

Ministry Application Processes

Heather Osachoff,
Manager, Risk Assessment and
Remediation

MINISTRY APPLICATION PROCESSES

Heather Osachoff
Manager, Risk Assessment and Remediation
Land Remediation Section

June 16, 2020



Ministry of
Environment and
Climate Change Strategy

TERRITORIAL ACKNOWLEDGEMENTS

I would like to acknowledge with respect that the work I do for the Ministry of Environment and Climate Change is from the Surrey office, which is located in Coast Salish territories, with the closest nations being the Kwikwetlem, Katzie, Kwantlen, and Semiahmoo Peoples.

I am a grateful visitor to the land and strive to be mindful of:

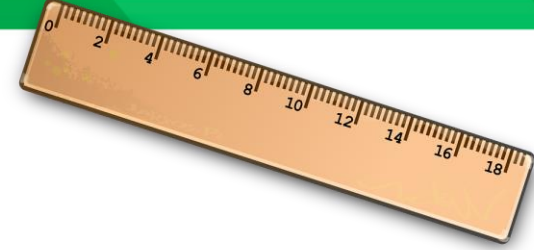
- *the connection it holds to the Indigenous Peoples, and*
- *the goal to protect human health and the environment for everyone and everything, including plants and animals.*

BACKGROUND

- Major theme: obtaining information about applications to the ministry (#, type, scope, trends)
- The ministry has been improving application processes
- Client survey results used to inform changes
 - Comments around processing applications and wait times; ministry resources
- Goals: be systematic in approach, which will improve consistency; identify meaningful metrics about contaminated sites applications



METRICS



- Since January 1, 2020:
 - > 200 applications received to-date, on track for 400+ applications this year:
 - 38% = CSAP instruments
 - 24% = Report reviews (non HR and HR)
 - 20% = Protocol 4/6/9/21 approvals
 - 10% = Site support and direct to ministry instruments
 - 8% = Protocol 12 decisions
- Applications are a part of our business, the ministry also works on projects and HR sites

OVERVIEW OF PROJECT



- Multiple phases
- Inward facing refinements:

Completed

- Improved application management and invoicing software
- Adjusted teams to fit the volume of applications
- Structured approach to assigning work to teams

Underway

- Protocol 12 review
- Identifying ministry topic leads
- Identifying future areas: Turn-around times? Fees? Forms?

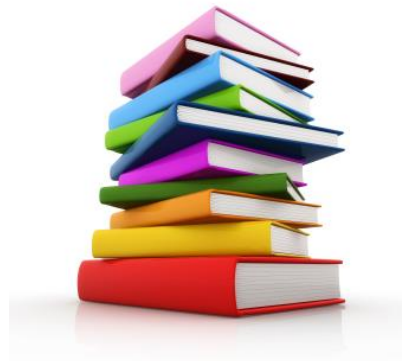
NOTICEABLE CHANGES

- Direction to use one of six email addresses to contact the ministry
 - For applications, use csp_cio@victoria1.gov.bc.ca
- Equality in increased responsiveness from the ministry
- Submission of Contaminated Sites Services Application Form for meetings, advice, technical responses (CSR Schedule 3)
 - If you are seeking something from the ministry, you need to put it into an application and submit to the Client Information Officer (e.g., background approvals)
- The ministry will communicate changes via Site Remediation News and the Site Remediation website
 - The surest path to ministry service is to follow application instructions



PRINCIPLES

- An application is not considered complete and ready for processing until the entire package is received by the Client Information Officer
 - This includes forms, reports, payment and more
- Applications are processed in the order received [complete]
- To allow for ministry time to be spent on reviewing applications, the ministry team working on an application will not be disclosed
- Staff will not be providing status updates (the Client Information Officer will do this)



ENQUIRIES



- The ministry has up to 100 open applications at a time, status update requests are numerous and take significant time to answer
- Enquiries about the status of applications are sent to the Client Information Officer at:

 csp_cio@victoria1.gov.bc.ca
- The Client Information Officer will provide information, if possible
- You will receive standardized messaging; the ministry is working towards having current turn-around times

ONE-WINDOW APPROACH

- The Client Information Officer is the one-window approach into the ministry
 - For meeting requests, reclassification applications, HR site reports reviews, and all other CSR Schedule 3 services
- All applications to the ministry **MUST BE** submitted to the Client Information Officer
- The definition of a complete application:

COVID-19 definition does not include paper!

All relevant forms, reports, figures and plans in ~~both paper and~~ electronic form received by the *Client Information Officer* in Victoria (see Contact Us webpage for mailing/courier addresses) AND appropriate payment received for ministry services as per CSR Schedule 3



ONE-WINDOW APPROACH



- The ministry has a new Applying for Services webpage that replaces Admin Guidance 3 “Applying for Contaminated Sites Services”
- This webpage has a definition of a complete application for COVID-19 duration:
 - Paper is problematic during COVID-19; heard from clients about difficulties in printing reports and sending paper cheques
 - Ministry is accommodating electronic-only submissions and payment (Site Remediation News)

ONE-WINDOW APPROACH



- In addition to the submission of a first application, all subsequent reports, technical addendums, etc. MUST be submitted to the Client Information Officer
- This will greatly aid the ministry with records-keeping, reducing digital storage resources, and, most importantly, reduce the reliance on a single ministry person
 - This is key to having redundancy in ministry processes and succession planning (internal themes)
- This ensures that you receive service - the Client Information Officer brings complete applications to the attention the management team

REMINDERS



- The same issues repeatedly come up:
 1. Final Determinations are prepared by the AP and submitted to CSAP; the Final Determination **MUST** match the [revised] Preliminary Determination signed by the ministry SDM
 2. Protocol 6 requires that a contaminated site coming to the ministry with an AP-recommendation **MUST** be for the entire extent of the contamination OR a Protocol 6 approval to not apply for the entire extent **MUST** be obtained prior to the submission arriving at CSAP
 - Must obtain a P6 approval for a subdivided site, half of a site, source parcel only, etc.

REMINDERS – CONT'D

3. The complete contact information for all interested parties or affected parties is required to be included as information in applications to the ministry
 - This includes utilities (BC Hydro, Fortis BC, etc.), banks/financial institutions, municipalities (CSR 52 (2)), and others [CSR 52 (2) and EMA 39]

Provide full names, job titles, full company/organization names, mailing addresses, and email addresses



EXEMPTIONS



- The ministry (i.e., its staff and statutory decision makers (SDMs)) does not have the authority to provide exemptions or exceptions to the *Environmental Management Act*, the Contaminated Sites Regulation, or protocols [unless such exceptions are written and legally apply]
- A requirement is a requirement binding all involved
- For example, if an application arrives at the ministry for consideration by an SDM for a CoC with an AP-recommendation, and the CoC is for a part of a contaminated site and no Protocol 6 approval was obtained to not delineate and remediate the entire extent of contamination (part site) prior to it coming to the ministry SDM, that application is incomplete

SITE REMEDIATION NEWS

**You are invited to Subscribe to the
Site Remediation News email service.**

You will receive email notifications of updates from the ministry. This replaces the former CS e-link subscription service. There is no need to re-subscribe if you were previously receiving CS e-link messages.

Visit the new webpage to subscribe:

<https://www2.gov.bc.ca/gov/content/environment/air-land-water/site-remediation/site-remediation-news>



THANK YOU

HEATHER OSACHOFF
HEATHER.OSACHOFF@GOV.BC.CA