

May 2005

The Conduit

News and Views of the Electrical Contractors Association of BC

A little bit of Victoria Day History



In Canada, the celebration of Victoria Day occurs every year on Monday, prior to May 25th. It is the official celebration in Canada of the birthdays of Queen Victoria and Queen Elizabeth II. Victoria Day was established as a holiday in Canada West (Now Ontario) in 1845, and became a national holiday in 1901. Before Victoria Day became a national Holiday, people had celebrated Empire Day, beginning in the 1890s as Victoria approached her Diamond jubilee in 1897.

Victoria, queen of the United Kingdom of Great Britain and Ireland and empress of India was born on 24 May 1819. She ascended the throne after the death of her uncle George IV in 1837 when she was only 18. She ruled until her death in 1901 when her son Edward the VII became king of England.

- The Sovereign's birthday has been celebrated in Canada since the reign of Queen Victoria (1837-1901).
- May 24, Queen Victoria's birthday, was declared a holiday by the Legislature of the Province of Canada in 1845.
- After Confederation, the Queen's birthday was celebrated every year on May 24 unless that date was a Sunday, in which case a proclamation was issued providing for the celebration on May 25.
- After the death of Queen Victoria in 1901, an Act was passed by the Parliament of Canada establishing a legal holiday on May 24 in each year (or May 25 if May 24 fell on a Sunday) under the name Victoria Day.
- The first birthday of Queen Elizabeth II, in 1952, was also celebrated in June.
- Meanwhile, Canada continued to observe Victoria Day. An amendment to the Statutes of Canada in 1952 established the celebration of Victoria Day on the Monday preceding May 25.
- From 1953 to 1956, the Queen's birthday was celebrated in Canada on Victoria Day, by proclamation of the Governor General, with Her Majesty's approval. In 1957, Victoria Day was permanently appointed as the Queen's birthday in Canada. In the United Kingdom, the Queen's birthday is celebrated in June.

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WCB Announces Rebate for Safety Course Participation

In a significant development aimed at reducing accidents and injuries on BC construction sites, the Workers' Compensation Board has partnered with the Construction Safety Association of BC (CSABC) to offer a 5% rebate pilot project to companies that complete the CSABC STAR COR Safety Program for workers, supervisors, and owners/managers.

The savings could be substantial. For example, a firm with a base annual assessment of \$1 million would be entitled to a \$50,000 payback; a mid-range company with a \$100,000 assessment would reap a \$5,000 return. Even smaller companies will benefit, thanks to a minimum rebate of \$500 that can be put toward the cost of training.

"This is an exciting day for our industry, and the WCB is to be commended for its decision to provide this important incentive," said Grant McMillan, Chair of the CSABC. "Besides the pain and suffering associated with injuries, employers pay about \$200 per day on average for every day a worker is off the job, so I am confident that this program can make a difference."

Steve Barnett, Vice President and Assistant Chief Financial Officer for the WCB, agrees: "We view this as a positive component that fits nicely with our general objective for reducing the accident rate in construction, which is higher than we'd like to see. The CSABC is a good partner in this initiative because this organization has been working hard to promote safety."

The rebate program is effective immediately. To qualify, company employees must take the three courses that comprise the CSABC Safety STAR (Safety Training Accountability Recognition) program (COR stands for Certificate of Recognition);

along with two other courses from the WCB -- one of which must be the Safety Audit course. They must also meet several other criteria set out by the Board. The same rebate is also being offered to two other industry groups, and the Board hopes to eventually extend it to all industries in the province.

Don Schouten, General Manager of Trans West Roofing in Surrey agrees: "The STAR COR program is designed to create a culture of safety within the industry and provides top-down training that involves the whole company. It offers savings but most importantly, it can save lives," says Schouten, also a member of the CSABC Board, who says that he and others from his company have also taken the courses. "It's opened people's eyes to the importance of safety. What I've heard from employees who have taken the courses is that they believe that everyone in the company should take them. This WCB incentive adds to the benefits and I have no doubt that more companies will take advantage of it."

The CSABC Safety STAR program is the first and only broad-based safety program for the construction industry. It offers state-of-the-art training and education that focuses on real-life hazards and effective prevention strategies; features a hands-on, interactive approach to learning; and is open to all members of the construction industry, regardless of affiliation. Courses are now being delivered by RCABC in Langley. Plans by RCABC to facilitate courses throughout the province are being developed. For more information contact the **Registrar, Michelle McKinnon at 604.882.9734.**

Courtesy: RCABC "On Top" Newsletter, April/May '05 Edition



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Electrical Program Standards Project Underway

Courtesy: BCCA Bulletin, March 8th Edition '05

The Advisory Council on Construction Training (ACCT) and the BC Construction Association will be working closely with the Industry Training Authority in the coming months to implement an Electrical Program Standards Project. The proposed project will update the provincial standards for the electrician (Construction) apprenticeship program.

The project will include the following activities:

- A review of the existing National Standards program outline (2001) against the established National Occupational Analysis, updating it where required to bring it into alignment.
- A review of the existing Provincial Standards outline (2001) to ensure the content and structure fully meets the needs and standards of the B.C. industry.
- The production of a Table of Specifications based on the NOA and revised outline that will enable the development of assessment tools.
- Preparation of examination item banks that will enable the generation of standardized examinations to be administered at the conclusion of each level of technical training.
- The potential development of supporting tools and resources, such as training guides and log books.

The project is also intended to provide recommendations to the ITA on the following policy directions:

- Is the industry in support of a B.C. Certificate of Qualification? If it is, the ITA is prepared to bring back such a qualification. The inter-provincial examination would still have to be written in order to receive a Red Seal endorsement.
- Is there clear industry support for the development of provincial standards for electrical entry-level training? Currently there are no

provincial standards for this program and delivery methods vary among the schools. Standardization would also pave the way towards developing standard criteria for industry and ITA recognition of new programs.

- Is there clear industry support for the development of provincial standards for ACE-IT programming for the electrical trades? If so, the ITA is prepared to work towards this goal.

It is intended that the ACCT & BCCA will establish a steering committee to manage the over-all direction of this project. A working group will also be set up to coordinate and undertake the standards development work. This group will consist of industry practitioners and other technical experts. The Electrical Contractors Association is already working closely with the ACCT to help identify potential participants.

The ITA is requiring that general principles of transparency, accountability, inclusiveness and efficiency, be clearly adhered to throughout the project. Further information on this important initiative will be provided once the project is up and running. It is anticipated that a project manager could be in place as early as April of this year.

If you are interested in more information or have comments to make on this project, please contact Abigail Fulton [abigailf@bccassn.com] at the BCCA office.

Editor's Note: Keith Dunbar has been retained to manage the development phase of the project and the first steering committee meeting took place this week. The 30 week project will start with a job skills analysis involving 10 journeymen electricians from around the province, who will participate in five consecutive days of meetings in the ITA's Richmond offices. The results will then be compared with the Provincial and National Occupational Analyses. Alberta's new curriculum will also be given full consideration as the project evolves.

COCA Successful in 33/33% Experience Rating Cap

The WCB Board of Directors has agreed with COCA's position that Experience Rating limits for the Construction Industry should be capped at a maximum 33.3% surcharge and 33.3% discount.

COCA argued that our industry is unique for many reasons – in particular the transient nature of the workforce, with workers employed by a dozen or more contractors in one year and a workplace that constantly changes as projects start and finish

The WCB has created the Construction Industry Experience Rating Program, effective January 1, 2006. It will have all of the components of the WCB's experience rating plan except that the maximum experience rating surcharges and discounts will be limited to 33.3%. As part of this Program, the WCB will identify firms in the Construction Sector with significantly higher than average claim costs. The Industry will work proactively with the WCB to improve health and safety in those firm's work-

places with a view to reducing their injury rate and claim costs. This process has already started with the activities of the Construction Safety Association of BC, which was created by COCA.

The WCB has stated that it expects firms to participate fully in "WCB initiatives and/or special programs which have the purpose of reducing the frequency and/or cost of work-related injuries, diseases, and deaths".

The WCB Assessment Department will evaluate the effectiveness of the Construction Industry Experience Rating Program and will report the results of the evaluation to the WCB Board of Directors no later than December 31, 2010.

COCA and CSABC welcome this decision and both are committed to work closely with the WCB to reduce injuries and diseases and to improve on safe, early and durable Return to Work.

ITA Adds New Board Member

Allan Bruce has recently been appointed to the ITA's nine member Board of Directors, effective April 6th, 2005. He replaces ex-EJTC Training Coordinator, Rod Goy who is now an Associate Dean at BCIT.

Given his background, ECABC is very pleased with this appointment. Alan has 30 years experience in the construction industry, including an extensive background in training and occupational standards development. Currently, he is an international representative for the International Union of Operating Engineers and has worked as a mobile crane operator and trades instructor.

Allan is also a member of the Canadian Apprenticeship Forum and the Canadian Operating Engineers Joint Apprenticeship and Training Council. He has served as a member of the BC Construction Industry Mobile Crane Advisory Committee, the National Roundtable on the Environment and the Economy, Chair of the BC and Yukon Territories Building Trades Apprenticeship and Training Committee and as a board member of BC's Industry Training and Apprenticeship Commission.

Skills Canada Competitions

The 11th BC Skills Competition was held at Tradex in Abbotsford on April 26th. The winners in the electrical wiring competition were as follows: 1st Place: Joel **Feenstra**; 2nd Place: Jason **Feenstra** and 3rd Place: **Alex King** of **Western Pacific Enterprises**. Joel and his brother Jason are UCFV students. **Dave Dexter** of Mott Electric won the Industrial Wiring Competition. Both Joel and Dave will go on to the national competitions in Edmonton, June 3rd – 6th and ECABC will be looking after their registration fees of \$200.00 apiece. Both gentlemen will also be invited to our Hall of Fame Dinner on June 10th.

Adam Byron of **Mott Electric** will be leaving for Helsinki, Finland in a couple of weeks for the world competitions being held there from May 26th to May 29th. ECABC has contributed \$1,000 towards Adam's expenses. ECABC also congratulates the winners of the provincial competition and wishes every success to Joel, Dave and Adam in the national and world competitions. Go get 'em boys!



Adam Byron and one of the volunteer judges at the PG Construction Association Career Fair held in April 2005

Canada Revenue Agency Makes Changes to Vehicle Benefits and Automobile Allowances

Courtesy: VRCA Jackhammer, March '05 Edition

Before your next fiscal year-end you will want to check out any changes the Canada Revenue Agency is making to vehicle benefits and allowances.

Changes range from what qualifies as an automobile under the Tax Act to how you calculate the mileage benefit. Is a pick-up truck considered an automobile? What is considered personal use? Is a shareholder treated the same as an employee under the Act? Does having a regular place of employment affect your benefit? How does travel from your home office affect what is deemed personal and or business use? What does it mean to have more than one regular place of employment? Do you need to

keep a logbook? How do operating costs and standby charges affect your taxable benefit?

The general guideline for calculating automobile allowances for 2003 - 2004 tax year is \$.42 cents per kilometre for the first 5,000 K and \$.36 cents for every kilometre after that. Add an additional \$.04 cents per kilometre for travel in the Northwest Territories, Yukon and Nunavut.

Go to the CRA website <http://www.CRA.gc.ca> for all the detailed descriptions of calculating and qualifying for the vehicle benefit and automobile allowance.

CSABC Safety Audit Training Available – An Essential Course for 5% Rebate

The Construction Safety Association of BC, in cooperation with the WCB, has established a Certificate of Recognition (COR) program. This is a development of the CSABC's Safety Training Accountability and Recognition (STAR) initiative.

Companies that are registered with the WCB in Construction can earn a 5% WCB rebate on their assessment premium for the previous year by completing specified safety training under STAR COR.

An important part of this training is the Safety Audit. The Safety Auditor Training course is required by all companies. It teaches how to conduct an audit in order to improve your safety performance on a day-to-day basis.

Instructor led, this course teaches how to gather information necessary to complete an audit both in relation to the safety program and to the work actually being done.

A practical workshop shows the simplicity of the Audit Document and

how to use the standardized forms. Participants gain experience in using the three forms of verification --- Documentation; Observation and Interviews.

A Safety Auditor Training course is being offered on May 30, 2005 in Greater Vancouver (location TBA). This is a full day program. There is a \$100 charge for this course. Seating is limited. (More course dates and locations throughout BC will be announced in the future.)

This course will be of value to those who would like to conduct safety audits of their own companies or who are qualified consultants who wish to do audits for a range of companies.

Attendees are responsible for their own lunch.

Anyone who wishes to attend must register in advance.

To Register: Please call 604-241-7667 or email: grantmcmillan@shaw.ca

On the International Front

California Sweeps Construction Sites for Compliance

The California Division of Labor Standards Enforcement (DLSE) has concluded a two-day enforcement sweep of construction sites in Santa Clara County. The enforcement sweep, unannounced inspections to check for employer compliance with state workplace rules, was conducted following a request by the Santa Clara County district attorneys' office. The sweep followed a sting operation by the Contractors State License Board and the district attorneys' office, an enforcement approach focused on unlicensed contractors and workers' compensation violations. "In California all workers have rights and it is our goal to protect them," says State Labor Commissioner Donna Dell. "Also, responsible employers deserve vigorous enforcement to level the playing field. Using a multi-agency approach to an enforce-

ment sweep leverages government resources and encourages unscrupulous employers—who gain an unfair economic advantage by not following the rules—to come into compliance."

Editors Note: This is why we need contractor licensing in BC

Malaysia to Hire 100,000 Pakistanis to Plug Labour Vacuum

Malaysia plans to recruit 100,000 male Pakistanis to relieve an acute labour shortage caused by a crackdown that sent hundreds of thousands of illegal workers fleeing, reports said Friday. The government's decision came amid fears that the labour crunch, which led to industry losses running into hundreds of millions of dollars, could further aggravate a slowdown in economic growth this year. Home Affairs Minister Azmi Khalid was quoted by The Star as

saying the government had picked Pakistan as a source for foreign labour because it has extensive experience in providing workers to foreign countries and managing them abroad via its Overseas Employment Corp. (OEC). "We have asked Pakistan to compile a list of suitable workers for all sectors in Malaysia. The OEC has a complete database on new workers entering the job market as well as workers returning from overseas," he said. The Pakistanis will be allowed to work in all sectors including construction, manufacturing and services, he said. The New Straits Times said the Cabinet has been informed that about 200,000 workers were needed in the manufacturing sector, 150,000 in construction, 50,000 in plantations and 20,000 in the services sector.

Editor's Note: This is one way to solve the "skills" shortage problem .

What Injuries Must You Report to WCB?

Courtesy: VRCA Jackhammer, April '05 Edition

Employers often question what injuries must be reported to WCB. Here is the list of the eight injury scenarios you must report.

- A worker loses consciousness following the injury
- A worker is transported, or directed by a first aid attendant or other representative of the employer, to a hospital or other place of medical treatment, or is recommended by such a person to go to such a place
- The injury is one that obviously requires medical treatment
- A worker states an intention to seek medical treatment
- The worker has received medical treatment for the injury
- A worker is unable or claims to be unable by reason of the injury to return to his or her usual job function on any working day subsequent to the day of the injury
- The injury or accident resulted or is claimed to have resulted in the

breakage of an artificial member, eyeglasses, dentures, or hearing aid

- The worker or the WCB requested that an employer's report be sent to the WCB. Employers must report injuries within 3 days to the WCB.

There are three key forms:

1. Form 7 Report of Injury and Occupational Disease,
2. Form 7A First Aid Report
3. Accident Investigation Report.

These forms can be found on the WCB's website, or by calling the Employers' Advisers office nearest you and asking for it to be faxed or emailed to you. (Courtesy Employers' Advisor) The Construction Safety Association of BC: Building Safety in British Columbia For more information about the STAR COR Program go to www.csabc.ca or email: courses@csabc.ca, or call CSABC at 604-241-7667.

Back Facts

Courtesy: VRCA Jackhammer, April '05 Edition

- Back pain does not necessarily mean that you have a back injury.
- Eighty percent of North Americans will have back pain at some time in their lives.
- Many different factors can work together to cause back pain.
- Most back pain comes from the muscles, ligaments, and joints in the back when they are not moving the way they should.
- Muscle tension can cause spasm resulting in pain.
- Smokers and people with previous back pain are more likely to get back

- Stretch to keep your lower back and legs flexible.
- Keep your abdominal muscles strong.

Your Back is Designed for Movement

Tips for Preventing Back Pain

- Lift keeping the object as close to you as possible (use a bear hug)
- Balance the load you are carrying between both hands.
- Minimize the distance you reach when picking up an object.

- Don't stay in a poor or awkward position for extended periods.
- Don't sit or stand for extended periods without changing your posture.
- When you start to feel fatigued, it is an indication that you have been in that position for too long.
- Don't just rely on pain killers for backaches; exercise and get moving
- Throughout the day, pay attention to keeping your natural back curves.
- Wear comfortable and well supported shoes
- Sleep on a firm mattress.
- If you sleep on your side, place a pillow between your knees.

BC Construction Association Woos Women into the Construction Industry

Courtesy: VRCA Jackhammer, April '05 Edition

On April 15, 2005, Lower Mainland high school girls got a first-hand look at careers in construction at the BC Construction Association's - Women in Construction event. Students from 10 districts, including Vancouver, Richmond, and Surrey, met with women in construction to learn about the wide range of opportunities available to women in B.C.'s booming construction industry.

After a ground floor safety orientation, the students got to take a look at a real job-site: One Harbour Green, located in Coal Harbour, overlooking Vancouver's Stanley Park and North Shore mountains. Led by women from the construction industry, the could-be women apprentices began a two-hour tour of the Leducor Construction jobsite.

After the safety orientation the girls met with a journeyman carpenter on the ground floor where they learned some of the demands of the job and its financial rewards. From there, the students took the construction elevator to the 14th floor where they were introduced to the glazier trade.

The girls then traversed the stairwell down to the eighth floor to discover the expectations and rewards of the steel stud and drywall trade. The students closed out their tour with stops on the 5th floor to investigate and learn about the lucrative mechanical trade and finally to the fourth floor where they met with **Liz Madeley** of **Mott Electric** and others.

Following the tour, participants had the opportunity to hear the Honourable Ida Chong, Minister of Advanced Education, and several other women involved in the construction industry, speak on the potential for women in construction.

With a shortage of skilled workers and more than \$65 billion in projects on the books, there has never been a better time for women to start exploring career opportunities in construction and possibly filling some of the skill gaps in BC's construction industry.

Billions of Dollars of Non-Olympics Construction

Courtesy: VRCA Jackhammer, February '05 Edition

Although Olympics-related construction projects are in the public eye, hundreds of others are planned or underway throughout British Columbia. Here are some of the bigger ones:

- Gateway Project (twin Port Mann Bridge, build North Fraser and South Fraser perimeter roads, expand Trans-Canada Highway, build new Pitt River Bridge) \$3 billion.
- New Beach Crescent neighbourhood, north shore of False Creek, Vancouver, \$3 billion.
- Vancouver International Airport expansion, \$1.175 billion.
- Vancouver Port expansion, \$1 billion.
- Coal Harbour redevelopment, \$1 billion.
- Northeast rapid transit, \$800 million.
- Cayoosh Ski Resort, Lillooet region, \$600 million.
- The Pier mixed development, Versatile Shipyards site, North Vancouver, \$400 million.
- East Fraser lands residential project, Vancouver, \$400 million.
- Bayshore Gardens residential development, Vancouver, \$400 million.
- Abbotsford regional hospital complex, \$355 million.
- Shangri-la Hotel development, Vancouver, \$350 million.
- Garibaldi at Squamish ski resort, \$350 million.
- Eight new residential neighbourhoods at the University of B.C., \$350 million.
- Central Station housing development, New Westminster, \$300 million.
- Fraser River Port expansion, \$190 million.
- Concord Pacific condo tower, Vancouver, \$150 million.
- Woodward's building renovation, Vancouver, \$149 million.
- Grandview Corner shopping mall, Surrey, \$130 million.
- New YMCA building and residential tower, Vancouver, \$120 million.
- Genstar residential project at Mission, \$100 million.
- Squamish downtown waterfront redevelopment, \$100 million.
- Vancouver Community College expansion, King Edward campus, \$100 million.
- Providence Legacy Project (consolidation of St. Paul's and Mount St. Joseph's hospitals on False Creek Flats), \$100 million.



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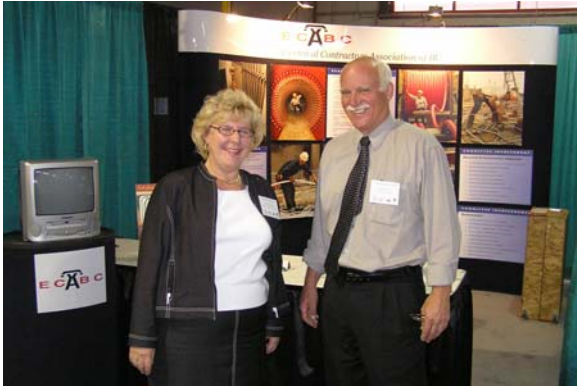
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If you would like additional information on any of our practice areas, or individual lawyers, you can contact Norm Streu at 604.643.2192, nstreu@ahbl.ca

PRINCE GEORGE CONSTRUCTION ASSOCIATION CAREER FAIR APRIL 2005



Rosaline Thom, President—NBCCA and Glenn Harvey from ITA



Graham Trafford - Mott Electric, Nes Romaniuk,- Elworthy Electric, Don Zaklan - BCIT

Judges and others
all wearing the new
ECABC cap



View from above
of the electrical
portion of the
career fair.



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Schedule of Events

May 17, 2005
 Central Chapter Meeting
 Ramada Inn, Prince George, BC

May 24, 2005
 Vancouver Chapter Meeting
 Executive Inn, Burnaby, BC

June 10, 2005
 AGM and Hall of Fame Dinner
 Locations—Executive Hotel, Coquitlam

July 27, 2005
 Fireworks Cruise
 Vancouver, BC

How Hot is Hell?

The following is supposedly an actual question given in University of Washington chemistry mid-term exams. The answer by one student was so "profound" that the professor shared it with colleagues, which is, of course, why we now have the pleasure of enjoying it as well.

Bonus Question: Is Hell exothermic (gives off heat) or endothermic (absorbs heat)?

Most of the students wrote proofs of their beliefs using Boyle's Law:(Gas cools when it expands and heats when it is compressed) or some variant.

One student, however, wrote the following: first, we need to know how the mass of Hell is changing in time. So we need to know the rate at which souls are moving into Hell and the rate at which they are leaving. I think that we can safely assume that once a soul gets to Hell, it will not leave. Therefore, no souls are leaving. As for how many souls

are entering Hell, let's look at the different religions that exist in the world today. Most of these religions state that if you are not a member of their religion, you will go to Hell. Since there is more than one of these religions and since people do not belong to more than one religion, we can project that all souls go to Hell. With birth and death rates as they are, we can expect the number of souls in Hell to increase exponentially.

Now, we look at the rate of change of the volume in Hell because Boyle's Law states that in order for the temperature and pressure in Hell to stay the same, the volume of Hell has to expand proportionately as souls are added.

This gives two possibilities:

1. If Hell is expanding at a slower rate than the rate at which souls enter Hell, then the temperature and pressure in Hell will increase until all Hell

breaks loose.

2. If Hell is expanding at a rate faster than the increase of souls in Hell, then the temperature and pressure will drop until Hell freezes over.

So which is it? If we accept the postulate given to me by Teresa during my Freshman year that, "It will be a cold day in Hell before I sleep with you", and take into account the fact that I slept with her last night, then number 2 must be true, and thus I am sure that Hell is exothermic and has already frozen over.

The corollary of this theory is that since Hell has frozen over, it follows that it is not accepting any more souls and therefore is extinct...leaving only Heaven, thereby proving the existence of a divine being which explains why, last night, Teresa kept shouting "Oh my God."

THIS STUDENT RECEIVED THE ONLY "A".

Benefits of Membership in ECABC

Advocacy

- A strong united voice to government for expressing opinions and concerns regarding issues that directly affect the electrical industry
- Representation on other associations, committees and councils that deal with apprenticeship, safety, WCB and other issues

Consulting

- Contract Interpretation Service

Education

- Seminars or information sessions and speakers at chapter meetings
- Salaried Employees Training Trust Fund (recovers costs for some seminars/courses)
- Scholarship fund through our membership in the BC Electrical Association (BCEA)
- Seminars and courses offered from other associations

Health Care

- BCCA Group Benefit Plan

Insurance

- Industry specific insurance from Federated Insurance and a gasoline discount program

Networking

- Regular networking opportunities at monthly chapter meetings, annual general meetings, an annual national conference and social events.

News

- Safety alerts and the ECA newsletter The Conduit (monthly) and Relay (annually) to keep members current on industry events and issues

Marketing

- Electrical engineers/contractors joint committee, the ECA website, the ECA logo for stationery and web page use, and membership stickers for industry recognition

Publications

- Member only access to videos, publications and manuals such as the Seismic Restraint Standards Manual and Health & Safety Policy Manual.
- When your membership application has been accepted you receive a Seismic Restraint Standards Manual and Health & Safety Policy Manual free (2 x \$80 = \$160 value).
- Only ECA members can access CECA and NECA publications.

Discounts and Preferred Rates

- NEBS forms discounted rates
- Esso gasoline discount program
- Group benefit plan rates
- Legal services
- Accounting services
- Imagewear - Marks WorkWearHouse
- Courier rates
- Accent Inn Corporate Rates
- Coast Hotels and Resorts
- PetroCan SuperPass Program
- Fleet purchase/lease program
- Answering service
- Cellular phone rates
- Consulting rates

