker in conversations about plans for accommodations such as modified work or restrictions as part of the recovery process. It makes sense to get the perspectives from the injured worker about return to work activities or any modified duties. This can support a cooperative relationship, decrease the worker's time away from work, and reduce costs associated with claims by addressing any concerns upfront.



## About the OHS Prevention Initiative

The [OHS Prevention Initiative](#) is a partnership between the Alberta government, employers, workers, health and

safety associations, labour organizations, service providers (consultants, trainers and auditors) and WCB-Alberta. Its aim is preventing workplace injury and illness.

## Contributors to this resource

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- Bird Construction Company Ltd.
- Energy Safety Canada
- EWI Works International Ltd.
- Health Sciences Association of Alberta
- United Nurses of Alberta
- Western Wood Truss Association of Alberta
- Workers' Compensation Board of Alberta

### For more information

employers WCB-Alberta Employer fact sheet  
[wcb.ab.ca/assets/pdfs/employers/EFS\\_My\\_worker\\_is\\_injured.pdf](http://wcb.ab.ca/assets/pdfs/employers/EFS_My_worker_is_injured.pdf) WCB-Alb

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[wcb.ab.ca/assets/pdfs/employers/employer\\_handbook.pdf](http://wcb.ab.ca/assets/pdfs/employers/employer_handbook.pdf)

WCB-Alberta – Employer injury report  
[wcb.ab.ca/claims/report-an-injury/for-employers.html](http://wcb.ab.ca/claims/report-an-injury/for-employers.html)

### Other resources

WCB-Alberta – Worker handbook  
[wcb.ab.ca/assets/pdfs/workers/worker\\_handbook.pdf](http://wcb.ab.ca/assets/pdfs/workers/worker_handbook.pdf)

WCB-Alberta – Forms and guides  
[wcb.ab.ca/resources/for-employers/forms-and-guides/](http://wcb.ab.ca/resources/for-employers/forms-and-guides/)

Government of Alberta OHS resource portal  
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# BOA

Building Operators Association of

# Canada

## Tradeshow

POSTPONED

UNTIL

# May 2022

### Kenken Puzzle Answer

<sup>2÷</sup> <b>6</b>	<b>3</b>	<sup>4</sup> <b>4</b>	<sup>3-</sup> <b>5</b>	<sup>1-</sup> <b>2</b>	<b>1</b>
<sup>8+</sup> <b>3</b>	<b>1</b>	<sup>5-</sup> <b>6</b>	<b>2</b>	<sup>20×</sup> <b>5</b>	<b>4</b>
<sup>3+</sup> <b>2</b>	<b>4</b>	<b>1</b>	<sup>3</sup> <b>3</b>	<sup>3-</sup> <b>6</b>	<sup>10×</sup> <b>5</b>
<b>1</b>	<sup>600×</sup> <b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>
<sup>1-</sup> <b>4</b>	<b>5</b>	<sup>6+</sup> <b>2</b>	<sup>5-</sup> <b>6</b>	<b>1</b>	<sup>3</sup> <b>3</b>
<b>5</b>	<sup>2</sup> <b>2</b>	<b>3</b>	<b>1</b>	<sup>10+</sup> <b>4</b>	<b>6</b>

### TEST YOUR OPERATOR IQ ANSWERS

Answers: 1) c 2) e 3) a 4) a 5) d

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# Don't fall into winter

## OHS information for employers and workers

### Did you know?

According to WCB-Alberta, 20.5 per cent of Alberta's workplace lost-time claims are the result of falls:

- 13.9 per cent – fall on same level
- 6.0 per cent – fall to lower level
- 0.6 per cent – other falls

### How do falls happen?

Unreported falls can lead to injuries in other people. It is important everyone does their part to reduce the risk of falls. The severity of falls is often underestimated and can lead to serious injuries and/or death.

### Falls can come in many forms:

- Improper use of a ladder
- Losing balance
- Slipping on surfaces and/or stairs
- Carrying items which may block your view
- Not holding handrails



### Many falls are caused by slippery conditions are related to:

- poor housekeeping
- dirt, grease or contaminants on floors
- inappropriate floor surface materials

- surface wear
- uneven or damaged surfaces

### Falls from stairs are caused by:

- poor housekeeping,
- poor lighting and visibility
- tread surface material (descending vs. ascending falls)
- lack of handrails
- handrails at wrong height
- improper or changing tread/riser dimension

### How do you prevent falls from elevated surfaces?

- Maintain three-point contact with equipment
- Use proper handles when available
- Wear proper footwear

### Shop Talk for Supervisors

- Review how to identify potential fall hazards.
- Review safe work measures to address the daily/weekly changing conditions.
- Discuss with workers how to prevent falls.
- Encourage proper footwear use and changing footwear to suit job tasks and environment.



June Meeting Minutes			
Chaired by: Mark Arton	Minutes by: Monika Bhandari	Call to order: 5:01pm	Webinar: June 8 , 2021

## • Introduction from Mark Arton

Guest Speaker: **Luc Chamberland, Sales Manager - Control Valve Specialist with Spartan Peripheral Devices**

Topic: **HVAC Control Valves - What You Need to Know**

## **New Business:**

- Will send gentle reminders for payment of membership dues; please support us!
- BOA Tradeshow postponed until May 2022
- More webinars to be presented possibly a few a month—share your ideas with BOA Executive
- Visit the website for YouTube videos of last meetings; download BOA Magazine from [www.boacalgary.com](http://www.boacalgary.com)
- Next virtual (zoom) meeting on September 14, 5pm
- Executive to prepare for next meetings and consideration of in-person meetings taking place as per health guidance
- Balance is \$5883.78



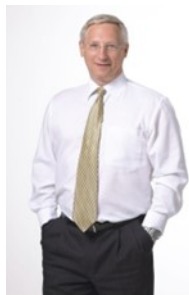


**JOIN US: TUESDAY SEPT 14, 2021 AT 5PM FOR OUR VIRTUAL MONTHLY MEETING**

**Title & Brief: Building Operator, is it a trade or a profession?  
Continued development for Building Operators - a talk with  
PMIC**

**Guest Speakers:**

Presenters include the PMIC (Property Management Institute of Canada) and MediaEdge Communications who together, have developed a strategic business partnership focusing on a number of significant challenges that Canadian real estate owners and operators face today related to Building Operations. This session will provide an overview of the partnership, why it was formed, its focus, today's industry challenges, and important details surrounding a new and exciting Building Operator Designation (BOD) Program that this partnership will be launching later this fall that will consist of 22 certificates. We look forward to seeing all of you at this special BOA Webinar.



**Peter McHardy, Chair, PMIC (Property Management Institute of Canada)**

*For over 50 years, Peter MacHardy has been actively involved in the Canadian real estate industry working for a number of organizations including GWL Realty Advisors, Canderel and Oxford.*

*Peter is "an ethical, highly experienced executive, who has illustrated his abilities to lead teams of professionals to new levels of success in a highly competitive industry through the true meaning of teamwork, strategic planning and collaboration. Peter has been very active in BOMA and other industry associations and is the current Chair of the PMIC (Property Management Institute of Canada).*

**Chuck Nervick, Senior Vice President, MediaEdge Communications Inc.**

*Chuck has been actively involved in the North American media and events industry for over 30 years. Over that span, he has worked with and developed strategies for many different companies and associations across a wide range of industries related to print and digital media, trade shows, special events, conferences, and sales and marketing strategies. Chuck runs the trade show and conference portfolio and is the Publisher for a number of trade magazines at MediaEdge Communications. Chuck also manages the Building Operator Designation (BOD) Program.*



**Carlos Alonso, Director, Learning and Program Development, MEC Real Learning Inc. (a MediaEdge Communications Inc. Company)**

*As lead Instructional Designer for the BOD Program, Carlos possesses a wide range of creative, and software development skills as a result of 25 years of hands-on experience in various complimentary industries, such as software, finance, aerospace, logistics, government, entertainment, and the arts. Leveraging creative leadership, artistic acumen, and innovative vision with the ability to deliver superior branded content, trend-setting design, and certification level eLearning product solutions. Experienced leadership in product ideation with a focus on mobile platforms. Proven and effective instructional design. Production of high fidelity, bespoke multimedia key communication pieces.*

[Click on the link to register for the BOA Monthly Meeting](#)



# Just for laughs!



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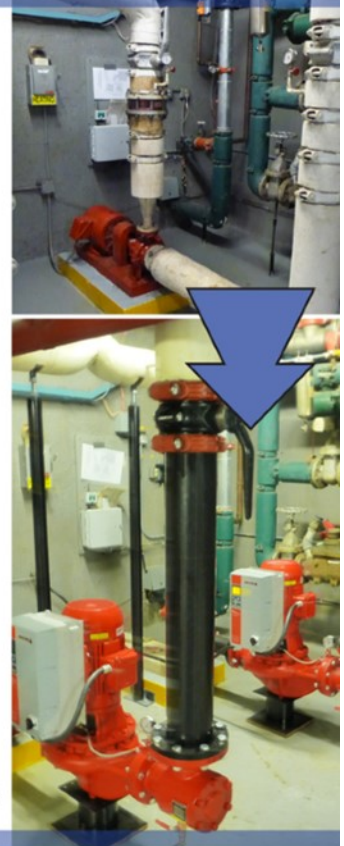
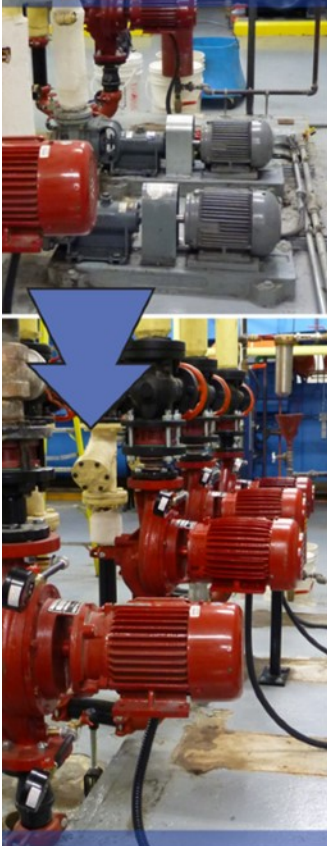
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