

TEAP III TERSP Standard Assessment Management Process

Purpose: This document provides an overview of the different roles, responsibilities and steps involved in the TEAP III TERSP Standard Assessment management process.

Acronyms

CERCA – Canadian Emergency Response Contractors’ Alliance
CHLOREP – Chlorine Institute Emergency Plan (Canadian members only)
CFA – Canadian Fuels Association
CI – Chlorine Institute
CIAC – Chemistry Industry Association of Canada
CN – Canadian National
CP – Canadian Pacific
LSEP – Land Spill Emergency Preparedness
RAC – Railway Association of Canada
RDC – Responsible Distribution Canada
TEAP III – Transportation Emergency Assistance Program, Version Three
TEAP III Committee – management committee, operated under the auspices of the Chemistry Industry Association of Canada
TER – Transportation Emergency Response
TERSP – Transportation Emergency Response Service Provider

1. TEAP III Committee, Identification of TERSP Locations

TEAP III Committee (CERCA, CHLOREP, CIAC, CN, CP, RAC, RDC, CFA and CI) submits TERSP location information to the TEAP III Coordinator (Director, Transportation, CIAC).

- CERCA members in good standing will be assessed. If not already a member, the TERSP will be encouraged to join CERCA.
- In regions where there is a gap in coverage by CERCA members, non-CERCA members may be invited to undergo a TEAP III TERSP Standard Assessment.
- Each TERSP location must meet the requirements in Appendix A.

2. TEAP III Coordinator is responsible to:

A) Notify TERSP Location Leader (i.e. management contact) of proposed assessment, and when necessary inform the individual that TEAP III TERSP Standard training is required.

- The TERSP Location Leader is the individual at the identified location who is responsible for compliance with the statements made in the submitted *TEAP III TERSP Standard Assessment* form.
- This individual must have participated in TEAP III TERSP Standard training (see Appendix C).

B) Send the *TEAP III TERSP Standard Assessment* form to TERSP Location Leader and request submission of the completed form within 15 business days. The email provides internet link (teap3.ca) to access:

- *TEAP III TERSP Standard Essential and Specialty Equipment List*
- *TEAP III TERSP Standard Training Matrix*
- *TEAP III TERSP Standard Assessment Legend*

C) Contact and confirm within 10 business days of initial notice, the TERSP Location Leader’s intention to submit the form by the due date, or establish a mutually agreed alternative due date.

- TERSP Location Leader may make a written request for an extension of the initial due date.

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D) Review the submitted form.

- If the document is not submitted one week after the due date, notice is given that any further activity by TEAP III is suspended.
- If the document is not submitted 10 business days after the due date, the TEAP III Team will be informed and this location will then be considered a low priority.
- Written requests for deferral may be requested for the Standard Assessment but must not exceed six months from the date of the initial request.
- If there is no response from the TERSP Location Leader by the final due date, an e-mail will be sent to the Editorial Board informing of the lack of response and the Editorial Board will provide direction.

E) Issue TERSP's submitted form and any supporting documents to Assessment Team Leader.

F) Notify the TERSP Location Leader and request the *TEAP III TERSP Standard Annual Update* be submitted within 15 business days.

- Written requests for deferral may be requested for the Annual Update but must not exceed six months from the date of the initial request.
- If there is no response from the TERSP Location Leader by the due date or the adjusted due date, an e-mail will be sent establishing a final due date within 5 business days from the date of the email.
- If there is no response from the TERSP Location Leader by the final due date, an e-mail will be sent to the Editorial Board informing of the lack of response and the Editorial Board will provide direction.

G) Review *TEAP III TERSP Standard Annual Update* submission and provide a copy to the Editorial Board.

- After Editorial Board acceptance of the submission, post it on the TEAP III website and issue it to the CACD representative, RAC representative, CERCA Chair and CERCA Communications Director.

3. The Assessment Team Leader:

The Assessment Team Leader is responsible to:

A) Coordinate the location assessment visit with the TERSP Location Leader and Assessment Team members (the visit will be a full day).

- If there is no response from the TERSP Location Leader within 5 business days, an e-mail reminder will be sent.
- If there is no response from the TERSP Location Leader within 10 business days, an e-mail will be sent to the Editorial Board informing of the lack of response and the Editorial Board will provide direction (Section 4E).

B) Identify the Assessment Team in consultation with the TEAP III Coordinator

- The Assessment Team consists of a Team Leader and at least one trained assessor up to a maximum of four persons including observers
- An Assessment Team Leader is a trained assessor appointed by the Editorial Board.
- A trained assessor is a person who has had TEAP III TERSP Standard Assessment training and participated in at least one location assessment and approved by the Editorial Board
- All assessors and observers must have attended the TEAP III TERSP Standard Assessment Training Program (Appendix C)

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- C) To avoid any potential conflict of interest, team members should not be involved in assessing a former employer's location:
- Assessor greater than 12 months,
 - Assessment Team Leader greater than 24 months
- D) Manage the assessment at the TERSP location and document all the Assessor Comments
- E) Review all findings with TERSP Location Leader prior to Assessment Team departure
- This includes: opportunities for improvement, best practices for sharing, and gaps and/or deficiencies.
- F) Complete and issue the Draft Report of the TERSP Standard Assessment to the TERSP Location Leader, Assessment Team and TEAP III Coordinator within 10 business days of the location visit.
- The TEAP III Coordinator may conduct a preliminary review of the Draft Report and provide feedback to the Assessment Team before the Final Draft Report is issued
 - Items that require further investigation (e.g. incomplete data, lack of clarity, missing documentation, gaps and/or deficiencies) will be **hi-lighted in yellow** in the Draft Report.
 - Within 20 business days, or by a mutually agreed date not to exceed 10 additional business days, the TERSP Location Leader must inform the Assessment Team Leader of corrections, updates or other items that required further investigation.
 - If no response is received after 20 business days, contact will be made with the TERSP Location Leader informing that the final due date is within 5 business days.
 - If there is no response from the TERSP Location Leader by the final due date, an e-mail will be sent to the Editorial Board informing of the lack of response and the Editorial Board will provide direction (Section 4E).
 - When items that required further investigation are provided or corrected, the Draft Report of the TERSP Standard Assessment will be updated and become the Final Draft Report.
- H) Issue Final Draft Report of the TERSP Standard Assessment to the Location Leader and the TEAP III Editorial Board within 5 business days.

4. TEAP III Editorial Board

The TEAP III Editorial Board members are appointed by the TEAP III Committee and currently consist of:

- TEAP III Committee Chair – Chair
- TEAP III Committee Vice-Chair- Vice-Chair
- CIAC: Director, Transportation (TEAP III Coordinator)
- RDC: Designated representative to TEAP III
- RAC: Director, Dangerous Goods
- ECRC (on behalf of LSEP, CFA): Response Centre Manager, Great Lakes Region, and
- CI: Designated representative to TEAP III

The TEAP III Editorial Board will:

- A) Ensure compliance with the training requirements, Appendix C
- B) Identify and approve assessors plus appoint Assessment Team Leaders
- C) Approve the presentations and instructor for the TEAP III TERSP Standard Assessment training program

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D) Review and edit, within 60 days, the Final Draft Report of the assessment for clarity and consistency and issue the Final Report.

- Arrange for Team Leader to follow-up with TERSP Location Leader as necessary.
- Recommend TERSP location for TEAP III registration.
- May withhold approval if informed that one or more of the basic requirements (Appendix A) are no longer met and until the situation is corrected with 20 business days.

E) Recommend changes to the TEAP III TERSP Standard Assessment documents and the *TEAP III TERSP Standard Assessment Management Process* for the TEAP III Committee approval.

F) Will approve “archiving” of a TERSP location’s information (i.e. removal of all references from teap3.ca). Failure to comply with the “final due date” request may result in archiving of the location’s information. This action is taken because the location failed to comply with the process stated in this document for the following situations:

- Submission of or corrections to the *TEAP III TERSP Standard Assessment* or *TEAP III TERSP Standard Annual Update*,
- Agree to a date for an assessment,
- Response to the Assessment Draft Report,
- Approval of the Final Report, or
- Basic Requirements, Appendix A

5. TEAP III Coordinator on behalf of the TEAP III Editorial Board will:

A) Issue the Final Report of the assessment to the TERSP Location Leader for approval within 10 business days.

- If after the due date the TERSP Location Leader has not approved the Final Report, there will be notification to set a final due date within 5 business days.
- If the TERSP Location Leader has not approved the Final Report, the Editorial Board will be notified (Section 4E).

B) Post the TERSP approved Final Report or Annual Update on the TEAP III website (see Appendix B).

C) Release the TERSP approved Final Report of the assessment to TEAP III Editorial Board, Location Leader, Assessment Team Leader and CERCA Executives within 10 business days.

D) In the case of “archiving”, notification will be issued to the TEAP III Committee (incl. corresponding and ex-officio members), TERSP location and all CERCA executive members.

E) Issue the TEAP III TERSP Standard Assessment certificate.

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6. Dispute Resolution

The Dispute Resolution Committee consists of at least two Editorial Board members plus CIAC staff that:

- did not participate in a location's assessment,
- does not have a business relationship with that company, or
- a conflict or potential / perceived conflict of interest

If the TERSP Location Leader is in disagreement with the Draft or Final Report the TERSP Location Leader must provide in writing to the TEAP III Coordinator the issue under dispute and the reasons why there is an objection. The TEAP III Coordinator will be responsible for distribution of the objection to the Dispute Resolution Committee and Editorial Board.

The Committee will make a decision within 15 business days of receiving the written objection.

If the Committee upholds the Report and the TERSP Location Leader does not approve of that report, all relevant records will be archived in CIAC files. The TEAP III Editorial Board, RDC representative, RAC representative and CERCA Chair will be notified.

If the Committee upholds the TERSP Location Leader's objection, the Editorial Board will make the necessary modifications and re-seek TERSP Location Leader's approval.

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APPENDIX A

Minimum Requirements for Assessment and Registration of TERSP Location

Basic Requirements before Consideration

- Liability, property damage and/or environmental insurance (as defined in the TEAP III TERSP Standard Assessment document)
- Manned 24-hour activation number
- Canadian legal operations address
- Letter of clearance from WCB, WSIB, CCST or similar
- Registered responders
 - Two fully trained Team Leaders and two fully trained team members at that location,
- TERSP Location Leader has taken TEAP III TERSP Standard training (see Appendix C), and
- Must be able to demonstrate transportation emergency response services with appropriate documentation for greater than 12 months

Basic Requirements before Location Visit

- Four events must be listed on the Response and Exercise Table
 - There must be at least one documented hands-on exercise with the TERSP location's equipment
 - Demonstrations or classroom or table-top only sessions do not qualify

Editorial Board Approval of Final Draft Report

If any of the following deficiencies or non-compliances are not corrected, approval will be withheld

- Does not meet the minimum Team Leader and/or team member number requirement
- Does not meet the *TEAP III TERSP Standard Essential and Specialty Equipment List*
- Does not meet regulatory requirements or manufacturer's recommendations, specifically for:
 - hose testing, CSA B620
 - Canadian TDG Certification
 - motor vehicle inspection and safety
 - testing of SCBA cylinders – CSA Z94.4-02
 - recommended testing of Level A suits (if applicable), and
 - chlorine capping kit gasket expiry dates (if applicable)

Re-assessment

Locations that have not completed the *TEAP III TERSP Standard Annual Update* will not be re-assessed.

Location Leader must have received *TEAP III Transportation Emergency Response Service Provider Standard* training every 2 years which is prior to being requested to complete the assessment submission.

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APPENDIX B

Requesting Changes to TEAP III Website, TEAP III TERSP Standard Assessment and Annual Update

Name change for the website link (cover/status page) will be at the TERSP's request.

No changes to posted TEAP III TERSP Standard Assessments will be permitted.

The annual update can be amended but must be at the TERSP's request. The submitted annual update will be issued to the Location Leader with instructions on what is permitted. No follow-up will be done.

The location is allowed to amend their annual update only once before their next assessment.

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APPENDIX C

TEAP III TERSP Standard Assessment Training Program

Overview

Developed, maintained and delivered as a training program by the TEAP III Editorial Board under the direction of the TEAP III Committee, CIAC. The Editorial Board must approve the training program content and instructor(s). Content: *TEAP III Transportation Emergency Response Service Provider Standard, TEAP III TERSP Standard Assessment* and *TEAP III TERSP Standard Assessment Management Process* documentation.

Length: Less than 2.0 hours

Delivery medium: on-line computer-based training

Who must attend?

- Every two years
 - TERSP Location Leader is required to be trained prior to being requested to provide the submission for their location assessment or if a new Location Leader prior to the Annual Update request
 - Location Leader Alternate Contact
 - Assessors - Team Leaders and Members
 - Editorial Board members

- One time
 - Any TERSP personnel at location that will be participating in the assessment.
 - Any person who will be an observer during the assessment
 - TEAP III Committee including ex-officio members

Who else is invited attend?

- CERCA Committee members who are not associated with a TERSP location
- Transport Canada, Remedial Measures Specialist (RMS) and TDG Inspectors
- Individuals from member companies of CIAC, RDC and RAC if requested

Records

The TEAP III Coordinator will authorize individuals to access the on-line training and maintain list of participants. System notification will be set for when individuals have completed a session and for overdue individuals (Location Leaders and assessors only).

Notifications:

- Active participants will be notified 28 days prior to training expiration and again 14 days prior as necessary
- Active participants will be notified along with the TEAP III Coordinator 14 days after expiration and again 28 days as necessary
- TEAP III Coordinator will contact individual to resolve situation
- If necessary, the issue will be referred to the Editorial Board for further action.

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APPENDIX D

TERSP Location with Newly Hired Experienced Responders

Background

The contract emergency response industry historically has had significant changes in personnel. That is, individuals (TEAP III registered Team Leader or team member) may change employers. Previous employer reference through TEAP III records will be reviewed.

TEAP III Standard Assessment form has not yet specifically addressed the above issue of handling the potential impact on the location information at the time of assessment. The two areas that have the greatest impact are training records and *Response and Exercise Table*.

Both of these issues are short-term (less than 12 months). Therefore, the start date of the “new” employees must be evident during the assessment.

Training

If the individual was previously a “registered” TEAP III responder within the last 24 months, then accept and only search for training records for modules that should have been completed with the new employer (e.g. TDG, company media policy, new specialty products).

Response and Exercise Table

The instruction for completing the table does not specifically state that the information is for this TERSP location only. If a registered TEAP III Team Leader is listed for a response that was performed while in the employment of another company, the Assessment Team should note the following in the Comment column: “Event report is not available because the response / exercise was conducted while with previous employer.”