



COMMUNICATION: THAT'S THE KEY!

To counter the isolation faced by some Harbour Authorities (HA) on Quebec's Lower North shore that are not even linked by road, the APQQHA (Administrations portuaires du Québec, Quebec Harbour Authorities) found a means of communication worthy of today's technology. They launched a Web site.

To give all the HAs access to the same information, the site has an intranet reserved for management. This section contains departmental documents, minutes of meetings, harbour management forms and other information necessary for good management.

Says Guy Descôteaux, Special Projects Officer, Small Craft Harbours, "We used to distribute these documents by fax or mail. Today's technology reaches everybody in the blink of an eye."

The Internet portion of the site is geared to the general public or anybody wishing to visit the harbours by sea. It contains information about each harbour, the contact person, the fee schedule, a colourful summary and a photo to attract tourists.

There is also a very useful directory of suppliers—people or businesses working

in the marine industry, such as boat equipment repair and supply businesses and even consultants. Suppliers must pay annual dues to appear in the directory.

"Just so we're clear," says Descôteaux, "this is not a government site. It's run by the APQQHA. Those dues bring in funds that are essential to its activities."

Also, the Web site makes it easier for anybody wanting to volunteer to sign up online.

"I can offer a few tips for HAs thinking of launching a Web site," says Descôteaux. "First, specify clear goals for the site, that is, who will be the users and what kind of

information to post. Second, make sure the information is relevant and easy to keep fresh. There's nothing worse than outdated information. And third, keep it short."

The site was funded by Canadian Heritage's IPOLC program (Interdepartmental Partnership with the Official Language Communities), see www.pch.gc.ca/progs/lo-ol/ci-ic/ipolc_e.cfm, in partnership with the Department of Fisheries and Oceans. The program made it possible for the APQQHA site to be bilingual.

Visit the APQQHA site at www.apqqa.com/en to find out more. ♦

FAREWELL TO GASTON CLOUTIER

Gaston was one of the founding members of the Rivière-au-Renard Harbour Authority, an organization for which he volunteered during the past 10 years. He was also a member of the Regional Harbour Authority Advisory Committee (RHAAC) right from the beginning. Be it at the community or regional committee level, Gaston stood up for his constituents while respecting his colleagues. RHAAC members thought of him as a warm-hearted man, a firm believer and a good listener.

As the Rivière-au-Renard Harbour Authority representative, Gaston fought to protect local harbour facilities. It is thanks mostly to his efforts that Quai d'Amours, a jewel in our maritime heritage and essential infrastructure for the local coastal fishers, is under repair.

Former industrialist, fisher and resident of Petit-Cap near Rivière-au-Renard, Gaston spent his last years fishing lobster with his son, Frédéric.

Gaston and his wife, Luce, managed to find a way to be committed parents and grandparents in spite of Gaston's long absences when fishing, carrying out his other professional activities or volunteering.

As Mrs. Cloutier tells it, "When he was here, he gave one hundred percent. He adored his grand-daughter, Rosalie. They went to pick cherries or blueberries together, or to the cottage. He went sliding with her. And when Gaston and Rosalie went fishing with Frédéric, it was Gaston who looked after her on the boat. He was a true grandfather."

Gaston Cloutier passed away on December 14, 2005 after a long illness. ♦

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HAABC CONVENTION FOCUSES ON SAFETY AND COMMUNICATIONS

Harbour Essentials—Safety and Communications was the theme of the 9th Annual Harbour Authority Association of BC (HAABC) Convention, hosted by the Comox Valley Harbour Authority last January. The three-day event saw over 92 delegates attend from harbours all along the BC Coast as well as SCH staff, Pacific Region, Ottawa and Quebec.

The event included an eye-opening safety presentation by Gina Johansen, Safety Officer, Fishing Industry Safety and Health (FISH SAFE); a session on eliminating pollution-prone boating and harbour operations from Eric Olsson, Marine Oil Spill Prevention Specialist from the *University of Washington*; presentations on the Provincial Emergency Preparedness Program and tsunami information; as well Environment Canada managers updated delegates on the new enforcement policy that will see the demise of traditional marine grids and shipyards. The very entertaining Shelly Chapelski, a partner in the Vancouver law firm of Bromley Chapelski, outlined the process of collecting on overdue moorage and removing a problem vessel from a harbour. Never an easy task, Shelly's lecture had a common

sense approach that managers and board members can take back to their harbours and put into place.

During the convention, time was set aside to honour the contributions of retiring directors, Linda Franz (Campbell River) and Stan Watterson (Steveston). Mo Nordstrom (Comox Harbour) a founding member of HAABC, received a Lifetime Membership Award and was thanked for her continued dedication to the Association's mandate.

To honour the late Dick Maughan of French Creek, the first person to represent the association on the PRHAAC (Pacific Regional Harbour Authority Advisory Committee) and the NHAAC (National Harbour Authority Advisory Committee), the association created a scholarship fund in his memory. Information regarding the scholarship, HAABC news, back issues of *FORUM*, maps, forms and contacts are available at www.haa.bc.ca.

The new HAABC executive is made up of President Bob Baziuk from Steveston; Vice President Hiltje Binner, Port McNeill; Secretary/Treasurer Liz McLeod, Comox; and Directors Art Childs, False Creek; Janet Rooke, Tsheum Harbour (Sidney); Rick Hill, Port Edward and Jim Parsons, Powell River.

James Boland, Regional Director, Strategic Initiatives, commented on his recent experiences as the new Director for SCH and noted the improvements to the condition and safety of harbour infrastructure. He credited a majority of the program's success to the commitment of the more than 300 active volunteers who give over 13,000 hours of their time to their harbours annually.

Also scheduled throughout the three days were meals, ports-of-calls, maintenance workshops, meals, SCH updates, draws, meals, exhibitor displays, PRHAAC reports, NHAAC reports, meals, economists' evaluations, door prizes, and again, more meals! Friday afternoon concluded with a communications workshop, then all delegates, their spouses, and exhibitors gathered for a sumptuous seafood buffet (donated by local fishermen) and took a turn on the dance floor to a rock band aptly named "Pacific Disturbance."

The annual convention highlighted the exceptional working relationship that exists between the Harbour Authority Board volunteers, harbour staff and Small Craft Harbours personnel, Pacific Region. Incredibly supportive of each other, there were sincere accolades given back and forth and the positive energy radiating from this convention set the tone for the rest of the year. ♦

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FROM THE EDITOR

Harbour Authorities Forum is published twice a year by Small Craft Harbours as a communication tool to exchange information and ideas, share best practices, celebrate successes, and keep Harbour Authorities up to date on how their colleagues are operating across the country.

I encourage you to submit ideas and topics of interest that you would like to share with colleagues at other harbours, to cover in future issues.

As well, we would like to hear from you on our new look. We hope you will like it! If you have comments or suggestions, you can contact us by e-mail at schinfo@dfo-mpo.gc.ca, by phone at (613) 993-0999 or by fax at (613) 990-1866.

Denise Lapratte

CURLING FOR GOLD IN TURIN

Jamie Korab (second from left) and the Canadian men's curling team are flying high. Not only did they bring home Canada's first Olympic gold medal in curling from Turin, it was also Newfoundland and Labrador's first ever Olympic gold.

Twenty-six-year old Jamie plays lead on the team. He's been curling since he was 12.

Jamie's mother, Debbie Korab, who has been involved with the Harbour Grace HA in Newfoundland for many years, was in Turin.

"The final score against Finland was 10-4," she said. "To see our boys on the podium was unreal. They've all worked so hard for this."

Jamie was greeted by a crowd of 2,000 cheering people at the airport on his return. He's been doing school presentations and official appearances ever since. ♦



CONGRATULATIONS, TEAM CANADA!

RIISING FROM THE ASHES

When the Harbour Authority of Little Burnt Bay, Newfoundland, was established in 1997-98, the marine facility there was up for demolition. The wharf needed major repairs, the fishery was in a downturn and the whole site was to be barricaded as unsafe later that season.

In the face of that bleak picture, Nelson Brenton, the only president of Little Burnt Bay's HA has had, and all the volunteers he could gather have turned the place around.

"There are seven people on the Board. We hold eight or nine meetings a year. So far, I'd have to say we've been very successful with our efforts," says Brenton.

Indeed, new facilities at the harbour these days include a 200 ft wharf and 90 ft of marginal wharf, an office building with

office space to lease, two 54 ft floating docks, a coffee shop and a slipway.

"We lease out the coffee shop every summer," says Brenton. "It doesn't make a huge amount of money but it does bring people to the harbour—villagers and boaters alike—and that's good. Plus, it's an asset to our business."

The HA has also been tremendously successful at obtaining the services of a summer student every year to do ground work, clean around the buildings and inform the public of the HA's safety rules.

"We must be doing something right," says Brenton. "Every year now, there's a waiting list for berthage." ♦



AERIAL VIEW OF THE HARBOUR AT LITTLE BURNT BAY. NO WONDER THERE'S A WAITING LIST FOR BERTHAGE!

LEARNING THE ROPES

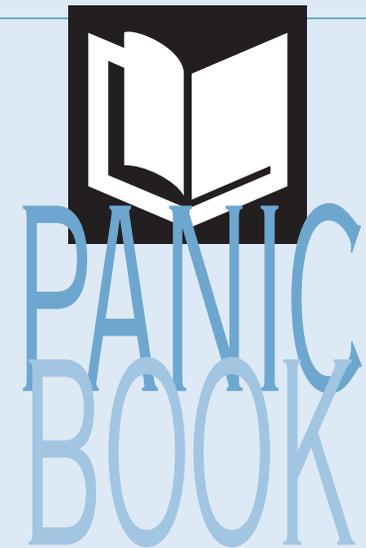
A lot of people have been involved in the HA program since it was launched. A lot of them in the Newfoundland and Labrador regions, however, never received formal training in governance. For instance, many board members were unaware of their full responsibilities. That has now changed.

The Community Services Council Voluntary Resources Centre was engaged to develop a course for the Newfoundland and Labrador regions that focused on holding effective meetings, legal responsibilities, understanding bylaws and generally running the HA like a business. There

was also a conscious effort to link the training directly to the HA Manual so that subjects like health and safety, finances, governance and other operational aspects could easily be referenced by turning to a particular page of the Manual.

John Doody, Program Analyst, Real Property and Harbour Operations, said, "The training has been very effective in terms of sharing information, generating discussion and improving how HAs are being operated. Feedback from the participants has been extremely positive." ♦

THE PANIC BOOK AND OIL SPILLS



At the HAABC conference, Eric Olsson from the *University of Washington* gave a presentation on how to deal with gasoline, oil and diesel spills. He drew the material from the pages he developed for a "Panic Book" developed in the US—a loose-leaf binder that deals with emergency management.

The Panic Book is a list of "recipes" for all kinds of emergencies and disasters. If there is a fire in the building, employees can turn quickly to page X to find out what they should do and whom they should call.

"For a gasoline spill," says Olsson, "the first things to do are clear people out of the area, shut down where the spill is coming from and remove anything that might catch fire. Then call the Canadian Coast Guard, local first response services and provide first aid."

"However," he warns, "a gasoline fire is best left to the experts or someone who has been trained."

The binder also refers to equipment needed to deal with spills, such as absorbent materials and personal protection gear. ♦

BAD DEBTS

Nobody wants them, that's for certain. Levi Timmermans, Program Officer for the Small Craft Harbours in BC, has a few suggestions on how HAs might avoid them.

- Have a signed berthage (or moorage) agreement with the vessel owner/operator. Typical items in such an agreement include liability insurance, permitted harbour activities, pollution control and adherence to HA bylaws. These agreements provide rights to the Harbour Authority that it does not have under common or statute law.
- Signage at the facility. Two important ones are "ALL VESSELS NEED TO REGISTER WITH THE HARBOUR AUTHORITY UPON ARRIVAL" and "BY MOORING AT THIS FACILITY, YOU AGREE TO CONDITIONS OF THE MOORAGE AGREEMENT."
- Be careful whom you let in the harbour, for instance, if an unseaworthy vessel is being towed into the harbour, HAs have the right to refuse access.
- Have a very clear collections policy. Some of the policy, such as payment within 30 days, may be included in the berthage agreement. The rest should be made known to the owner/operator. Keep copies and records of every invoice so that every vessel has a file history.
- Hire a good lawyer. Every situation is unique and so is any action taken. HAs need to get good advice. Court action has a cost so the debt has to be significant to be worth the expense.

"In BC, Harbour Managers have found an unofficial way of protecting each other from bad debts," says Timmermans. "Once evicted, bad customers will likely try to moor at the nearest harbour. Managers call or email their neighbouring harbours so that they can either try to collect that debt or refuse entry."

For other tips on collections, go to the Small Craft Harbours website at www.dfo-mpo.gc.ca/sch/Fee/HA-AP-revenu_e.html. ♦