

Meeting Summary

HYBRID Meeting: February 12, 2025, 7:00 p.m.

Location: *City of Trail Committee Room #2 (Spokane St entrance) & online*

Committee Members:

Colleen Jones, Chair, City of Trail
Thea Hanson, Alternate Chair, City of Trail
Jasen Nelson, BC Ministry of Environment
Julie Orban, BC Ministry of Environment (alternate)
Trevor Allegretto, USW Local 480 Rep

Dr. Karin Goodison, Interior Health MHO
Steve Hilts, Community Member (History)
Carol Lerosé, Community Member (Parent)
Richard Deane, Teck Trail Operations
Clare North, Teck Trail Operations

Others in attendance:

Nolan DeRosa, AtkinsRealis
Alan Gibson, BC Ministry of Environment
Meghan Morris, Interior Health
Nelson Ames, Community Member
Razia Zariff, South Australia Health Authority
Matt Joyce, KC Recycling

Morgan Sternberg, AtkinsRealis
Dave Bell, Teck Trail Operations
Jayne Garry, Teck Trail Operations
Frances Boreland, Broken Hill, Australia
Michelle Laurie, THEC Lead Facilitator

WELCOME and INTRODUCTIONS

Mayor Colleen Jones, THEC Chair, opened the meeting and thanked everyone for their participation and engagement in the WARP community consultation.

MEETING MINUTES

The THEC meeting summary from November 28, 2024 was approved.

- Clare North noted Teck updated its Air Quality report and a corrected version is in the approved summary online.

PRESENTATIONS, REPORTS, DISCUSSIONS & RECOMMENDATIONS

THEP Team 2024 Annual Update

Presenters: Morgan Sternberg and Nolan DeRosa (Community Program Office), Clare North and Dave Bell (Teck Trail), Meghan Morris (Interior Health), Michelle Laurie (City of Trail)

- A joint presentation by THEP team members shared common 'myths to bust' and highlights from 2024. Committee members had opportunity to provide their level of agreement with statements posted. After the presentation, the Committee was provided time to review the annual reports, discuss questions in small groups, and pose questions to the team. A compilation video was developed and can be viewed [here](#).
 - See attached presentation PDF.
 - Questions and discussions were related to the following themes:
 - Coordinating with City utilities staff on soil management (block);
 - Pb in air reporting (3-month rolling average); and
 - Outreach for example: education of residents that undertake soil management on THEP information; finding ways to reach out to more of the community; promoting the good work THEP is doing

WARP/MHO Recommendation Public Consultation Update

Presenters: Clare North (Teck) and Dr. Karin Goodison (MHO)

- Clare North provided an update on the community consultation that took place in January.
- See attached presentation PDF.

Program Reports & Updates

Air, Health, and Community Program Office reports are provided in the agenda package for your review prior to the meeting. Please bring your questions and comments for discussion.

Q&A and Comments on Reports All

Q&A on all reports (Air, Health, Community Program Office)

- Related to air quality.
 - How did the January Pb in air report compare to other years? It was noted that managing fugitive dust is a challenge with very cold and dry weather.
 - Is there more plume/steam? Operation of the dryer is being adjusted to reduce sulphur emissions and is producing particulate. This is also related to cold and dry weather.

Community & Round Table Check-In - All (15 mins)

- Clare North spoke on Teck's application for an amendment to the Trail Operations Air Permits. Background information was provided at the November 28, 2024 THEC meeting.
 - The request was made to ENV and the public notification process for providing comments is 30 days. A notice will be printed in the Trail Times Thursday, February 13th, 2025.
- There was discussion on trees that were removed for safety reasons in Gyro Park and their replacements.

Program Planning Update - Michelle Laurie, THEC Lead Facilitator

Michelle shared highlights from the last several months including:

- Annual review of activities with THEP team.
- Annual THEP Partner meeting and lessons learned (draft for sharing at the next THEC meeting).
- Community of Practice for communities with operating lead smelters framework for 2025 drafted ([online at thep.ca under Learning Together](https://thep.ca/learning-together))
- Planning for knowledge sharing / planning meetings with BCCDC (April), international community of practice (CoP March), AQWG meeting in March.
 - CoP member from Belgium is planning a visit to Trail in May and is interested to learn about THEP work and successes.
- Soil Management Homeowner Feedback 2024 was summarized (see summary report attached).

Partner Meeting Report – Colleen Jones, Chair

- THEP's annual partner reflection meeting and lessons learned was held Feb 3rd, 2025. Lessons learned were discussed and will be drafted into a document for sharing. The focus was on:
 - Being adaptive and THEP's adaptive management approach.
 - Telling our story and communicating in the community, in our organizations and beyond.
 - Continuing to seek different perspectives, get out of our silos and see the bigger picture (its complex).

- Keep persevering – we have been at this for a long time and we continue to see progress.

The partners also talked about:

- How can we celebrate our successes more
- Where can share our successes – for example AKBLG in 2026 will be in
- Finally, we talked about how we communicate and using different methods to share our story, for example videos and infographics.

2025 THEC MEETING DATES

- April 22, 2025
- June, September and November dates to be confirmed.
- THEC meetings are held from 7:00-9:00pm in person and online.

AGENDA

HYBRID Meeting: February 12, 2025, 7:00 p.m.

Location: City of Trail Committee Room #2 (Spokane St entrance) or online
<https://us02web.zoom.us/j/89034531158>

Committee Members:

Colleen Jones, Chair, City of Trail
Thea Hanson, Alternate Chair, City of Trail
Dr. Karin Goodison, Interior Health MHO
Jane Power, Interior Health
Trevor Allegretto, USW Local 480 Rep
Ron Joseph, Community Member (Resident)
Richard Deane, Teck Trail Operations
Clare North, Teck Trail Operations
Carol Lerose, Community Member (Parent)

Linda Worley, RDKB Area B
Carolyn Amantea, Village of Warfield
Ali Grieve, RDKB Area A
Huan Liu, BC Ministry of Environment
Jasen Nelson, BC Ministry of Environment
Erika Krest, Community Member (Chamber)
Steve Hiltz, Community Member (History)
Sara Ridge, Community Member (Families)
Vacant, Community Member

The Trail Area Health & Environment Committee (THEC) meets five times per year online or in-person. Members, designates and community members are welcome.

WELCOME and INTRODUCTIONS

- Opening remarks from Mayor Colleen Jones, THEC Chair.

MEETING MINUTES

- Review and approve minutes from THEC meeting, November 28, 2024 (as attached).

PRESENTATIONS, REPORTS, DISCUSSIONS & RECOMMENDATIONS

THEP Team 2024 Annual Update (60 mins)

Presenters: Morgan Sternberg and Nolan DeRosa (Community Program Office), Clare North and Dave Bell (Teck Trail), Meghan Morris (Interior Health), Michelle Laurie (City of Trail)

- This update will share 2024 highlights from different areas of the program. It is hoped that people will review the milestone report and program reports in advance of the meeting and bring questions and comments to share. To respect people's time together, there will be a limited amount of time to review the reports at the meeting.

WARP/MHO Recommendation Public Consultation Update (10 mins)

Presenters: Clare North (Teck) and Dr. Karin Goodison (MHO)

- Presentation followed by Q&A.

Program Reports & Updates

Air, Health, and Community Program Office reports are provided in the agenda package for your review prior to the meeting. Please bring your questions and comments for discussion.

Q&A and Comments on Reports All (10 mins)

- Q&A on all reports (Air, Health, Community Program Office)
 - Highlights from the program areas and open questions (**All**)

Community & Round Table Check-In - All (15 mins)

- Round table contributions & questions.

Program Planning Update - Michelle Laurie, THEC Lead Facilitator (10 min)

- Annual review of activities with THEP team.
- Annual THEP Partner meeting and lessons learned (draft for next THEC meeting).
- Community of Practice for communities with operating lead smelters framework for 2025 drafted ([online at thep.ca under Learning Together](https://thep.ca/learning-together))
- Planning for knowledge sharing / planning meetings with BCCDC, international community of practice (CoP), AQWG meeting in March.
- Soil Management Homeowner Feedback 2024 (see summary report attached)

Partner Meeting Report – Colleen Jones, Chair

- THEP annual partner meeting and lessons learned Feb 3rd, 2025.

2025 THEC MEETING DATES

- April 22, 2025
- June, September and November dates to be confirmed.
- THEC meetings are held from 7:00-9:00pm in person and online.

THEP Annual Presentation '2024 in review'

Trail Area Health & Environment Committee Meeting

February 12, 2025

THEP Team Presenters

Teck Trail Operations (Clare and Dave)

Community Program Office (Morgan and Nolan)

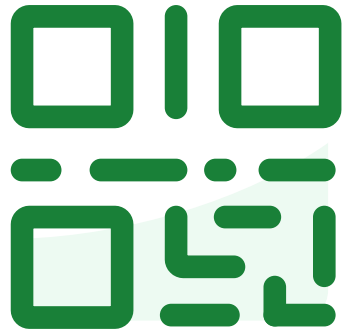
Interior Health (Meghan)

City of Trail (Michelle)

Format

- Introductions and myths to bust
- 3 minutes to scan the reports (alone)
- 8 minutes to generate questions / comments (teams)
- Q&A to the panel
- Closing comments

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How much do you agree with this statement:

SO₂ in Trail is a problem of the past.

① Start presenting to display the poll results on this slide.

Myth to bust: I worry about my baby breathing in lead.

Ingestion is the most common route of exposure to lead for children as children often put hands and objects in their mouth. Ingestion is the route that most commonly leads to elevated blood lead levels. The most important action you can take is to manage dust.



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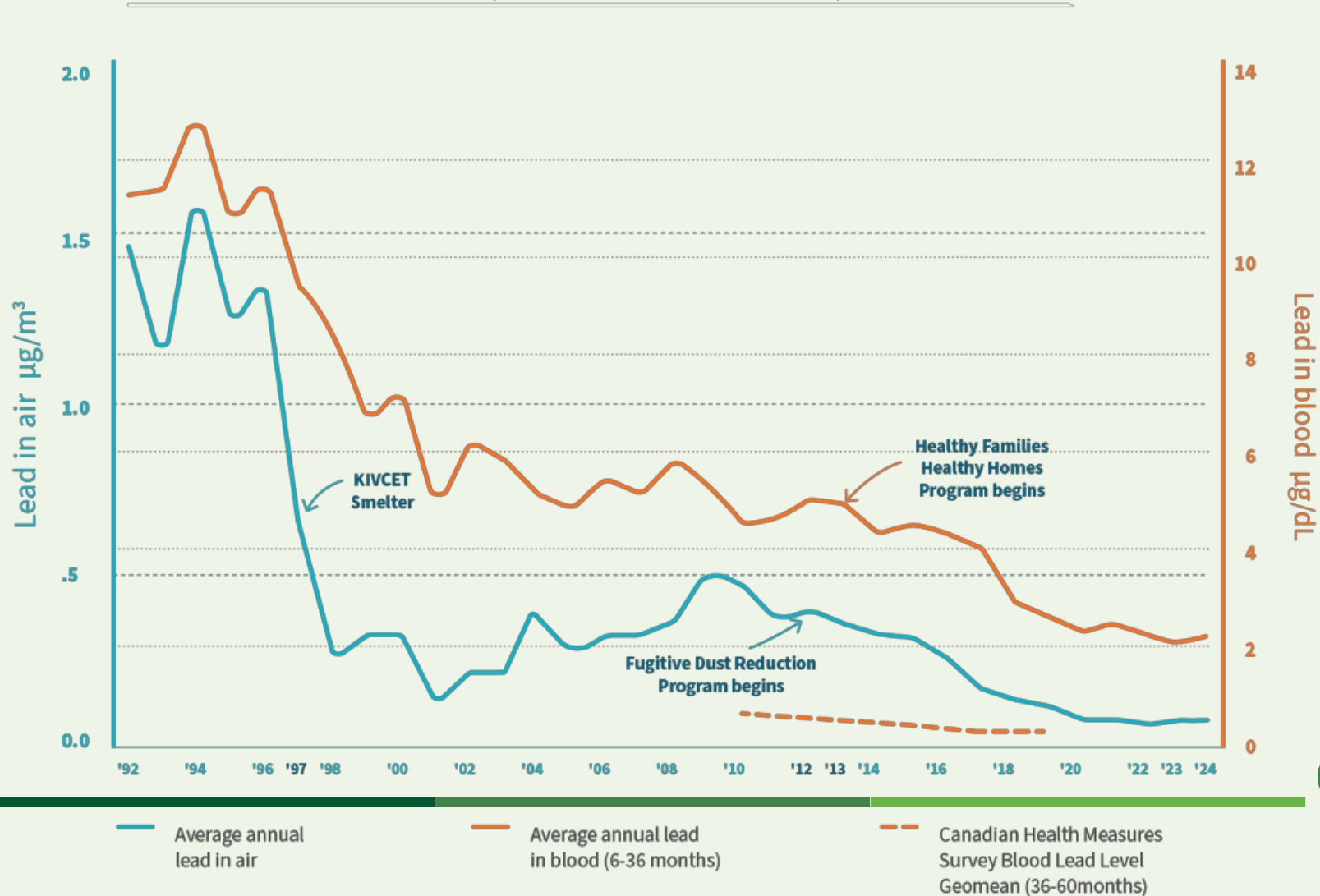
How true is this statement:

My older child had low lead levels, my younger child does not
need to be tested.

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Myth to bust: My family has lived in Trail for generations, my grandfather ate lead for breakfast.
Lead exposure is a problem of the past.

Annual average for lead in community air and children's blood
(1992-2024, Trail, B.C.)



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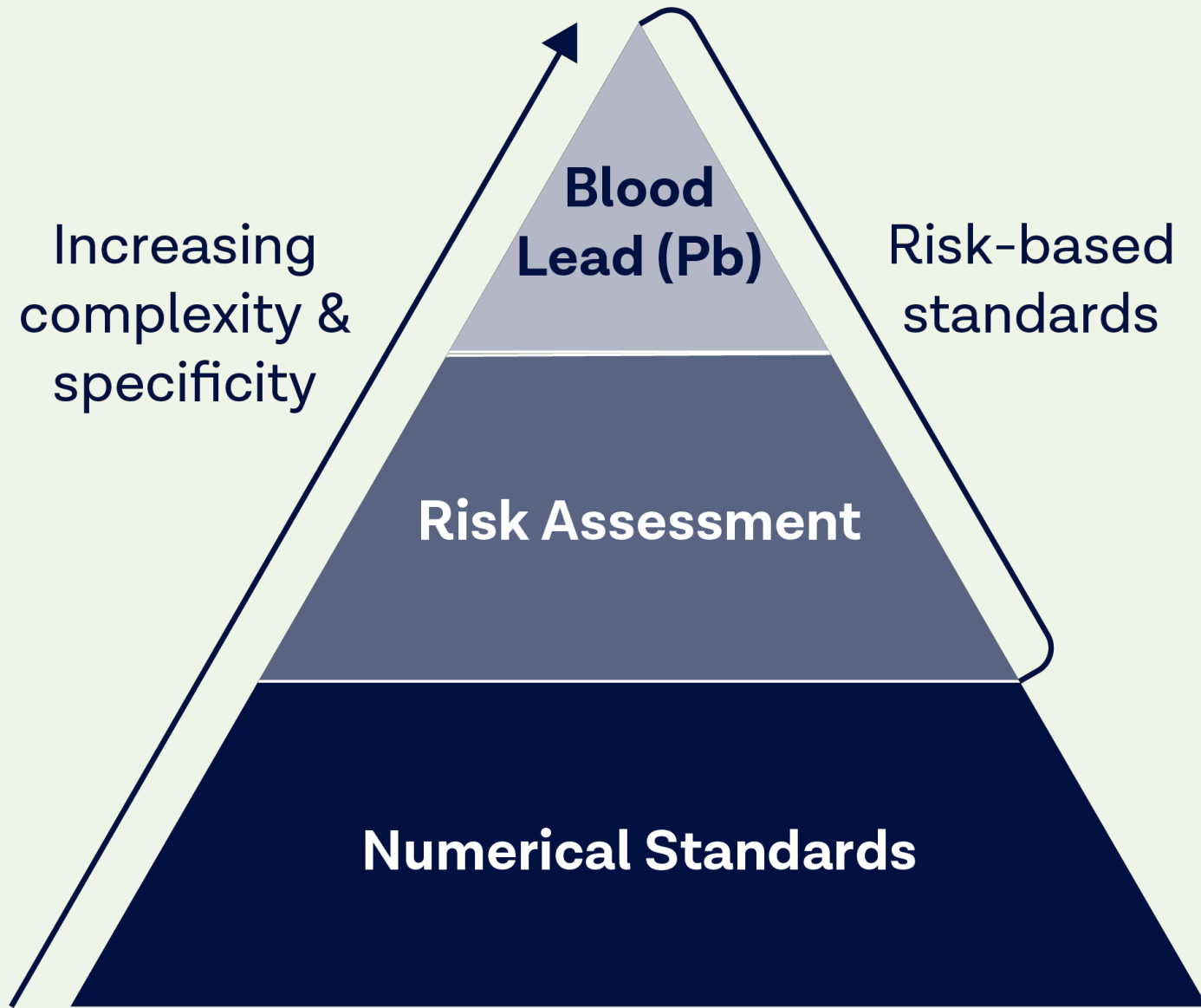


How much do you agree with this statement:

BC Contaminated Sites Regulation says 120ppm lead (Pb) in
soil = contaminated.

My yard tested above this so requires soil management.

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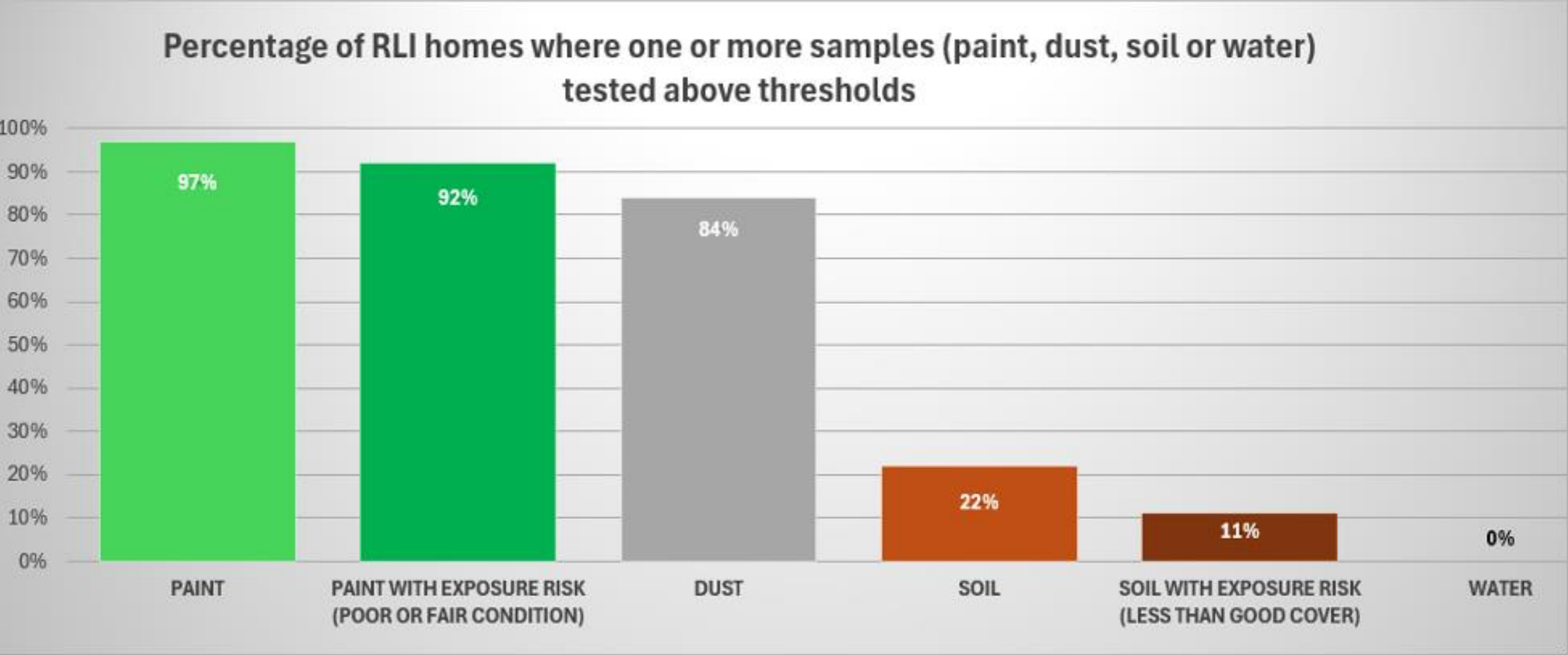


Myth to bust: My yard soil has been replaced, so I don't need to get my child's blood lead tested anymore.

Lead can come from many sources.



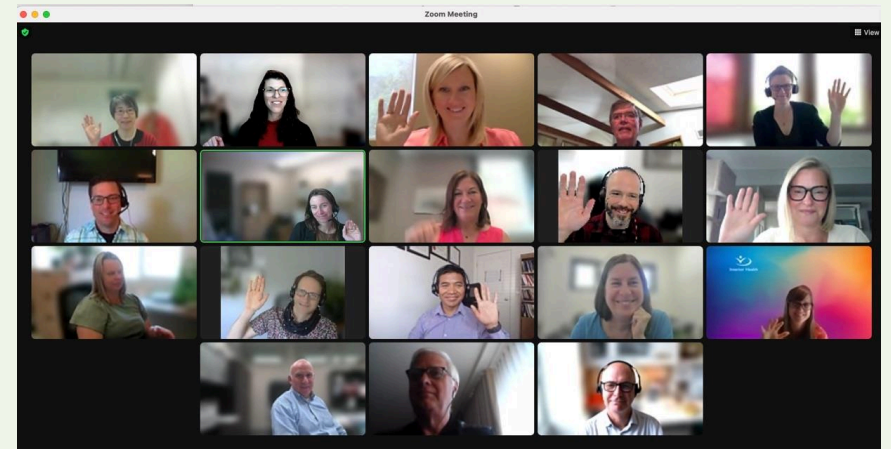
Another example of Pb exposure risk from many sources in the home and yard environment



Myth to bust: I live in an old house in Trail but I repainted over everything.
I don't need to be concerned about lead in paint.



Myth to bust: Everyone knows THEP and what we do.



thep.ca

Thank you!

Next Steps:

- 3 minutes to scan the reports on your own.
- 8 minutes to generate questions in small groups.
- Remaining time for questions to panel.

WIDE AREA REMEDIATION PLAN

Summary of Community Engagement Activities (January 6 – 31, 2025)

Engagement Website: teck.com/TrailAreaWARP

Open Houses

- In Person at Trail Memorial Centre
 - Wednesday, January 15 6 p.m. – 8 p.m.
 - Saturday, January 18 11 a.m. – 1 p.m.
- Online via Zoom webinar
 - Wednesday, January 22 6 p.m. – 8 p.m.

Small Group Meetings

- In Person at Trail Skills Centre
 - Thursday, January 16 1 p.m. – 3 p.m. and 6 p.m. – 8 p.m.

Online survey and paper surveys, and organization email addresses were available for feedback

WIDE AREA REMEDIATION PLAN – TIMELINE/NEXT STEPS

- Review feedback and refine the WARP as required
- Apply for an Approval in Principle from the Ministry of Environment and Parks
- WARP will be reviewed every five years
 - Adaptive management
 - Remediation targets updated
 - Continuous improvement

Preliminary timeline for the development of the Wide Area Remediation Plan

Timing is subject to change.



2024 ANNUAL REPORTS TO FOLLOW:

- AIR
- HEALTH
- COMMUNITY PROGRAM OFFICE
- STRATEGIC PLAN 2024 MILESTONE REPORTING

2024 Annual Review - Air Trends

THEP Milestones 2022-2027 for Air, include:

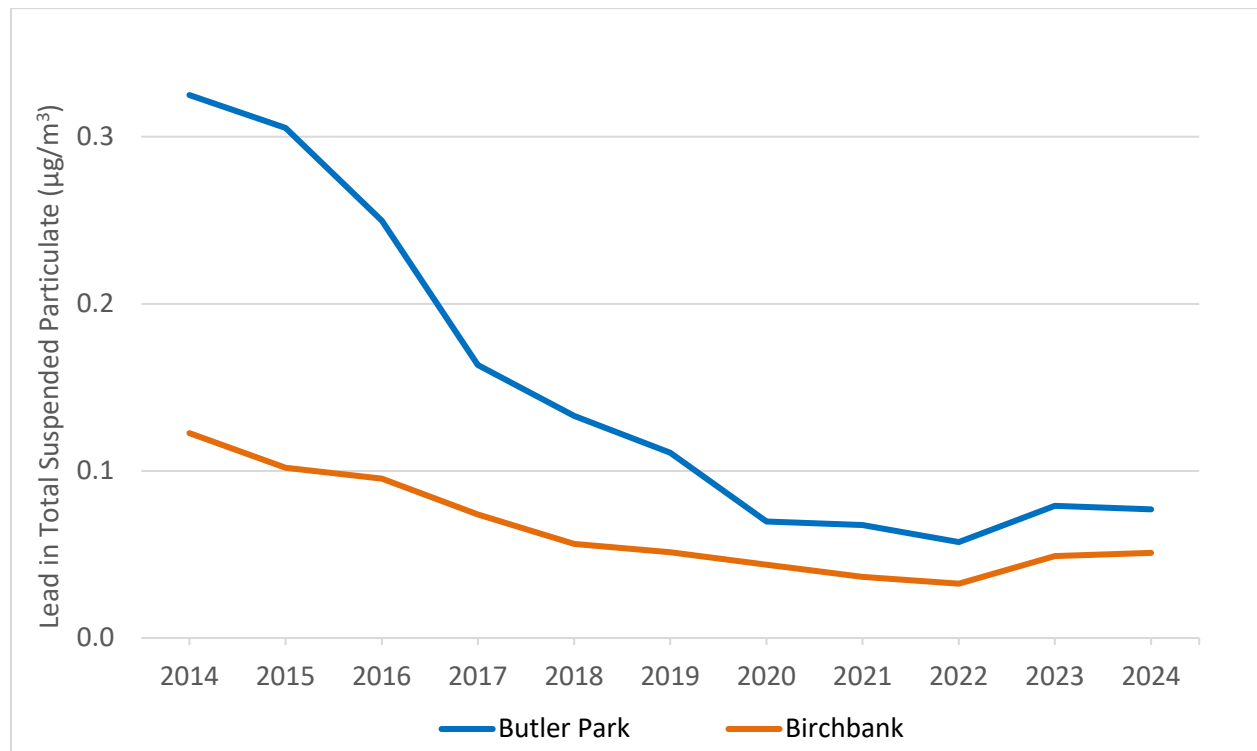
- Annually, demonstrate improvements in Pb and SO₂ in ambient air, as measured in the community.

The indicators used to measure progress toward this milestone are:

- Review of Pb (µg/m³) in ambient air trend. (annual)
- Review the trend in the percentage of hours that SO₂ is above 35ppb. (annual)

Lead (Pb) in Airborne Dust

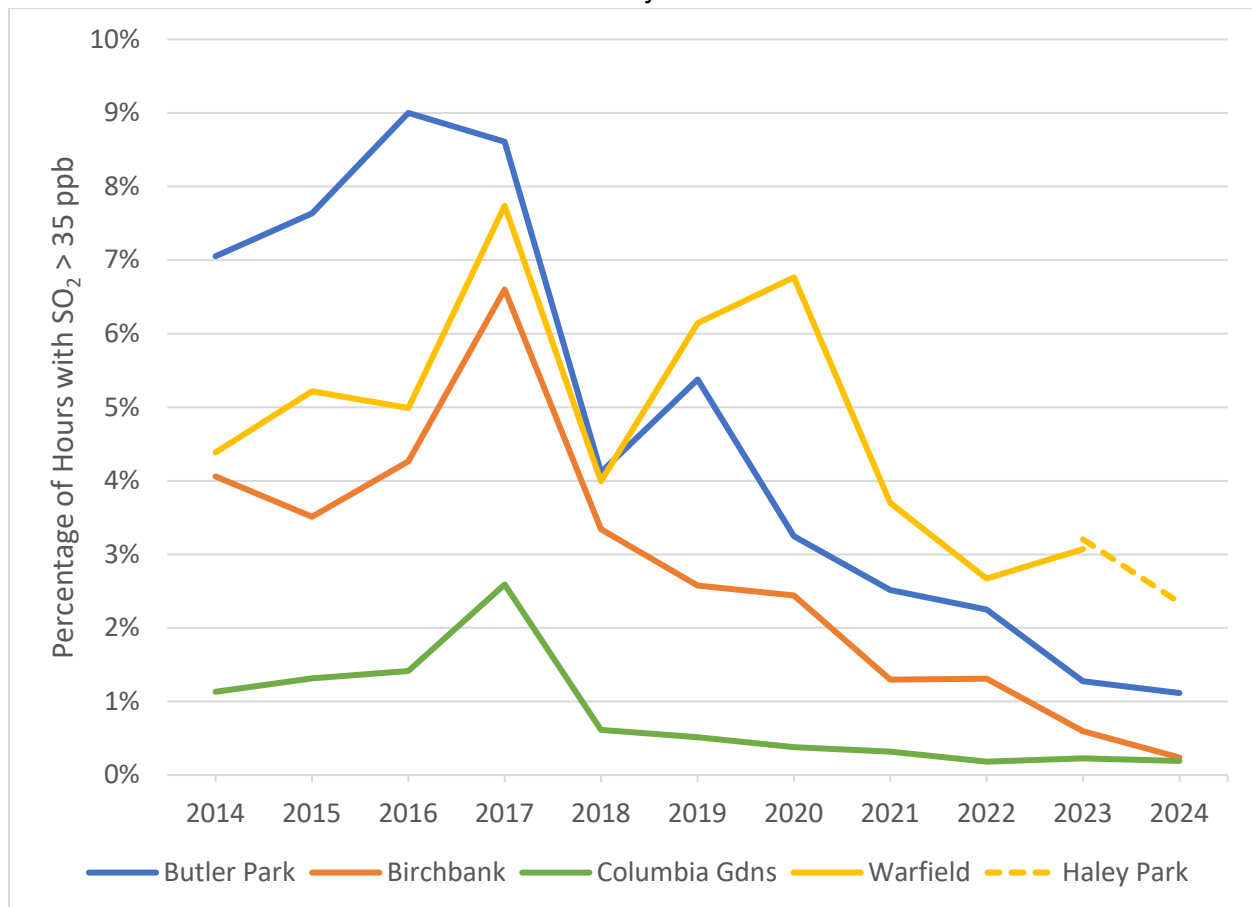
The chart below shows annual averages for lead (Pb) in airborne dust at the Butler Park and Birchbank stations over the last 10 years.



The levels of lead in ambient air have shown a significant decreasing trend over time. 2023 and 2024 annual averages were influenced by management of the end-of-life KIVCET boiler prior to replacement in 2024, and work to return to stable operation following the boiler replacement. Teck Trail Operations remains committed to the critical task of continuing to reduce lead in airborne dust in the community. The significant investments in the KIVCET furnace over the past two years will enable us to return to operational stability, and together with additional controls implemented as part of our Fugitive Dust Reduction Program, will provide the foundation for further improvements.

Sulphur Dioxide (SO₂)

The chart below shows annual percentage of hours where SO₂ is greater than 35 ppb at all stations where SO₂ is measured over the last 10 years.



The number of hours with SO₂ greater than 35 ppb is declining over time at all stations.

2024 Health Annual Report

2024 Healthy Family Visits

- 71 families were offered visits
- 65 Healthy Family Visits completed (91.5% acceptance rate)
 - 4 families declined visits (3 families have previously had visits with older children)
 - 2 families were non-responsive to contact attempts, not carried forward because child now >age 3.

2024 Fall Blood Lead Clinic

- Overall, 73% of blood clinic participants in target population. (6m-36m, Area 1-2-3)
 - 2024 Breakdown: Area 1 (71%), 2 (70%), 3 (78%)
 - 2023 Breakdown: Area 1 (66%), 2 (76%), 3 (62%)
 - 2022 Breakdown: Area 1 (51%), 2 (78%), 3 (60%)
 - 2021 Breakdown: Area 1 (46%), 2 (64%) 3 (54%)

Strategies used to increase attendance include:

- Outreach via newsletter, letter mail to all eligible participants and events.
- Prioritized appointments this Fall for Area 3 in first week of clinic, so more time for follow-up to encourage attendance.
- Updated invitation letter-simplified, clearer language, **BOLD** appointment information
- Increased use of text vs. voice calls, including using text appointment reminders

2024 Enhanced Support

- All children identified as ES (Blood Lead >5ug/dL) have engaged in some level of support. (Supports are tailored to meet families needs)
- 100% of previously identified ES children attended Fall 2024 BL clinic.

Community Outreach

- Monthly outreach visits to Building Beautiful Babies group and Muffins and Munchkins
- Spring handwashing at community daycares
- Teddy Bear Picnic
- Seniors Fair
- Early Years Committee-Meghan on Poverty Reduction Sub-committee, Cecilee on Childcare sub-committee
- Hosted THEP engagement session for Early Years Community Partners



THEP Community Program Office

A Year in Review - 2024 Annual Update to the THEC

February 12, 2025

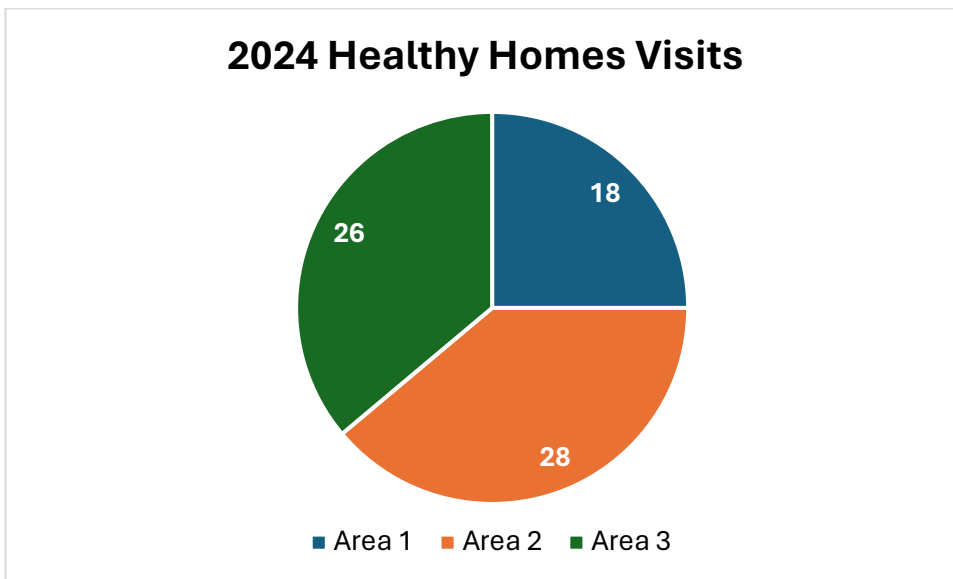
1 Healthy Homes & Enhanced Support

Healthy Homes and Enhanced Support are components of the THEP Healthy Families Healthy Homes program. Together, these programs support families with children under 36 months and expectant families in promoting healthy habits to reduce lead (Pb) exposure.

1.1 Healthy Homes

Healthy Homes is the primary prevention education and support aspect of the program. In total, 72 Healthy Homes visits were completed in 2024 and 13 of these visits were with expectant families. The chart below illustrates the distribution of the visits in each geographic area¹. Five families were offered a visit but declined or did not respond.

- › A grand total of 875 Healthy Homes visits have been completed since the Healthy Homes Program began in 2012.



¹ Area 1 – Annable, Casino, Columbia Gardens, Oasis, Waneta, and Warfield
Area 2 – Glenmerry, Miral Heights, Shavers Bench, and Sunningdale
Area 3 – East Trail, Rivervale, Tadanac, and West Trail

THEP Community Program Office

A Year in Review - 2024 Annual Update to the THEC

February 12, 2025

1.2 Enhanced Support

The Enhanced Support portion of the program provides additional support above the initial primary prevention offered through Healthy Homes. Enhanced Support is offered to families with children who have been identified as having an elevated blood lead level ². Enhanced Support information is reviewed at an annual conference with the Medical Health Officer and Program staff. Families were followed by the CPO from Fall 2023 – Fall 2024.

1.2.1 RESIDENTIAL LEAD INSPECTION PILOT

A Residential Lead Inspection (RLI) is offered to all Enhanced Support families to evaluate potential lead (Pb) exposure sources in their homes. Lead testing is completed on paint, indoor dust, soil, and drinking water in the home. The purpose of an RLI is to help these families better understand potential lead exposure pathways in their home environment, which can help them prioritize actions or behaviour changes. Highlights for the year include:

- › A review of the Pilot RLI (2019-2024) was conducted in 2024. Highlighted recommendations included:
 - Incorporate the RLI as part of standardized support offers for Enhanced Support families and
 - Provide repeat sampling of dust on a case-by-case basis.
- › All new Enhanced Support families were offered an RLI.
- › A total of 10 RLIs were conducted in 2024.
- › A grand total of 47 RLIs have been conducted since introduction of the pilot in 2019.

2 Community Program Office

The Community Program Office (CPO) is located in the core of downtown Trail. The convenient location and regular business hours provide easy access for the community to connect with the CPO team either in person, over the phone, or online through the website (www.thep.ca).

2.1 Lead Safe Renovation

One of the main services provided at the CPO is access to Lead Safe Renovation (LSR) supports and services. The goal of LSR is to reduce potential exposure and spread of lead dust during renovation activities. In 2024, 64 residents accessed LSR supplies.

² Elevated blood lead level is identified if results exceed the BCCDC's Exposure Investigation Level of 5 micrograms per decilitre.

THEP Community Program Office

A Year in Review - 2024 Annual Update to the THEC

February 12, 2025

2.2 Engagement & Outreach

In 2024, the CPO team continued to participate in the Family Action Network, Early Years Coalition, and Navigator Table. The team also participated in community outreach activities including:

- › Trail FAIR Society - Building Beautiful Babies
- › Columbia Basin Alliance for Literacy (CBAL) – Tiny Tots Cooking & Ready, Set, Learn
- › Local daycares – handwashing activity.
- › Amazing & Aging Wellness Fair
- › Interior Health Fall and Winter Lead Testing Clinics
- › Teddy Bear Picnic
- › Chamber of Commerce business community event
- › Community Connect Fair
- › Trail IncrEdible Market
- › THEP Community Partners Event

3 Soil Management Program

The Soil Management Program (SMP) includes soil assessment and, in qualifying residential yards, replacement of soil or improvements to ground cover on a prioritized basis. In 2024, the SMP also included Year 2 of the Pilot Block Initiative. The goal of this pilot initiative was to reduce potential lead exposure at a neighbourhood block level, as opposed to individual properties. This was done by offering full soil replacement to all properties on prioritized blocks that had not previously received soil replacement. Blocks were selected for soil replacement using the same prioritization framework as is used to for single residential yards.

In 2024, Year 2 of the exterior paint testing pilot was included in regular soil assessment and soil replacement activities. The goals of this pilot are to understand the prevalence of lead in paint on exterior surfaces and potential exposure risk to young children in the Trail area. Exterior paint testing pilot highlights include:

- › 203 properties had exterior paint tested in 2024.
- › A grand total of 413 properties have had exterior paint tested since the pilot began in 2023.

3.1 Soil Assessment & Groundcover Evaluation

Our soil assessments provide an understanding of the lead concentration and other smelter-associated metals within a properties soil and include an evaluation of ground cover quality. The results from these assessments, along with age of the children and time spent on the property, are used to determine how a yard is prioritized for soil management. Ground cover quality is re-evaluated annually at child-occupied properties that have been previously assessed to determine if any changes have occurred.

Highlights include:

THEP Community Program Office

A Year in Review - 2024 Annual Update to the THEC

February 12, 2025

- › 121 yard or yard/garden soil assessments completed in 2024.
- › A grand total of 2,366 yard or yard/garden soil assessments have been completed since 2008.
- › 5 vegetable garden only assessments completed in 2024.
- › A grand total of 271 vegetable garden only assessments have been completed since 2008.
- › 65 individual ground cover evaluations completed in 2024.
- › A grand total of 847 individual ground cover evaluations have been completed since 2008.

3.2 Soil Management

Properties are prioritized for soil management based on the age of children at the property and how frequently children are present, the soil lead concentrations in the yard, and the quality of ground cover. Soil management may include soil replacement, ground cover improvements, and covering and capping areas of the yard.

In 2024, soil management practices included the use of new approaches to reach properties that are difficult to access. New approaches included utilizing conveyors and craning equipment into properties. Additionally, the Pilot Block Initiative objectives were achieved through the completion of soil replacement on four and a half City blocks. Highlights for the year included:

- › Offering a year of lawn care support to residents whose properties received soil replacement in 2023, to help ensure establishment of new lawns. Lawn care support was also offered to some residents as an interim risk management measure until their prioritized soil management could be completed.
- › A grand total of 555 properties have received full soil replacement as part of THEP since 2008.

Type of Soil Management	2024 Property Summary
Soil Replacement	
Full Yards	69
Partial Yards	16
Vegetable Gardens	5
Lawn Care	
Pre-soil Replacement	14
Post-soil Replacement	52
Yard Improvements & Soil Disposal Support	24

2024 STRATEGIC PLAN MILESTONES REPORTING

(JOINTLY COMPILED JAN 27, 2025)

Adaptive Management Changes made to THEP's 2022-2027 Strategic Plan and Milestone Reporting during 2024:

AIR

- Milestone 2, addition of SO₂ and associated indicator for SO₂.

BUILT ENVIRONMENTS

- Milestone 4, edited to replace lead-based paint with lead in paint throughout.

HEALTH

- Milestone 4 added to support Enhanced Support and associated indicator for Enhanced Support.

Definitions:

- **Milestones:** purpose is to provide direction and help us mark progress within each topic area; often framed as service focused.
- **Indicators:** provide a way to measure, provide evidence/ data for measurement. Often written neutrally (non-directional). Interpretation occurs with collected data. Given many milestones are service focused, many of our indicators are written as steps in a process.

Program Area: Air		
THEP Milestones 2022-2027	Indicator	Annual Update / Status
1. By 2025, review the ambient air monitoring network in the community and, where necessary, identify recommendations for modifications to ensure air quality data are representative of the community's air.	Evidence that air quality data is representative of community air; and / or recommended modifications to achieve this. <ul style="list-style-type: none"> Process indicator: Study of AQ monitoring network underway. (By 2024) 	On track.
2024 Activities: <ul style="list-style-type: none"> Study using existing data and modeling continued. Identified as a discussion topic for the new Blood Lead Reduction Working Group (formally the HHRA working group, external to THEP however cross-over in membership). 		
2. Annually, demonstrate improvements in Pb and SO ₂ in ambient air, as measured in the community.	Review of Pb (µg/m ³) in ambient air trend. (annual) Review the trend in the percentage of hours that SO ₂ is above 35ppb. (annual)	On track.
2024 Activities: <ul style="list-style-type: none"> Reviewed and reported on bimonthly at THEC meetings; 2024 performance is in the Feb 12, 2025 THEC Air Quality report. 		
3. Annually review and update the communications plan on community education around Pb and SO ₂ levels in Trail, potential risks, and actions to take.	The Air Quality Working Group reports to THEC that Pb and SO ₂ communications planned is current (1/year). <ul style="list-style-type: none"> Process indicator: The AQWG reviews and updates the Pb and SO₂ communications plan (annual) 	On track.

2024 Activities:

- Communications plan reviewed and updated Feb 2024
- Outreach ongoing on Sulphur Dioxide; Seniors Fair (October 2024) and Healthy Family visits.
- Review of Pb communications in 2024 including new lead pathways (outdoor); lead in airborne dust language; ingestion of Pb visual; updated Pb FAQ, particularly on fugitive dust and lead in airborne dust; updated website and Pb fact sheet, updated SO₂ levels in Trail by hour using 2023 data (FAQ and fact sheet).

Program Area: Soil

THEP Milestones 2022-2027	Indicator	Annual Update / Status
1. Annually, ensure the soil management prioritization framework meets the needs of changing priorities and emerging issues.	<p>Review, by the soil team, of the soil prioritization framework completed. (annual)</p> <p>Soil prioritization framework is documented in the Soil Management Plan submitted to ENV including any updates as warranted. (annual)</p>	On track.
2024 Activities: <ul style="list-style-type: none"> • 2023 Annual Report and 2024 Soil Management Plan submitted to BC ENV in March and included a review and update of the prioritization framework. <ul style="list-style-type: none"> ○ The secondary prioritization framework for Pilot block soil management was modified to prioritize blocks within neighbourhoods where a higher number of young children reside. 		
2. Annually, support prioritized soil management on residential properties by identifying priority properties and offering soil management work.	<p>Review, by the soil team, of the priorities for soil assessment completed. (annual)</p> <p># of highest priority (P1) properties offered soil management work. (annual)</p>	On track.

2024 Activities:

- 47 P1 properties identified by the end of June 2024 and offered soil management work.
- Hard to access P1 priorities trialled methods used to achieve soil replacement including soil conveyors, access through neighbouring properties, and craning in excavator equipment where conventional access was not possible.
- The pilot block initiative continued with four and a half blocks prioritized in East Trail.

3. By 2024, develop a long-term monitoring program to: <ul style="list-style-type: none"> a. evaluate soil metal levels over time, including the influence of contemporary emissions; and b. consolidate performance verification activities for remediated sites. 	Long-term soil monitoring program developed and presented to THEC and ENV (by June 2024) <ul style="list-style-type: none"> • Interim indicator: Study Terms of Reference developed (by December 2023) 	On track.
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2024 Activities:

- First year of monitoring and data collection for Long-Term Soil Study
 - All 16 study sites (18 plots) were sampled in October 2024.

4. By 2025, identify opportunities for, and provide outreach to, property developers to increase their knowledge and understanding on soil management considerations in the EM Area.	Track and demonstrate timely response to Property Development Program enquiries. (annual) Outreach plan developed, implemented, and reviewed. (by 2025)	On track.
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2024 Activities:

- 8 inquiries were made, and responded to, in 2024 (as compared to 11 inquiries in 2023 and 4 in 2022).
- Risk-based soil management was completed at 2 properties in 2024 (as compared to 9 in 2023 and 5 in 2022).
- Attempts to meet with City and RD to support increasing knowledge related to soil management made in 2024 and will continue.

<ul style="list-style-type: none"> Team brainstorm on outreach to contractors initiated. 		
5. By 2025, identify, evaluate, and recommend solutions for soil management including soil relocation, reuse, and disposal strategies for the EM Area that support a long-term sustainable approach to soil management.	Strategy for soil relocation, reuse and disposal is developed. (by 2025) Process indicators: <ul style="list-style-type: none"> ToR for study published (by Dec 2023) Study underway (by 2024) 	On track.
2024 Activities: <ul style="list-style-type: none"> Began study to develop site specific soil relocation standards for EM area. 		
6. By 2025, support the community to have an increased awareness and understanding around metal contaminated soil, potential risks, soil management programs, and priorities.	Process indicators: <ul style="list-style-type: none"> THEP Newsletter article on soil (annual) Formation of a Soil Management Communications Working Group including community members # of community events where THEP participated to promote soil education in the community. (annual) 	On track.
2024 Activities: <ul style="list-style-type: none"> THEP spring and fall newsletters included soil management information. THEP participated in 25 in-person community events, and circulated information through 16 electronic/print/radio avenues, promoting soil education (for example Trail spring market, Teddy Bear Picnic, Walking Tours, and Blood lead clinics). Soil communications provided to contractors so they can more easily direct public inquiries. Lawncare handout developed to support maintenance of new groundcover. Soil Management Program brochure updated in 2024. 		

7. Integrate THEP-supported soil management activities into the development of a future WARP for the EM Area.	Soil management activities are integrated into a draft WARP submitted to ENV.	On track.
2024 Activities: <ul style="list-style-type: none"> • HHRA to support WARP completed in 2024. HHRA working group (IH, ENV, Teck (with support of MoH) ongoing) to be transitioned to a Blood Lead Reduction working group. • Draft WARP integrating THEP-supported soil management activities was developed and ready for public consultation. • WARP steering committee (ENV, IH and Teck) ongoing. • WARP education and updates to THEC throughout 2024. • THEC/THEP participation in WARP small group meeting as prep for public consultation (Nov 13, 2024). • Knowledge sharing and learning group for Trail meetings (Jan, June, and Nov 2024) with Provincial ministries working towards a WARP. 		
Program Area: Built Environment		
THEP Milestones 2022-2027	Indicator	Annual Update / Status
1. Biannually review and update the communications plan on community education about Pb sources in the built environment.	Program team reports to THEC on the updated communication plan for built environment. (annual) <ul style="list-style-type: none"> • Process indicator: THEC facilitator with the program team reviews and updates the communications plan. (biannual) 	On track.
2024 Activities: <ul style="list-style-type: none"> • THEP Communications updated July 2024 with Pb in paint language replacing Pb-based paint. • Additional Pb in paint FAQs developed and existing FAQs updated online. 		

2. Annually, ensure 100% of the known eligible homes / daycares are offered an in-home visit by the community program representative focused on a healthy home.	% of known eligible homes are offered an in-home visit by CPO. (annual)	On track
2024 Activities: <ul style="list-style-type: none"> CPO offered in-home visits to 77 families (100% of IH known eligible homes). 94% of those offered in-home visits accepted (and received) them. This resulted in 72 healthy home visits by the CPO in 2024; All known, registered daycare centres have been offered a visit or provided with education material. 		
3. Biennially, demonstrate that at least 80% of in-home visit recipients surveyed feel they were empowered to take action in their home or daycare environment.	% of Healthy Family Healthy Homes survey respondents felt empowered to take action. (biennial)	On track.
2024 Activities: <ul style="list-style-type: none"> A HFHH survey is being sent to all HFHH participants three months after their visit with the intention to gain an improved response rate. Analysis takes place every two years. 		
4. By 2025, review data collected through existing THEP activities to evaluate the prevalence of Pb in paint in the Trail area and make recommendations, as required, to update THEP guidance for residents on managing Pb in paint and dust in the home.	Data collection on prevalence of Pb in paint started (by 2023) # of properties screened for lead in paint (indoor and exterior) # of positive results for Pb in paint (indoor and exterior) Need for updated guidance is evaluated (by 2024) Guidance for residents on managing Pb in paint and dust	On track.

	in home developed (if needed). (by 2025)	
2024 Activities: <ul style="list-style-type: none"> Framework for collecting data improved since initiation in 2023. 16 properties screened for Pb in paint indoors (combined RLI and HFHH); number of properties with positive results will be available in March 2025. 413 properties screened for Pb in paint outdoors (2023-2024); 365 properties with at least one detection of Pb in paint. RLI pilot review and community summary (online and shared at September 22 THEC meeting) including data related to Pb in paint. Standardized Paint Screening final report to be completed by Q2. Evaluation of need for updated guidance to be completed in Q3 of 2025. 		
5. By 2026, demonstrate an increase in THEP's online lead-safe renovation support and education usage.	# of unique requests completed for LSR support. Process indicator: <ul style="list-style-type: none"> Review of LSR program conducted (2023/2024) LSR program updated Website section updated as recommended (2024/2025). 	Waiting for completion of lead in paint evaluation and WARP consultation for input that may guide changes to the LSR program.
2024 Activities: <ul style="list-style-type: none"> Tracking LSR in-person and online requests, 64. Paint testing continues and data collected and analyzed will inform potential updates. 		
Program Area: Health		
THEP Milestones 2022-2027	Indicator	Annual Update / Status
1. Annually, ensure at least 90% of the known families will receive a primary prevention in-home visit by the Public Health Nurse	% of known eligible homes that accept an in-home visit by PHN. (annual)	On track (ongoing until Dec 31 st).

focused on Pb and SO ₂ before each child's first birthday.		
2024 Activities: <ul style="list-style-type: none"> ○ 71 families were offered visits ○ 65 Healthy Family visits completed (91.5% acceptance rate) <ul style="list-style-type: none"> ○ 4 families declined visits (3 families have previously had visits with older children) ○ 2 families were non-responsive to contact attempts, not carried forward because children now >age 3. 		
2. Annually, conduct outreach and support participation in IH's blood Pb testing clinics to maintain high participation rates.	% of blood lead clinic participants in target populations (geographic areas) (annual)	On track.
2024 Activities: <ul style="list-style-type: none"> • Overall, 73% of blood clinic participants in target population. (6m-36m, Area 1-2-3) <ul style="list-style-type: none"> ○ 2024 Breakdown: Area 1 (71%), 2 (70%), 3 (78%) ○ 2023 Breakdown: Area 1 (66%), 2 (76%), 3 (62%) ○ 2022 Breakdown: Area 1 (51%), 2 (78%), 3 (60%) ○ 2021 Breakdown: Area 1 (46%), 2 64%) 3 (54%) • Outreach via newsletter, letter mail to all eligible participants and events. • Prioritized appointments this Fall for Area 3 in first week of clinic, so more time for follow-up to encourage attendance. • Updated invitation letter-simplified, clearer language, BOLD appointment information • Increased use of text vs. voice calls, including using text appointment reminders for families that have set that as their preference with Public Health. 		
3. Biennially, ensure that the in-home visiting team (Public Health Nurse and community program representative) continues to be known as a trusted source of knowledge on Pb and SO ₂ in the community.	% of the Healthy Family Healthy Homes survey respondents felt the HFHH team is a trusted source of knowledge. (biennial)	On track.
2024 Activities: <ul style="list-style-type: none"> • A HFHH survey with participants 2023-2024 is planned for 2025. In 2024, surveys were sent to those who receive home visits. 		

4. Annually, strive for 100% attendance of children that have Blood Lead results above the Exposure Investigation Level, at follow up blood lead clinics.	% of ES children that attend follow up blood lead clinics (winter or fall).	On track.
2024 Activities: <ul style="list-style-type: none"> 100% of 2024 ES children attended the fall clinic. 		
Program Area: Community Connectedness & Leadership		
THEP Milestones 2022-2027	Indicator	Annual Update / Status
1. Annually, keep abreast of the work of, and actively contribute to, other organizations whose work supports THEP goals.	<p>THEP program team is represented on at least two relevant committees or boards in the community. (annual)</p> <p>Brainstorm of other organizations where THEP could actively collaborate. (annual)</p>	On track.
2024 Activities: <ul style="list-style-type: none"> CPO on FAN (board chair) and participating on navigator table (not on board). Participating/attending in Early Years Table (HFHH), and attempted to reinvigorate relationship with BCCDC to continue knowledge sharing (meeting planned for early 2025). Four THEP team members participated in the Lead and Healthy Housing Conference in Savanna, Georgia 20-22 Aug 2024 Continued collaboration with CBAL on info sharing/literacy/newcomers with children Communications with RD on soil, on shared messaging (Built Env – Fire Smart, Energy Smart). Relationship with FAIR, Chamber, Realtors, and lightly with SD elementary schools (PAC and principals), initiating new connections within COINS, CBT and Communities in Bloom. Offered handwashing signage and/or indoor / outdoor lead pathways visual to daycares. 		

2. Annually, identify and participate in at least five events/year to raise THEP's profile, improve connectedness, and demonstrate leadership.	# of event / activities in-person or online (annual) # of non-event communications	On track.
2024 Activities: <ul style="list-style-type: none"> 45 in-person events/activities were attended by THEP team members including: <ul style="list-style-type: none"> Participation in Chamber of Commerce events, Teddy Bear Picnic, THEC meetings, Seniors Expo downtown sharing with non-traditional population as well as attending monthly events for parents of young children among others. 27 additional non-events (i.e., radio, print material, social media) were developed to improve connectedness, demonstrate leadership, and raise THEP's profile. Applied for UBCM sustainability award of excellence and clinic promoting THEP's collaborative approach to addressing complex health & environment challenges. THEP was not successful however the process was useful. 		
3. By 2025, document the story of THEP's evolution and achievements for the public and science community (2001-2021).	ID authors and outline. (by August 2023) Submit draft to potential publications. (by August 2024) Publish a journal article on 20 years of THEP work (2001-2021). (by 2025) Once journal article is published, knowledge products developed for the public. (by 2026)	Delayed.
2024 Activities: <ul style="list-style-type: none"> Delayed to 2025. 		
4. By 2025, establish a community of practice / learning network to support knowledge sharing and learning between global actors	# individual members. (annual)	On track.

facing similar challenges to THEP partners (e.g. potential members include BCCDC, Port Pirie, Broken Hill, Mount Isa, along with THEP).	# of geographic communities represented. (annual) Process indicators: <ul style="list-style-type: none"> • CoP TOR developed • CoP work plan developed Report to THEC to demonstrate activities toward building international CoP (annual)	
2024 Activities: <ul style="list-style-type: none"> • CoP core group established with meetings April 30, June 7, August 13 and Nov 5, 2024. <ul style="list-style-type: none"> ○ 11 regular participants. ○ Australia (Port Pirie), Canada (Trail) and Belgium (Hoboken) represented. • CoP description updated and agreed upon by participants, survey of core members undertaken and plan for 2025 developed and posted on thep.ca. 		
Program Area: Integration, Understanding and Creating Value Together		
THEP Milestones 2022-2027	Indicator	Annual Update / Status
1. Annually, at the community program level, ensure that team members with varied expertise will continue to actively seek opportunities for collaboration across subject matter (air, soil, health, and built environment).	Program team reflection meeting with purpose of seeing connections across subject matter held. (annual) - Process indicators: team meetings	On track.
2024 Activities: <ul style="list-style-type: none"> • Annual reflection January 22nd, 2024 • Regular meetings with team (Feb 7, April 8, May 28, Sept 4, Oct 22, Nov 13, 2024). 		

<ul style="list-style-type: none"> Regularly seeking opportunities to cross-collaborate, share expertise across program areas. 		
2. Annually, have the THEP partners gather, reflect, document, and share publicly the lessons learned generated by the partners and Program team, with a focus on seeing the bigger picture.	Program partners meeting (annual) Report on program partners lessons learned shared at THEC meeting. (annual) <ul style="list-style-type: none"> Process indicators: Partner participation rates at annual program partner meeting 	On track (meeting planned Feb 3, 2025).
2024 Activities: <ul style="list-style-type: none"> Meeting planned for Feb 3, 2025 to review program status, learning, proposed adaptive management needs and lessons learned. <ul style="list-style-type: none"> All partners currently planning to attend. 		
3. By 2025, create and integrate into operations an onboarding process to welcome new Program staff and committee members.	THEP onboarding process established. Process indicators: <ul style="list-style-type: none"> Knowledge Base implemented to support onboarding (by 2024) Review and update Knowledge Base, as needed (annual) 	On track.
2024 Activities: <ul style="list-style-type: none"> Knowledge Base content updated regularly as program evolves; Knowledge Base available internally. Trail THEP tour in June 2024 with elected officials; Oct 2024 with communicators from partner organizations and new THEC community members. Strategic plan and communications plan regularly updated as well as communications materials. 		

<ul style="list-style-type: none"> ○ THEP brochure 2024 ○ Soil Management Program brochure 2024 ○ Website • Framework for internal THEP team onboarding guide agreed upon. • New partner representatives (e.g. ENV) and THEP team members (e.g. CPO) onboarded. 		
4. By 2025, develop an accepted adaptive management framework to review and learn continuously from Program work.	<p>Draft framework for adaptive management program (by 2023)</p> <p>Draft framework piloted (by 2024).</p> <p>Adaptive management program in place (by 2025)</p>	On track.
2024 Activities: <ul style="list-style-type: none"> • Implementing adaptive management framework for example tracking and adapting where team notices missing milestones or indicators and/or adapting them if they exist but require changes. 		
5. Ongoing, advocate for participation of partners in studies that help better understand the health and environment of Trail (e.g. UBC teeth study, Trail Health Review Committee, etc.)	Regular updates provided from facilitator to THEC on advocacy and partnerships. (annual)	On track.
2024 Activities: <ul style="list-style-type: none"> • Knowledge Sharing & Learning Trail Group Meeting, January 17, June 11, Nov 7, 2024. • Efforts to re-establish connections with BCCDC underway and meeting planned for early 2025. 		

APPENDIX (RECORD OF CHANGES MADE TO THEP'S 2022-2027 STRATEGIC PLAN AND ANNUALLY)

2023 Changes

AIR

- Page 1, Milestone 3 updated to be: Annually review and update the communications plan on community education around Pb and SO₂ levels in Trail, potential risks, and actions to take.
- Indicators updated to: The Air Quality Working Group reports to THEC that Pb and SO₂ communications planned is current (1/year).
- Process indicator: The AQWG reviews and updates the Pb and SO₂ communications plan (annual).
- Page 1, Milestone 2, suggestion to update to include SO₂. The Air Quality Working Group will review the suggestion at their next meeting.

SOIL

- Page 2, Milestone 2, indicator updated to: # of P1 properties offered soil management work.

BUILT ENVIRONMENTS

- Page 5, Milestone 2 updated to: Ensure 100% of known homes offered visit.
- Page 5, Milestone 4 updated to include indicators: # of properties screened for lead based paint (indoor and exterior) and # of positive results for Pb based paint (indoor and exterior)
- Page 6, Milestone 5, indicator updated to: # of unique requests completed for LSR support.

HEALTH

- Page 6: Agreement to add a milestone and indicator related to Enhanced Support.
 - MHO and IH team to work on this (e.g. % above EIL decreases)
- Page 7: Milestone 1, indicator edited from % 'offered' in-home visit to % 'accepted' in-home visit.

COMMUNITY CONNECTEDNESS & LEADERSHIP

- Page 7, Milestone 1, indicator updated to: THEP program team participates on at least two relevant committees/boards in the community.
- Page 8, Milestone 2, indicator updated to: # of events/activities in- person or online and # of non-event communications

INTEGRATION, UNDERSTANDING AND CREATING VALUE TOGETHER

- No changes.

Program Reports to follow:

- Air Quality
- Health
- Community Program Office
- 2024 Soil Management Homeowner Feedback

Air Quality Report – February 2025

The THEC Air Quality Report provides an update on levels Pb and SO₂ in community air based on THEP's current priorities related to ambient air.

1. Lead in Air:

Figure 1 presents the 3-month rolling average for lead in airborne dust measured at the Butler Park station compared to the US EPA standard of 0.15 µg/m³. Federal and BC Provincial governments do not have ambient air quality objectives or standards for lead; however, it is reasonable to rely on standards from other jurisdictions when this is the case.

Lead in airborne dust levels measured at Butler Park and Birchbank meet the US EPA standard of 0.15 µg/m³ on a 3-month average. The variability in the data reflects the influence of weather including dominant wind direction and precipitation. Read THEP's Lead (Pb) [Fact Sheet](#) to learn more.

The chart in Figure 1 shows the 3-month rolling average for lead in airborne dust at Butler Park (blue line), in comparison to the US EPA standard (green dashed line).

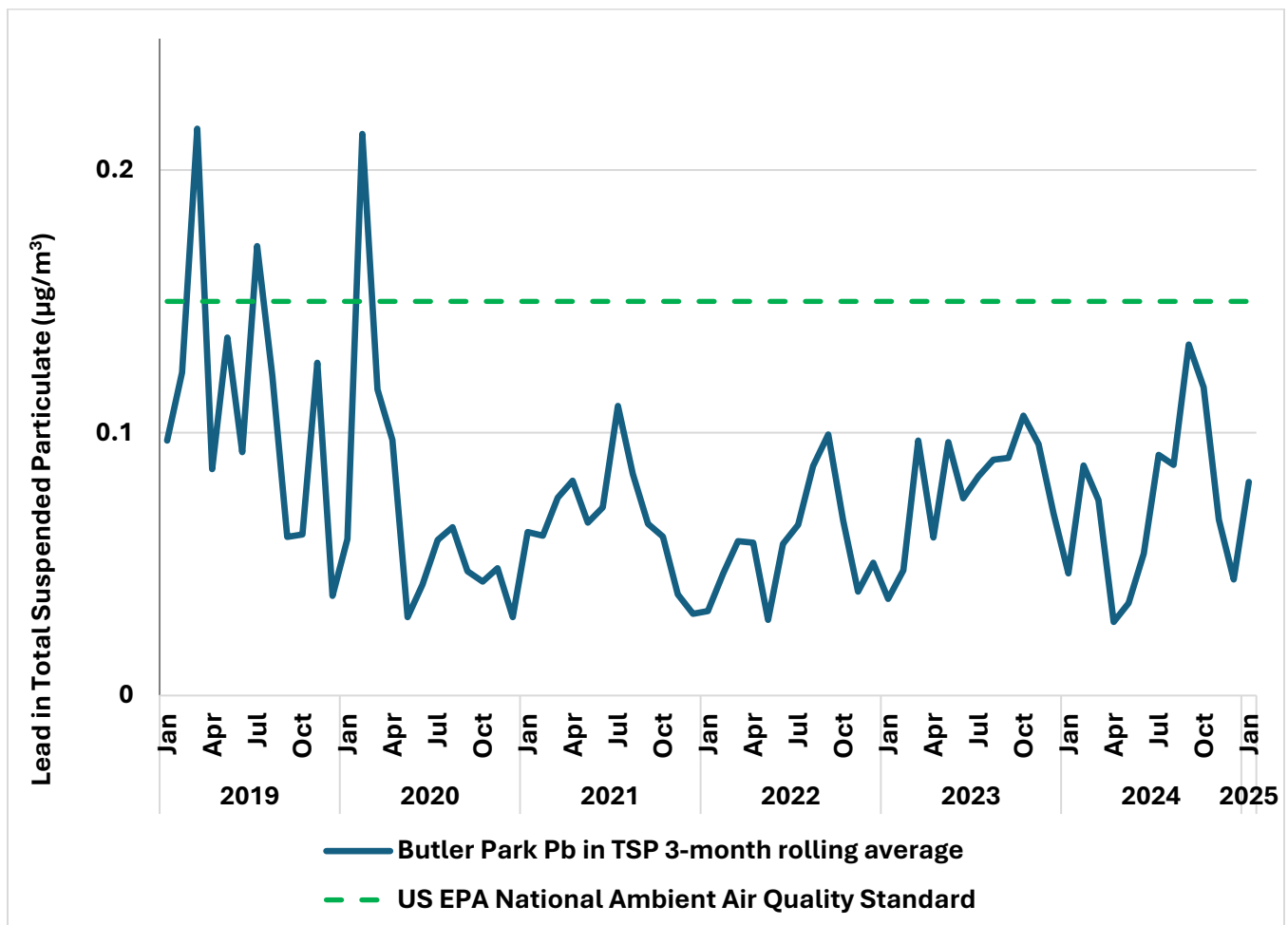


Figure 1: 3-month rolling average lead in total suspended particulate at Butler Park station (measured bi-daily)

2. Sulphur Dioxide (SO₂):

SO₂ is emitted by Teck Trail Operations as a by-product of processing mine concentrates, which contain sulphur, into metal and chemical products. Teck Trail Operations currently captures more than 99% of the sulphur and converts it to by-products, such as fertilizer and sulphuric acid. About 1% leaves the operation through emissions to air. With environmental improvements, SO₂ emissions continue to decline. However, the dispersion of air emissions from the smelter is constrained due to the location of the smelter, weather and the surrounding topography.

SO₂ is monitored by Teck at four locations in the Trail area – Birchbank, Butler Park, Columbia Gardens and Haley Park. These stations operate continuously, with near real-time data publicly available at <https://www.env.gov.bc.ca/epd/bcairquality/readings/find-stations-map-SO2.html> SO₂ levels fluctuate throughout the day, month and year.

THEP's SO₂ [Fact Sheet](#) provides guidance for actions to take when SO₂ levels are elevated. The chart below provides SO₂ hourly data from Butler Park and Birchbank stations for 2015 – 2025 year-to-date, categorized by the health guidance levels. As Teck Trail Operations continues to implement emissions reductions measures, the percentage of hours within the yellow (35-185 ppb) and red (>185 ppb) categories is decreasing.

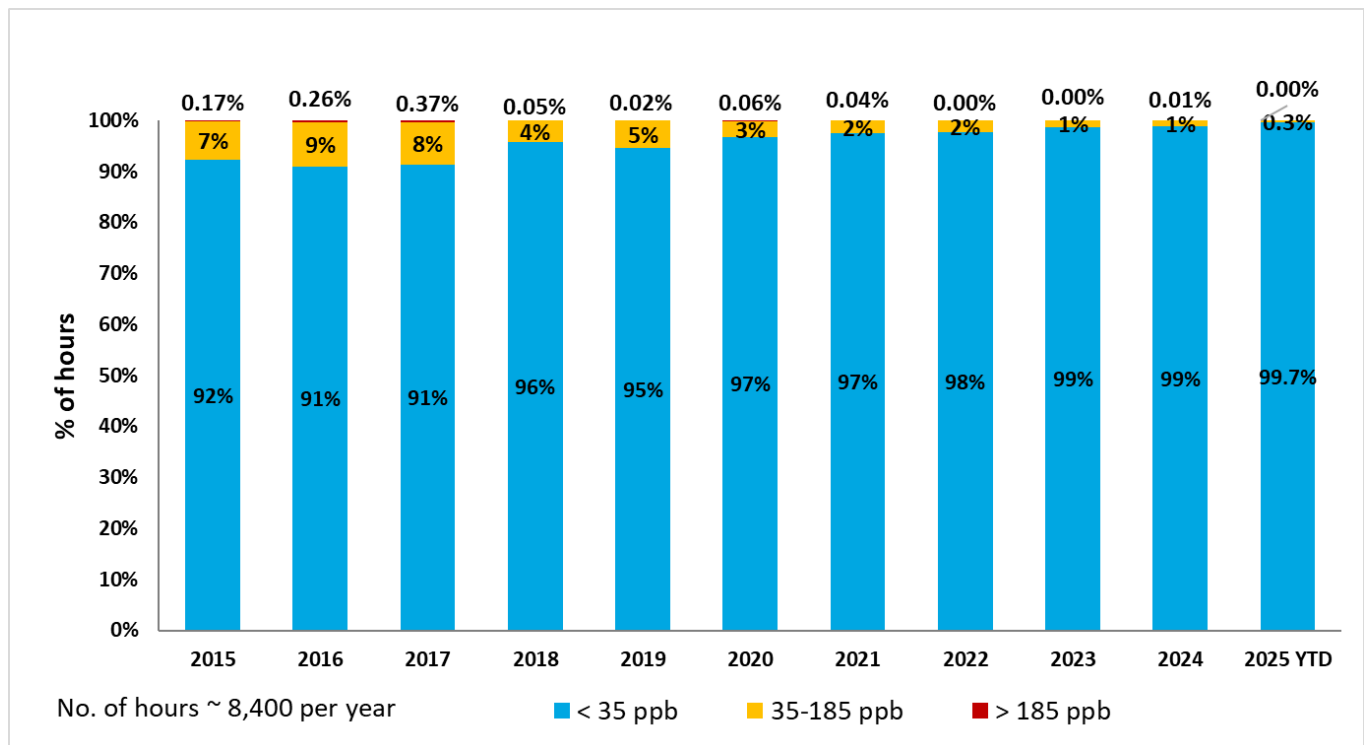


Figure 2: Distribution of Hourly SO₂ Levels at Butler Park

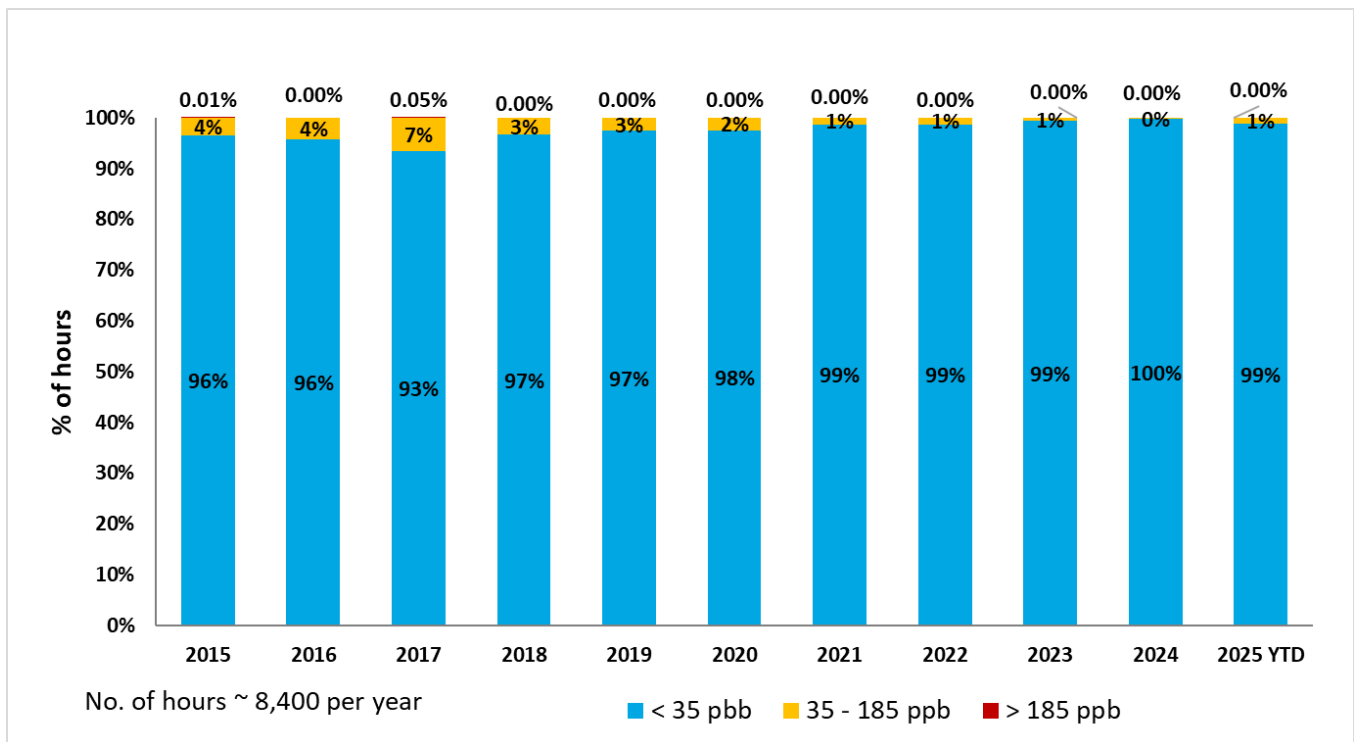


Figure 3: Distribution of Hourly SO₂ Levels at Birchbank

Residents who have concerns about air quality are encouraged to call the Teck Community and Environment Feedback line at (250) 364-4817, a phone line answered 24 hours a day.



Figure 4: Teck Community Air Monitoring Stations

FAMILY HEALTH REPORT

February 10, 2025

RECENT HIGHLIGHTS

1. Healthy Family Visits
2. Community Outreach
3. Fall Blood Lead Clinic
4. Enhanced Support Follow-up

ADDITIONAL DETAILS

1. Healthy Family Visits
 - 18 Healthy Family Visits done already in 2025!
2. Community Outreach
 - Meghan attending Building Beautiful Babies Monthly
 - Cecilee attending Muffins and Munchkins Monthly
 - Meghan and Cecilee attended WARP Community consultations
3. Winter Blood Lead Clinic
 - February 26 9:00-2:30
 - March 3 12:30-18:00
4. Enhanced Support Follow-up
 - Ongoing support to families identified at Fall 2024 BL Clinic
 - All ES children invited to Winter 2025 BL Clinic

COMMUNITY PROGRAM OFFICE REPORT

February 12, 2025

The year is off to a strong start for the CPO. We have already been busy providing outreach events focused on daycares, engaging with new families through the Healthy Homes Program, and planning 2025 Soil Management Program activities. We have been integrating learnings from 2024 as we prepare for another great year delivering THEP services to the community.

1. Soil Management Program:

- Identifying properties for soil replacement, soil testing, and ground cover evaluations
- Reconnecting with residents who have indicated plans for a spring 2025 garden
- Refining access innovation methods for properties with tough access
- Working on the 2024 Annual Workplan (Ministry of Environment and Parks)

2. Healthy Homes:

- Healthy Homes (HH):
 - 7 Healthy Homes (HH) visits completed to date in 2025
- Enhanced Support (ES):
 - In collaboration with Interior Health, the HH team has been working to support families with children identified as ES following the Fall 2024 blood lead clinic.

3. Lead (Pb) Safe Renovation:

- 7 residents have accessed free supplies to date in 2025.

4. Outreach and Engagement:

- CPO and IH provided outreach to local daycares and preschools focused on handwashing and THEP messaging (January 7, 9, and 14)
- CPO attended an open house to provide an opportunity for public consultation on the draft Wide Area Remediation Plan (January 18).

Homeowner Feedback – Results Summary 2024

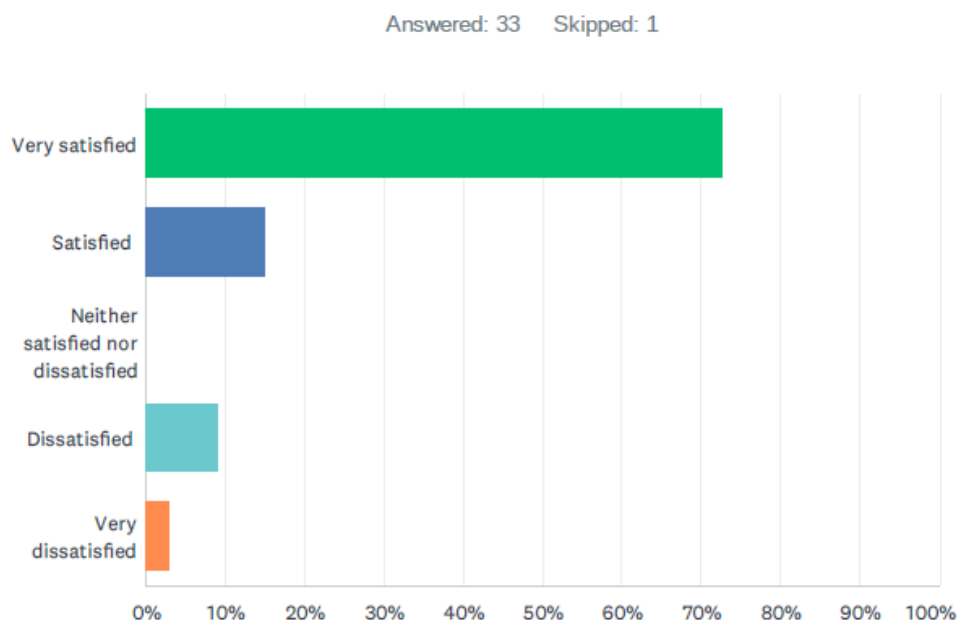
Soil Management of Residential Yards in Trail



The Trail Area Health & Environment Program (THEP) completed a survey of residents who participated in the residential soil management program. The survey was online through SurveyMonkey and open from October 18th to November 14th, 2024. The survey was emailed to 72 program participants and 34 people responded (47% response rate). Among respondents who indicated where they lived, 58% were in East Trail, 15% in Sunningdale, 8% in Glenmerry, 6% in West Trail, 6% from other, 3% in Gulch, and 3% in Tadanac. All respondents were homeowners. 41% of respondents have participated in the Healthy Families Healthy Homes program, up from 27% in 2023.¹

The majority of respondents were satisfied with the soil management program. When asked to rate their overall experience, 88% of respondents said they were either very satisfied or satisfied and 12% indicated they were dissatisfied or very dissatisfied.

Figure 1: Respondents' answers to "When telling friends and family about your experience with soil management, how would you rate your overall experience?"



Respondents were generally very positive about the soil management program. 91% of respondents said they were satisfied with the work plan they developed for their yards, 91% said that the team responded to questions in a reasonable timeframe, 88% said that the CPO team communicated well and in a timely manner, 88% said that their questions about the new

¹ Discrepancies in values may exist in the summarized data due to rounding.

yard and maintenance were addressed, 88% had enough time to prepare for the soil management work, 88% said they would likely recommend that friends and family contact the community program office to have their soil tested, 79% said they were provided with information about health and safety considerations prior to work, and 67% thought the finished yard product was the same or better than before (with 30% saying they disagree or strongly disagree).

Nine respondents left positive comments (e.g., *“professional, kind and lovely to work with”* *“Professional, knowledgeable and friendly”* *“The team was amazing and helped us know what to expect.”*), while six respondents commented on some negative aspects: the homeowner received inconsistent notice of the timing of the work, there was miscommunication around the process (including paint sampling), the plan wasn’t followed, and in one case the work had not yet been completed.

Most respondents were generally satisfied with the soil management contractor who worked on their yard. 63% of respondents worked with Alpine Contracting, 34% worked with Simm Excavating, and 3 % didn’t know which company worked on their yard. 91% said the contractors facilitated safe access to their home during the work, 88% of respondents said the contractors completed the work safely, 88% said the contractors worked efficiently, 82% said the contractors contained soil and dust as it moved in and out of the yard, 82% said the contractors provided valuable advice during planning and work, and 79% of respondents said the contractors communicated well and in a timely manner.

Two respondents left positive comments about their contractor, “I am unsure I will ever be able to express my gratitude to the CPO team, [contractor] for making this possible”, and “I also want to say that all of the people, especially the contractors, were wonderful, patient and kind...”

Six commented on some aspects where they would like to see improvements: receipt of a quote to clarify expectations, communication about when to remove/replace plants, particularly with changing seasons, sensitivity to people’s personal experience and trauma, especially with respect to unexpected entry into yards, insensitive remarks about having a baby to maintain program eligibility, frequency of updates, communication about and adherence to the timeline, communication about the process, and willingness to hand dig to remove surface soil around tree roots and retained plants.

52% of respondents had their sprinklers replaced. While respondents were generally satisfied with the irrigation contractor, some had concerns. 88% of respondents agreed that they had enough time to prepare for the work, 82% of respondents were informed about new requirements for sprinkler maintenance, while 6% were not, 76% of respondents thought the contractor responded in a reasonable timeframe, whereas 6% did not think the contractor responded in a reasonable timeframe, and 59% of respondents thought the irrigation contractor communicated well, compared to 18% of respondents who did not think the irrigation contractor communicated well.

Five respondents left positive comments about the irrigation contractor, “The contractor was incredibly kind, a hard worker, and very quick to respond...” “They were very accommodating.” “They got everything done quick and efficiently.” “They were so pleasant and professional everything was done in a timely manner.”

Six respondents commented on some negative aspects related to the irrigation contractor: poor communication, lack of addressing issues- e.g. standing water, unsure if sprinklers were tested, and coverage area of sprinkler system for entire yard.

A similar survey was also administered by THEP from 2019 to 2023. As in previous years, 2024 survey respondents were generally positive about the program. However, most ratings decreased from 2023, with the greatest decrease noted in the quality of the finished yard product. In 2024, 67% thought the finished yard product was the same or better than before (with 30% saying they disagree or strongly disagree), compared with 90% in 2023. Overall satisfaction went from 98% in 2023 to 88% in 2024.

Overall satisfaction with the soil management experience remained high, but lower than in past years, with 88% saying they were satisfied or very satisfied in 2024, compared to 93% in 2023, 94% 2020 and 96% in 2022, and 90% in 2021 and 2019. However, satisfaction around the finished yard product was lower than past years. In 2024, only 67% were satisfied or very satisfied that their yard was the same or better than before, compared to 90% in 2023, 96% in 2022 and 94% in 2021).

A summary of the feedback results with comments removed to protect anonymity and maintain privacy is available upon request. Please contact the THEP community program office: programs@thep.ca with questions.