B.C. on the Move – Our New 10-Year Transportation Plan

Submitted by Kirsten Pedersen, B.C. on the Move Project Director and South Coast Regional Director

Our new 10-year transportation plan for British Columbia, called B.C. on the Move was announced by Minister of Transportation and Infrastructure Todd Stone, March 17.

The plan sets out a comprehensive road map for transportation investments and strategic policy actions over the next 10 years, and will form the basis for many announcements over the coming months.

Wide Contributions across Ministry

Excellent input was provided from all across the ministry toward the development of B.C. on the Move, including from areas like transit, marine, policy, Pacific Gateway and the Highways Department. The experience provided many staff with an opportunity to consider the strategic directions of their business areas.

I would like to thank and acknowledge Norm Parkes, David Marr, Kevin Richter and former ADM Dave Duncan for the tremendous amount of work that each of them contributed to the plan and its alignment with our capital investment program. This process was a real team effort!

The plan lists 12 priority action areas that will be our ministry’s focus over the next decade:

1) Rehabilitating highways, bridges and side roads
2) Improving highway safety
3) Improving highway capacity and reliability
4) Delivering a provincial trucking strategy
5) Investing in transit
6) Investing in cycling
7) Investing in airports
8) Enabling efficient ports and rail
9) Sustaining and renewing ferries
10) Building partnerships with First Nations
11) Improving accessibility
12) Protecting the environment

These priority areas are a reflection of the important work that everyone in this ministry performs each and every day.

Highways ADM Kevin Richter, South Coast Regional Director Kirsten Pedersen, Planning and Policy Executive Director David Marr and Executive Director Highway Operations Norm Parkes worked with employees across the province on B.C. on the Move.

Public Engagement Coordinated Province-Wide

The plan was not only shaped by input from the ministry, but also by a public engagement process that included more than 100 stakeholder meetings with 550 representatives of First Nations, local governments, transportation...
(Guest) Editor’s Note

Mahatma Ghandi once said “Be the change you wish to see in the world.”

His famous sentiment could have come to him after he read this issue of the Road Runner.

Looking over the contents of this issue, you will see many of our employees seeking change, charting a course for it and making it happen.

Whether they are helping to build our new ten year transportation plan, road mapping careers, coaching empowerment and growth, keeping it “Lean,” making a real difference in the fight against invasive weeds, even working to improve human rights in Eastern Europe, our employees are a force to be reckoned with.

If you really think about it, the world is in a constant flux, always changing and never the same from one minute to the next. In fact, the only constant is change, so embrace it!

Kristen Reimer
Guest Editor

Employee Advisory Forum

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Dropping explosives from a helicopter has traditionally been our weapon of choice for triggering controlled avalanches but challenging terrain on Yellowhead Highway 16, between Terrace and Prince Rupert, compelled our avalanche team to try harnessing snow and ice rather than letting it loose.

Snow avalanche technician, Steve Brushey shot some amazing footage (in conjunction with Axis Mountain Solutions – who also did the editing) of the installation of Canada’s second ever avalanche fencing at the 35 Mile avalanche area (the first installation was completed as part of the Kicking Horse Canyon Project).

Learn more about this exciting project, which was originally featured in the August 2013 Road Runner, on TranBC.

The RoadRunner employee newsletter is published four times a year, on the Ministry of Transportation and Infrastructure Internet site.

We welcome your story submissions. Email your article as a Word document (approx. 500 words maximum) and your high-resolution photographs as JPEGs to: RoadRunner@gov.bc.ca.

In the email for your story, please attach the Word document and graphics (photos, charts, etc.) separately. Please DO NOT embed graphics in the article — this compromises reproduction quality and the images may not be useable by our graphic artist. Photos supplied should be one megabyte.

For contributor guidelines, writing tips and upcoming deadlines, see Road Runner on TRANnet.

Check out the Employee Advisory Forum website for regular updates: gww.th.gov.bc.ca/EAF/home_intra.asp.

For @Work – the Public Service Community Website, visit: gww.gov.bc.ca/
Graphic design for Road Runner is provided by Kathy Macovichuk.
authorities and other stakeholders across the province. Several hundred individual submissions were received and a public survey was conducted that drew nearly 13,000 responses from people across B.C.

Stakeholder meetings around the province were coordinated and hosted by Renee Mounteney, Scott Maxwell, Mike Lorimer, Paula Cousins, Norm Parkes and Kirsten Pedersen, with the help and participation of various employees across the ministry. The public engagement Discussion Guide and Feedback Form used in the engagement process proved to be a helpful tool to focus and direct these conversations.

Carrying out these meetings took a tremendous amount of energy and time, and the benefits were well worth it. The input received by the ministry was instrumental to developing a 10-year plan that addresses community and regional priorities.

Employee Expertise Evident on Website

While thanks go to the team at Government Communications and Public Engagement for the B.C. on the Move website’s vision, design and construction, the site’s content reflects the contributions and expertise of many ministry employees. The site has a lot of useful information about our accomplishments over the last 10 years, major milestones and the transportation network in all regions of the province. It also hosts information from the public engagement process that delivers valuable insights into local and community priorities around the province.

I hope you take the time to read through the plan and explore the B.C. on the Move website.

It was truly a unique and special opportunity for me to lead the delivery of B.C. on the Move – and something I will look back on as a defining milestone in my public service career. I would like to thank the many, many people who contributed to the project’s success, from start to end, and I look forward to everyone working together to keep B.C. on the move!

The website offers insights from consultations held around the province.
Psst... curious about career development? Don't be alarmed, you are not the only one. Support for career development is on a lot of minds.

In spring 2014, Deputy Director Southern Interior Region Paula Cousins reached out looking for support for her team. She wanted employees to know about resources available to them, so that they could individually take charge of their careers. We scored the jackpot when Lily Seto of the BC Public Service Agency answered the call and invited Tracy Houser of our ministry’s Strategic Human Resources team to co-facilitate a career development workshop.

Nine months and eight workshops later, here is some of what we've heard about the one-day events.

- “The skills and interests checklists were valuable.”
- “Excellent workshop! Wealth of information.”
- “The panel of managers as a “Guest Talk Show” gave us great examples.”
- “It was a fantastic learning experience and gave me such a broad perspective on how to build my career. I really took a lot of information away from the seminar and it created inspiration in me to succeed.”

“I also wanted to tell you your workshop was awesome! Bought some books and am very excited to take control of my career!” – Tracy Mace (Commercial Vehicle Inspection Program Clerk)

“Thanks for bringing so much energy to a great session yesterday! I left the day feeling inspired and equipped with knowledge and skills that will help me navigate the jungle gym that is my career path.” – Scott Davis (Financial Analyst)

“Can’t thank you enough, I’d say the session was a roaring success!” – Paula Cousins (now Southern Interior Regional Assistant Director)

Words of Wisdom from Our Career Panel Members:

“Best advice I’ve ever received: Treat people well and get stuff done.”

Kate Cotie
Director, Corporate Policy, Ministry of Advanced Education

“Work hard and stay positive.”

Steve Haywood
Director
Commercial Vehicle Safety Enforcement

“Live with it, change it or leave it.”

Renee Mounteney
Deputy Director
South Coast Region

“Treat every day like an interview.”

Paula Cousins
Deputy Director
Southern Interior Region

“Always be prepared.”

Glenn Olleck
Manager, Business Operations

“Lead by example, with passion – true passion.”

Darrell Gunn
District Manager Transportation
Skeena

“Seek out a mentor by recognizing people who inspire you.”

Ian Pilkington
Director
Rehabilitation and Maintenance

Missed the workshop? Don’t worry, we’ve gathered some tips for you.

20 STRATEGIES FOR CAREER SUCCESS

1. Get a coach.
2. Harness positive energy.
3. Volunteer – build skills and grow your network.
4. When you feel stuck, take charge of your career!
5. Seek out people you trust and regularly ask for feedback; be prepared to listen.
6. Identify and build your transferable skills (e.g. technology, policy, financial, interpersonal).
7. Pay attention to your body language in an interview.
8. Don’t let your fear of public speaking hold you back.
9. Use your informal networks to see if you are the right fit for a role.
10. Be clear on your personal brand – who you are and what you’re about.
11. Don’t wait for a position to be posted, ask what you need to get there.
12. Set up mock interviews to practice and get feedback from people you trust.
13. If something tweaks your interest, throw your hat in the ring – you’ve got nothing to lose.
14. Find a mentor and develop a relationship to challenge you to reach your greatest potential.
15. Move outside your comfort zone – challenge yourself to do something you have never done.
16. Set your career intention and let people know.
17. Demonstrate a commitment to change by pursuing developmental experiences and education.
18. Try new things, move around the organization, put your hand up (e.g. temporary assignment).
19. Talk to hiring managers in advance of applying for a job, to find out what the role is and the key skills they are looking for, then evaluate that against your priorities and values.
20. Instead of looking at a particular position you want 10 years from now, ask yourself “What skills do I want to have in 10 years?”

Societal and work trends, recorded by workshop participants.

More on Page 5...
“Be excellent at what you’re asked to do, always; it will give you phenomenal license to do more. It will open doors and windows.”

Sany Zein
Director, Infrastructure and Network Management
TransLink

“You have to be doing the best job possible in your current role while looking for other opportunities”

Kristin Vanderkuip
Registrar and Director
Passenger Transportation Branch

Accept that turnover is going to happen. Pair up experienced folks with new people and ensure there is a weekly update with the full team on key issues.”

Geoff Freer
Project Director

“Hiring managers are looking for more than the technical answers; they want someone who can work on the team.”

Greg Gilks
Executive Director
Policy Branch

“You are in charge of creating what you want; don’t wait for someone else to tell you what to do.”

Irene Guglielmi
Manager, Stakeholder Engagement and Partnerships
Ministry of Education

“Why have only one mentor? Reach out because you can learn from many people. And you don’t need to take the complicated formal route.”

Alex MacLennan
Executive Director
Strategic Design and Transformation

Workshops Road Map Career Success
Submitted by Rupinder Prihar, Business Management Services Coordinator

What tools are available to me for professional development? Where do I go from here?

Everyone brings up professional development at some point – including employees who complete the Work Environment Survey, participate in Highways Department Live Meetings and attend one-on-one meetings with supervisors.

With this in mind, the Highways Department set out to provide a fun and interactive way for employees to be proactive about their careers. The department teamed up with Tracy Houser and Randeep Tut from Strategic Human Resources to provide Road Mapping My Career workshops. In all, 14 in-person, day-long workshops will be offered to all highways staff across the province by the end of June.

The first workshop kicked off in Coquitlam in February to a full crowd, and received rave reviews. I promptly signed up for the first workshop offered at my location at 940 Blanshard Street, and I was not disappointed.

The day had a number of great activities, ranging from a skills inventory to a values checklist. It was far from being just a resume building course. Needless to say, a lot went on!

At the end of the day, everyone walked away with an actionable plan for next steps and an accountability partner to check in with on their progress – a good idea as I’m sure many of us tend to let things slide (I know I do!).

The workshop reminded me of the importance of taking charge of my own road map and clarifying my own path to success. I enjoyed not only the content, but also the excellent facilitation and many thought-provoking conversations throughout the day. I could go on but I won’t give too much more away… after all there are 10 more scheduled Highways Department workshops to go and a lot more “road mapping” to do!
Century-Old Walhachin Bridge Gets Structural Upgrade
Submitted by Bill Glen, Bridge Area Manager

The Walhachin Bridge is located at the midway point between Kamloops and Cache Creek, two kilometres off Highway 1.

Built in 1911, this 104-year-old bridge is the only year-round transportation link to the small community of Walhachin. At present, this little town is home to about 40 permanent residents, and although it is only 45 minutes from Kamloops, it’s somewhat isolated.

Because of their location and dependency on the bridge, the local residents are often very vocal and many refer to it as “our bridge!” As you can imagine, there were significant stakeholder challenges to overcome when the announcement was made in late 2014 that works were upcoming. With the help of some young superstars in the project management group, we were able to “quell the uprising,” calm the waters and eventually turn the project into daily entertainment for many Walhachin residents.

The Walhachin Bridge is a single-lane twin span, 138-metre steel through truss, comprised of a combination of steel floor beams and stringer arrangement, with a wood deck system. Because of age-related design and structural concerns, the regional engineering group moved quickly to put together a good design with the help of CWMM Engineering, one of our Kelowna-based consultants.

After design was completed in early February, construction work went to Kamloops-area contractor Cortez Construction. There were some initial challenges in turning a “good concrete contractor” into a “good steel-wood contractor.” However, with patience and the introduction of some tried and proven techniques, a productive procedure was established and the work proceeded well.

The seven-man Cortez crew was dedicated and hardworking, and all enjoyed the change and challenges of working on a century-old bridge.

The upgrade included removal of the original deck and crossties, pre-drilling floor beams to facilitate installation of two new steel stringers in each of the 18 bays, and reinstallation of new treated crossties and decking. Because the work was performed at height, over water and within time constraints (it had to re-open each day) a comprehensive site-specific safety plan was created prior to WorkSafeBC approval. In addition, because the bridge is part of the only link to the community, there were significant challenges to satisfy emergency response concerns that included school bus, handy dart, ambulance, fire protection, and police access.

Our challenge was that in a worst case scenario, with all deck and crossties removed down to steel stringers, it could take more than an hour to reinstate a functional deck system. In light of this, the ministry had the contractor construct two portable modules that could be quickly placed and decked within a matter of minutes to allow an emergency crossing. Although this contingency was never put to the test, it did provide considerable peace of mind as the project progressed.

The final bay was completed on March 23. The Argo bridge crew will follow up by replacing the entire fence system with new treated materials.

Once completed, this iconic landmark should look pretty sharp and perform well for years to come.
DID YOU KNOW?

FACTS ABOUT PAY AND BENEFITS
Just Say “I Do” to Wedding Leave

Submitted by Rick Spanier, Donna Spanier and Leeanne Jones, EAF Members

Spring is here… and that means nicer weather (hopefully)! With its promise of new beginnings, spring is the perfect time to get married.

Sharing such a special moment with others can be one of life’s most rewarding and exciting experiences, and that is recognized in our BC Public Service benefits plan. Did you know that you can receive two paid days off for your child’s or your own wedding?

Here’s how to take advantage of this special leave option:

• Obtain permission from your supervisor.

• Provide your supervisor with the wedding date at least two weeks in advance.

• Enter the leave time taken for the wedding in Time On Line using one of the following pay codes: Wedding Lv - Child (your child’s wedding) or Wedding Lv - Employee (your own wedding).

Our experiences with wedding leave:

“The paid days off help with the pre-marriage preparation and decorations; also the post-marriage wind down (whew!), and perhaps both,” says Rick Spanier, area vehicle inspector with Commercial Vehicle Safety and Enforcement in Surrey. “It’s also helpful, if you travel out of town for the marriage or your honeymoon.”

“Rick and I were married in July 2014,” says Donna Spanier licensing and client services clerk with the Passenger Transportation Branch. “With both of us being public service employees, we each received three* days off for our wedding. It sure did help with organizing the wedding.”

Leeanne Jones recounts how she benefitted from the wedding leave provided in our benefits plan…

“We planned to go to PEI to begin preparation and planning one year before our wedding. However, we decided a few days before we left Victoria to fast track the planning process and get married that summer (we had a total of two weeks to plan)! I told Reg Faubert, my manager, that Chris and I decided to get married during our upcoming visit in PEI. Reg informed me that I was eligible for three* days of wedding leave. It was great to have an extra few days to unwind from the whirlwind of planning a wedding in such a short amount of time!”

*NOTE: In 2015, the three days of leave for weddings changed to two days. One day was transferred to paid time off to look after a sick family member or elderly parents. (Employees now have two paid days to look after ailing family).

Be sure to check MyHR for specific provisions with your collective agreement.

Whether you need some extra time for travel, last-minute details, a trip to the spa or time to recover, you get that bit of time to appreciate the whole wedding experience. ♦

RICK IGNITION Presents:
The Recognition Bulletin

CODY BAGG
Highway Design EIT
Highway Design and Geomatics

I received an email acknowledging an idea that I had put forward in a meeting. It was as simple as a single sentence in the email stating that it was a good idea.

This stood out to me because it was a small gesture but it made a huge difference to the person on the receiving end.

I prefer small, more personal acts of recognition rather than being acknowledged in large groups, as the conversation is usually more genuine. ♦
Jan Lansing – Commercial Transport Advisor
Submitted by Donna Spanier, EAF Member

Jan Lansing is a commercial transport advisor in Commercial Vehicle Safety and Enforcement (CVSE) Headquarters, in Victoria.

In her position, Jan is the main point of contact for questions about commercial vehicle weights and dimensions. She also leads or contributes to several policy development projects, is one of the instructors of the weights and dimensions course for CVSE and other officers, and provides input on the development of the onRouteBC Permit System which will replace the current online permit system.

What influenced her decision to undertake such a busy role? Jan loves to learn, and values being a public servant. Jan’s favourite aspect of her position is helping to find resolutions to complex policy issues that her department is given.

Jan has had a variety of careers prior to working in our ministry. She has an educational background in business and writing, and has worked in customer service and supervision in the banking industry. Furthermore, she has been a business writer, and has a background in leadership.

Jan says she has stuck to three crucial principles in her wide-ranging career:

• Do not walk away from a challenge.
• Regardless of what field you decide to pursue, all work is customer-service oriented.
• In the long-term, integrity and honesty are the most important assets.

Want to obtain a similar position to Jan’s? A communications background is recommended, and it’s helpful to either have experience related to the trucking industry, or be willing to take on a steep learning curve. It is also a major advantage to be detail oriented. Most importantly, she recommends that an individual be capable of working in team settings, to develop joint solutions.

Her goals for professional development include taking project management courses, area manager training and courses to increase her knowledge in the field. Moreover, Jan is an advocate of job shadowing and mentoring. (Whether you are the mentor or mentee, each party receives valuable learning from the experience.)

Jan loves spending time with her friends and family. She also enjoys some quiet “down” time, engaged in activities such as reading, sewing, and aquafit.

Cody Bagg – Highway Design EIT
Submitted by Jill Carruthers, EAF Member

Cody Bagg is freshly graduated from the University of British Columbia Okanagan, where he obtained a Bachelors of Applied Science in Civil Engineering.

Since May 2014, he has been working as a highway design engineer in training (EIT), in the Highway Design Geomatics Unit, in Coquitlam. He was drawn to this position because he wanted to be involved in projects that benefit communities. In his work, Cody assists senior highway design engineers with design and contract responsibilities. True to his aspiration, the most rewarding aspect of his job is contributing to projects that the public use.

Cody believes that networking and the ability to comfortably make presentations are necessary professional development tools. As well, his university education and on-the-job learning have been essential components to his evolving career. Moreover, Cody has had mentors who have helped guide him through the job and settle into his position. He is a firm believer in obtaining an education in your desired career, then choosing the employer that best suits that career.

His current position as a highway design EIT fits perfectly into his ideal career path.

What’s next? Cody would like to attend workshops and conferences to expand his current library of knowledge.

Hiking, swimming, camping and snowboarding are among Cody’s passions. In fact, anything pertaining to the outdoors is his ideal way to spend free time!
Kim Struthers – District Services Manager
Submitted by Nicholas Nixon, EAF Member

Kim Struthers returned to her hometown of Smithers, in 2008, leaving her communications and public relations work in Vancouver.

The move eventually led her to our ministry, when she was looking to round out her part-time contract work as a project manager in the not-for-profit sector. Kim applied for a part-time auxiliary position as a clerk in 2011, which soon became a full-time, permanent position.

Then in 2012, the position of Bulkley Stikine district services manager opened up when the previous manager left. Although the opportunity came as a surprise, Kim was open to it and was fortunate to be the successful candidate. She now works as the district services manager, and has just completed a three-month temporary assignment as program manager.

In the district services manager role, Kim is responsible for all district human resources, financial and administrative functions. It works out to about 50 per cent human resources and hiring, 30 per cent finance and 20 per cent administration. She is proud to provide support to District Manager Carl Lutz and other managers and colleagues on a daily basis. She explains processes, provides information, and creates solutions for her colleagues.

Kim is also on the Employee Advisory Forum (EAF), which works to improve the work environment in our ministry. Kim joined the EAF because she was looking to expand her professional development. She believes by meeting colleagues from different business units and from across the province, she receives unique exposure to learning and knowledge that she wouldn’t normally obtain in her position within the district office.

She has made three specific decisions toward her career goals:

- enrolling in a supervisor development certificate program
- being open to opportunity, and
- job shadowing an area manager for three months.

Kim believes in being open to new work and learning, saying “If you don’t try, you don’t know.” She also recommends building a network of colleagues in a similar job field.

What does Kim have planned for the future? She will complete her supervisor development certificate later this year. She would also like to explore human resources work and take various courses including stress management and wellbeing.

One of the main reasons why Kim moved back to her hometown of Smithers was for the amount of outdoor activities available. She loves to hike, bike and snowshoe with her partner Mike, whenever she has a spare moment.

RICK IGNITION Presents: The Recognition Bulletin

KRISTEN SPEARMAN
Project Technician, Southern Interior Region

Recently, West Kootenay District Manager Hugh Eberle took the time to recognize regional staff working out of the Nelson office. We were called to the district meeting and were presented with our very own West Kootenay District vests!

I thought this was a great way to recognize people while reinforcing the ministry team feeling. This was my first memento associated with recognition so it really resonated with me.

A simple thank you is always appreciated, but a keepsake is a constant reminder that your work is valued.

RICK IGNITION Presents: The Recognition Bulletin

MELISSA NITZ
District Development Technician, Peace District

Relatively new to the ministry, I was tasked with writing an intricate and detail-orientated email that involved talking to stakeholders in and outside of the ministry for a proposed pipeline routing in the Peace District. After receiving all of the necessary input, I wrote, edited and re-wrote the email about a million times. Finally, I sent the email, cc’ing my supervisor and acting district manager.

Within a matter of minutes, both the district manager and supervisor stopped by my office to say. “Great response on the email; you have come a long way in these four months.” For someone just learning the fine art of government email writing, it was a confidence boost.

When acknowledging a peer or co-worker, I prefer in-person recognition. It doesn’t take much to stop by someone’s cubicle or write a note to say great job or good work. I find that the personal form of recognition is a lot more rewarding than material rewards.
Here are some of the recent highlights from the Skeena District.

**Signal Improves Safety**

A pedestrian-activated signal was recently installed on the Old Lakelse Lake Road in Thornhill, to improve safety on a narrow stretch of steep hill.

Pedestrians frequently travel the area, walking along a 1.5 metre-wide paved shoulder, on the west side of the road. However, part way up the hill, the paved shoulder narrows and pedestrians are then walking with traffic on one side and a lock block wall on the other side of them.

Now, when pedestrians approach this section from either direction, they activate the pedestrian signal. Lights mounted on poles, located at the top and bottom of the hill, begin flashing to warn drivers coming from both directions, that pedestrians are on the hill and to watch for them.

The signals stay on for about eight minutes to allow pedestrians time to walk up or down the hill. As far as I know, there is only one other kind of this system being used in British Columbia.

**Deputy Minister Awards**

It was a rare treat for Skeena District to host the Deputy Minister Awards for the Northern Region.

The awards were held Terrace in February with recipients from Terrace, Smithers, Prince George and Fort St. John.

Special guests and presenters were Deputy Minister Grant Main and A/Regional Director Carl Lutz. Recipients included Chrystal Jones for service commitment and Randy Penner for commitment. Fred Seychuk, Mike Smith and Pat Colgan all received awards for service improvement.

A reception was held at the district office after the awards ceremony.

**Mountain Goat Up Close**

Well this photo wasn’t taken in Jasper National Park – one place you might see a mountain goat along the highway. It’s the Nass Valley, 100 kilometres north of Terrace on the Nisga’a Highway. Unlike in the national park, where there might be a crowd of 50 people watching these animals, I was privileged to be the only person viewing the goat.

I was alerted to the wildlife viewing opportunity, by our electronics technician who was driving toward me on the highway. We stopped and he told me he had just seen a mountain goat in the ditch around the corner. It was a once-in-a-lifetime event for this area manager/photographer to see the wild animal at sea level. I have seen many a mountain goat around these parts, but usually they are tiny white specks in the mountains that you need a spotting scope to see. I have only ever seen one around here that was close enough to photograph, but it was still halfway up a mountain.

This guy was content to forage beside the road while I sat on the guardrail 20 metres away taking pictures. What an amazing experience!
From extraordinary load permit approvals to special events planning, our ministry’s Lean program has had some big successes throughout its tenure – and 2014 was no different.

With our Lean program entering its fourth year, we are now shifting focus from showcase to commonplace – building a culture where saving time and resources, improving our services and reducing frustrations are becoming common practice throughout the ministry. Part of that shift is definitely keeping those big projects going.

In the fall and winter of 2014/15, we set our gaze on processes for Commercial Vehicle Safety and Enforcement (CVSE) violation tickets and Minister’s correspondence.

**CVSE Violation Ticket Process**

Jan. 26-30, team MoTI-VaTors gathered for a Kaizen workshop to streamline the violation ticket process. This Lean project is focusing on eliminating wasteful steps in how we handle, track, redirect and respond to the 16,000 tickets issued yearly by CVSE. The results will increase the safety of our province’s highway network, by helping violation tickets turn into prosecutions.

After an exhilarating and exhausting week of breaking down the existing process and building up a new one, we had some huge wins and “aha!” moments. We developed a unified provincial process that will now fully comply with ICBC agreements. We created the Roadside Checker, a one-page transparency which highlights the required areas of a violation ticket and guides the ticket’s completion, to increase quality and decrease errors when issuing tickets. This will help us see some impactful and big changes.

On the last day of the workshop, the group presented their findings to an audience of 20 of their CVSE colleagues in Coquitlam. The presentation ended with Strategic Human Resources Director Melissa Thickens and CVSE Director Steve Haywood competing head-to-head to see who could spot the most mistakes on five tickets, in the shortest time. Melissa, who had never even seen a violation ticket up to that point, was given the new Roadside Checker to balance the scales. I’m not going to spoil the results, but next time you see Melissa or Steve, ask them how the match ended!

**Minister’s Correspondence Process**

Every year, more than 5,000 pieces of correspondence are sent to our Minister (6,877 in 2013/14). The Corporate Writing Services branch leads the process of receiving and responding to correspondence by making sure that outgoing correspondence is accurate in language and correct in tone for the audience, consistent with ministry policy and in compliance with government standards. This Lean project is looking at producing a plan for a standardized process across the ministry that expedites the drafting of correspondence, from the time that correspondence is received by the Minister, to when the response is sent to our ministry Executive for approval.

The Kaizen team got together in Victoria during the last week of March to tackle this big project. First thing was first… the team name. It took us some time, but after much deliberation and a few rounds of voting, team The Write Stuff was born (queue New Kids on the Block musical introduction).

Each Kaizen team member was a key player in correspondence in their region or department. After mapping out the current way we go about our correspondence requests, one thing was very clear to the whole team: we’re all doing things differently! Creating a single, unified process was the next step. It was amazing how much time and effort will be saved by just achieving that. Having one, single information gathering process will also reduce the amount of redundancy and the number of people a single piece of correspondence goes through.

Another huge “win” that will come out of this project is the launch of eApprovals across the ministry. The room was filled with excitement when Corporate Writing Services presented this possibility. Imagine it...no more sending drafts on top of drafts by email. Gone are the days of not knowing what approvals are needed, or mass distributing information requests because you aren’t sure who should see it next!

All of that will now be fixed. Stay tuned for more – eApprovals will be launched across the ministry early this summer!

Do you have an idea for a major Lean project this year? Complete a [Lean Project Submission Form](#) and send it to your Lean Leads, Melissa Thickens and Nick Nixon. They will contact you shortly after to discuss the idea.

MoTI-VaTors: Phil Easton, Cole Delisle, Sean Kelly, Laurent Barbeau (Fujitsu Consulting), Peter Thompson, Ron McCormack, Leo Belanger, Nick Nixon and Steve Bauer.

The Write Stuff: Sara Haskett, Kyla Kelch, Megan Spedding, Brittney Crump, Agnes Fraser, Melanie Robbestad, Nick Nixon, Debbie Koehl and Elizabeth Nicholls.

RoadRunner
May 2015
One of the most common questions we’ve each been asked over the past few months has to be “What’s a Green Belt?”

No, it doesn’t mean we’ve studied martial arts on the fifth floor of HQ. What it does mean is that we have undergone advanced levels of Lean Six Sigma Training. We’ve been armed with knowledge and tools to lead improvement projects, by understanding the Six Sigma tools, principles of Lean, and how to use them.

While the two of us are pursuing our Green Belts from different providers (LeanBC and Fujitsu), our training touched on the same topics, digging deep into the Lean Six Sigma methodologies. Before we began, we were required to complete White Belt (201) and Yellow Belt (301) training.

The Green Belt program is structured around the Lean lifecycle of define, measure, analyze, improve/implement and control. After the classroom component is complete (10 partial days of classes, give or take) you’re required to pass an exam and successfully lead the implementation of a medium-sized Lean project that looks at a process within your daily work.

**Nick:**

My favourite part of the program was the chance to meet and share stories with people from all across the BC Public Service. Everyone had different reasons for being there. Some work in process-heavy teams and can repeatedly apply the Lean methodology to their work; others, like me, are pursuing it as part of being their ministry’s Lean Lead; and some just want to be Lean champions in their ministry!

We’ve streamlined large processes as part of our certification, but this training also gave us a new way of looking at things. Even the smallest improvements can make the biggest difference. Did you know you can apply Lean tools to make your email more effective? Or speed up how long it takes to find things in a supply cabinet? It’s made even the most everyday tedious tasks that much more efficient. We both (seriously) have even “Leaned” how we make coffee in our homes!

For anyone who is interested in learning more about the program, or just wants to chat about Lean in general, give us a call.

**Levi:**

My project involved making improvements to the application and project approval processes of the Transit Minor Betterments Program. Lean improvements will save at least 1.4 weeks of work effort and reduce the process time by two months. For me, the most rewarding part was the satisfaction our team had in making everyone’s job easier. Plus there was eliminating useless steps that add no value (including some of my own), focussing on what matters and getting to know colleagues from across the ministry that I now call friends.

**Nick:**

For anyone who is interested in learning more about the program, or just wants to chat about Lean in general, give us a call.
Together in Action Nomination... Continued from Page 12

was formed in 2007 and in 2104 began serving as the vice chair. Stephanie has been actively involved in EKIPC’s outreach and education, planning and human resources committees, and is on the advisory committee for the regional district/ EKIPC’s Neighborhood Invasive Plant Program. An awesome special events planner, she has been instrumental in organizing numerous well-attended EKIPC annual general meetings, speaker series/conferences and field trips.

“I think of her as a diligent and passionate EKIPC director with a constant goal of improving the success of our organization,” says EKIPC Program Manager Todd Larson. “Stephanie has been asked by the council to look at a number of ministry issues such as ditching, the timing of annual funding, hydro-seeding after major highways projects, and developing a gravel pit strategy over the years. While EKIPC hasn’t always seen the results it would like, Stephanie’s passion in invasive plant management has made her a great liaison between EKIPC and her ministry.”

When the ministry’s “Weeds and Roads” training workshop on preventing the spread of invasive species during maintenance activities was introduced five years ago, Stephanie delivered much of the training to maintenance contractor Mainroad East Kootenay. Her audience would have been less than receptive to invasive plant management at that time, but Stephanie’s manner and engaging voice got their attention.

Succeeding at Seeding to Halt Invaders

Managing spoil materials from road work, to prevent invasive species spread, is an issue throughout the province. The faster and better that desirable vegetation can be established on exposed earth, the lower the chance that invasive plant species will get started. Stephanie has worked with the maintenance contractor in her district to level piles that can be contaminated with invasive plants, so that the ministry or EKIPC can do the seeding as a preventative measure. She has also succeeded in getting some gravel pits topped with soils, smoothed and seeded and has identified this best practice for consideration for future policies and procedures within the ministry. She even initiated some seed testing and tweaked the seed mix and fertilizer requirements for her district, to develop a new blend that may be more successful in preventing invasive plants from establishing.

Stephanie is continually faced with workload pressures that could easily take her away from her involvement with the regional invasive species committee; however she has maintained her commitment to the EKIPC and her dedication to improving invasive plant management. I am sure she faces seemingly conflicting priorities and requests from inside and outside of the ministry, yet she always strives to find an effective solution that ultimately improves invasive plant prevention and control in her district, and benefits all sides.

“Stephanie is a tenacious and passionate weed warrior whose countless hours toward invasive plants in the region definitely make her a worthy candidate of ISCBC’s first ever Together in Action award,” Regional District of East Kootenay’s Chris Bosman, said in the nomination.

While Stephanie did not receive an award earlier this year, I (and many others) think her efforts and dedication to halting invasive species make her (and the ministry) a winner.

Irina Sahakyan Honoured in Moldova

Submitted by Linda Harmon, Pacific Gateway Strategic Outreach and Business Engagement Director

A member of the Pacific Gateway Branch was recently recognized for her work in the Eastern European country of Moldova.

Irina Sahakyan received a Medal of Merit, 2nd Degree, from the Ministry of Justice in the Republic of Moldova. She has been working with the Council of Europe Office in Moldova as the program manager for confidence-building measures across the river Nistru/Dniester. (Irina has been on leave for 19 months, from her Pacific Gateway position of senior manager, infrastructure development south.)

The medal acknowledges work, led by Irina, in the field of human rights, in particular healthcare delivery in prisons. Moldova’s Confidence-Building Measures Program includes projects focussed on human and social rights, freedom of media, education and civil society. The program is part of the Council of Europe’s post-conflict program aimed at promoting reconciliation as part of an international effort to settle post-conflict situations.

Moldova declared itself an independent state in 1991 when the Soviet Union dissolved. A strip of Moldova’s internationally recognized territory, on the east bank of the River Dniester, has been under control of the breakaway government of Trans-Dniester since 1990. A civil war took place in 1992.

Moldova, with Romania to its west and surrounded by Ukraine in all other directions, has been named the second most off-the-beaten-path destination in the world, by Lonely Planet travel guide readers. It is also considered one of Europe’s poorest countries.

Map of Moldova, from Moldova country profile, BBC News

Irina Sahakyan (right) receives a medal for her human rights work, in Moldova.
The desire for validation is one of the deepest human needs. We all want to know we are a valued member of an organization, have done an outstanding job, or have achieved a certain degree of success in our work. Yet, sometimes we miss opportunities to offer recognition to others, either because we don’t know what to do or what’s appropriate.

In the Strategic Human Resources Branch, we have ideas and answers to address your reservations about recognition. Our ministry values recognition and has a robust Recognition Program. We have a number of options for acknowledging employees (and each other) and as our ministry recognition contact, I would be delighted to hear from you.

**Start with the Basics**

At Staff Appreciation – Gifts, Awards & Events you will find recognition options, and guidelines and advice for gift giving and events. If you plan to purchase a gift, then fill out a Staff Appreciation Request Form.

Day-to-day and informal recognition is the most frequent practice and should take place every day in some form or another – up, down and across the organization.

Managers and supervisors are catalysts for recognition and, ideally, recognition happens according to individual preferences. These activities have the potential to reach 100 per cent of an employee population. Recognition doesn’t need to cost money – sometimes thoughtfulness and creativity are the key.

- **Supervisors**: check out the Supervisor Driving Engagement Guide and TRANSforming Supervision Newsletter for ways to create meaningful recognition experiences for employees.
- **Everyone**: Send “Thank You” e-cards, participate in the Public Service Week.

**“Compliment Tree”** (in its many variations), discover 10 Easy Recognition Tips and flip through the Employee Driving Engagement Guide for recognition ideas.

The list of recognition possibilities goes on. Here are some unique ideas to get you thinking outside the gift box.

- **Life Saver Award**: give Life Saver candies to a colleague who pitched in during a “crisis”.
- **Put it in writing**: send a handwritten note with specific praise.
- **Friday Fan Mail**: write an email of praise recognizing specific contributions and accomplishments; and copy the employee’s supervisor or director.
- **Regularly scheduled programming**: add “kudos” as a standing agenda item for your team meetings.
- **Tell everyone**: write and submit an article to Road Runner to celebrate your team.
- **Show it**: post and follow a large celebration calendar in your office, marked with birthdays and milestones.
- **Be quirky**: give a puzzle to a great problem solver, or a plant to the person who supports others’ growth, or a pet rock to the person on which you can always depend.
- **Keep it simple**: say, “Thank you.” And mean it.

**Deputy Minister Awards**

One of our most esteemed formal recognition programs is our Deputy Minister’s Awards. Our eighth awards presentation wrapped up in February, and there will be another in 2016.

**Service Awards**

Service awards include Service Pins, which are available to ministry employees in five-year increments and, for their 25th year of service (and five year milestones after that) Long Service Awards are proudly presented to employees. Employees will be notified when registration is open for these awards.

The Long Service Awards is an unforgettable event held at Government House in Victoria, and includes award presentations, a buffet dinner, and speeches from the hosting Minister and possibly even the Lieutenant Governor. Our ministry holds a reception for Long Service Awards recipients before the awards event.

**What about departing/retiring employees?**

The general rule of thumb for deciding the value of a recognition gift for a retiring or departing employee is $10/year for every year the employee has worked for the BC Public Service, up to a maximum of $100.

You can also recognize retiring employees with a:

- **meritorious scroll**
- **ministry Deputy Minister letter**
- **ministry recognition plaque**

The Employee Advisory Forum is a strong advocate for recognition and engagement. See Page 7, for our new Recognition Bulletin feature in Road Runner.

Recognition is about acknowledging and appreciating employee contributions, service, innovation and excellence. It’s about celebrating team accomplishments and taking time to build community, teamwork and a common purpose. Being recognized is a great feeling...one that lasts for a long time.

So, what’s the best that can happen if we say “Thank you” and mean it?

Be creative. Break the mold. Bust out of the box. Out of the ordinary can be extraordinary. Go ahead and dare to recognize someone today. ☺
Sasquatch Spotted at Crest Lake
Submitted by Nancy McLeod, Road Runner Editor

When a sasquatch was spotted by our Crest Lake webcam on April 1, and we posted the image on TranBC Facebook, the response was instant.

Both believers and non-believers in B.C.’s famous rare being responded immediately to our April Fool’s Day posting. The number of “Likes” “Shares” and “Comments” made this one of our most popular Facebook posts ever. (A video of a giant rock on Highway 12 being blasted has been the all-time favourite). As of April 28, the sasquatch had drawn 173 Likes, 43 comments and 333 shares (people posting the image on their own or other people’s Facebook pages.) The “Reach” of 31,136 was the number of times the item appeared in people’s Facebook news feeds.

The reactions from others were as much fun as the post itself. One man said he knew it was April Fool’s Day, but he thought that sasquatches likely are spotted by webcams at other times, and asked if he could review archival images from certain areas of the province. (We suggested that he use the “Replay the Day” feature on webcams located in likely sasquatch territory, at the same time each day).

A young woman who shared the sasquatch image on her page said that it had been awhile since she had shaved, adding “I didn’t think anyone would be this mean about it. Now I’m all over Facebook!”

The sasquatch that appeared on the 6:45 a.m. webcam view at Crest Lake, about 14 kilometres east of Gold River, was inserted into a screen capture by Web Technical Analyst Peter Taylor. Peter often designs fun webcam images like this for special days. Some examples of his hijinks are Easter bunnies in safety vests, a ghoul looking into a webcam for Halloween and Santa Claus and reindeer crossing the sky for Christmas. The public responds well to this humour, and Peter gets a break from wrangling webcams and herding websites.

It’s the social side of social media – being human, expressing some personality and providing an assortment of plain-language content that’s helpful, timely, serious, inspiring, thought-provoking and occasionally even funny. This highlights the ministry’s work and our efforts as public servants.

The public is responding positively to this mix; the number of people who “Like” TranBC Facebook is steadily increasing. Individuals, community groups, municipalities, partner agencies, industry associations, businesses and online media are sharing the ministry’s social media content on their own Facebook and social media sites, exponentially increasing the number of people who see our ministry’s materials. These include: safety tips and information about employees at work, rules of the road, weather and road conditions, environmental initiatives, projects and events like rockfall, floods and road failures.

So while you may see a sasquatch photoshopped onto a webcam view as pure fun, social media is also spreading awareness of our highway cams (which now deliver 481 views) and presenting the ministry and its employees in a way that extends beyond some people’s image of government as cold and bureaucratic. I’m sure that the sasquatch would agree that presenting engaging information in a friendly way is a good way to get the public’s attention, understanding and support of the ministry’s work. ♦
Mourning HP in Rocky Mountain District

Submitted by Leslie Elder, Provincial Approving Officer

It is with great sadness that we mourn the passing of Hewitt Packard P6863PS.

Our beloved printer served its many patrons faithfully and without complaint for more years than we in the Rocky Mountain District office can remember. Its services will be sadly missed.

The old saying "Out with the old and in with new," just doesn’t provide the comfort needed for those that are still in mourning. Old does not mean useless, unproductive or broken!

New does not necessarily mean better or quicker – but we are learning to be receptive to change and to the "new"! We now find ourselves gathering around the "new" trying to welcome it into our surroundings.

If nothing else good comes from the "new," we are learning to be accepting of change and how to be patient. And I guess there’s that old adage to guide and support us; life goes on!

Road Runner Vehicle Spotted

This polka-dot Road Runner vehicle is cute as a bug, and what an irresistible name!

Thanks West Kootenay District Manager Hugh Eberle for snapping and sending in this photo to the Road Runner. Hugh says he spotted the car, where it was parked close to the district office in downtown Nelson.

Hmm, perhaps it’s better to say that Hugh saw the car, as he didn’t actually put the spots on the car!
Coaching a Path to Growth – Maziar Kazemi

Maziar Kazemi is an operator with the Regional Transportation Management Centre.

How did you find out about coaching?
I heard about it a couple of times but I hadn’t really appreciated or paid attention to it. When I attended a Highways Department Live Meeting, I heard Scott Maxwell speak highly of his own personal experience with coaching. This inspired me to go ahead and give it a shot.

Why did you seek out a coach? What impact has coaching had in your professional life?
I signed up for coaching because I was at a point in the ministry where I wanted to figure out what was next. I wanted to ensure I was equipped enough to take action on future opportunities.

Coaching has had a very positive impact for me. It gave me clarity on the direction I wanted to go with my career. I worked through a visioning process with my coach and I became more mindful of the values that are important to me. Being able to discuss ideas such as mentorship, professional development, and how to leverage these supports, were key parts of our conversation.

Through the process, I determined that mentorship was something that I wanted and needed. I thought of mentorship only in the “formal” aspect…I came to realize that it could take many different forms. I discovered that there were people in my life who were probably already mentoring me and I didn’t even know it! Through working with my coach I have now also identified ways to deliberately seek out a mentor.

I also want to point out that performance coaching is not only helpful in the workplace; it actually transcends all aspects of your life. You can take the thinking into your personal life as well.

What was your situation before coaching, and now after coaching?
Before coaching, I was eager to grow and develop but without a clear vision of the future.

How can coaching assist in meeting business goals?
Through my few coaching sessions with Avril, I came out with confidence in my decision making regarding my challenging issue, knowing that I was delivering positive, well thought out choices.
I knew that good business results were being delivered because of my coaching sessions.
After coaching, I am still eager to grow and develop but I have a clear vision so I can be more focused and selective about how to move forward to reach my vision.

What’s in it for you to take the time to be coached?

A coach will challenge you in the areas where you may be hesitant to explore. For example, my coach has challenged me to not just think about finding a mentor, but to go out and find one. I am accountable to take action.

How can coaching enhance a culture of development?

I think personal and career development are really closely tied together. When you work with a coach to tackle one, you are either intentionally or unintentionally tackling the other. Coaching focuses on future opportunity and growth by drawing on past experiences and current situations; it helps each person to really dig deep within to find guidance and support to reach their goals. Coaching helps you discover resources not only currently available but also resources that can be made available through some work on your part.

If everyone is provided the tools and guidance to help them grow then it creates something like a thriving ecosystem in the workplace – coaching supports this.

What other exposure have you had to coaching?

My coach has encouraged me to take the Coaching Approach to Conversations and the Fierce Conversations training. Although I have not yet taken any of this formal training, I am mindful of taking a coaching approach as a supervisor, colleague and friend. I will definitely look into the training and explore it more because the value is huge.

I have had supervisors at various times in my career who have taken a coaching approach, particularly in a group setting. What does this look like? They are supportive. They create an environment that is safe and open. Supervisors who take the coaching approach look upon mistakes as learning opportunities, and they help you grow from each experience.

I think we sometimes unintentionally focus on what didn’t work; coaching tends to focus on what went well first, then moves to the tricky and then asks “What would you do differently going forward?” I heard that for every negative there needs to be six positives to cancel out that one negative. That said, it means that coaching conversations really allow you to have a positive feedback loop that creates a productive and thriving work environment. Taking a coaching approach builds a strong foundation of trust; it allows for great learning opportunities and relationship building. I think the trust factor is probably what sets thriving leaders apart from others.

How can coaching assist in meeting business goals?

Like magic – it fosters an environment of development, reflection and achievement. As an organization we are continually working toward meeting our business goals and growing; we are constantly reflecting and assessing how we are meeting business goals while being committed to continuous improvement. By applying this same approach to individuals through performance coaching, we can enhance the possibilities for even greater success.

Most private companies make coaching available only to high-potential employees; here in the BC Public Service all employees at every level have access to coaching services. It still seems that some people are reluctant to get themselves a coach.

What would you say to someone who isn’t sure if coaching is for them?

Think of your career like a journey, with coaching being one of the adventures that enhances that journey. I went into coaching knowing that I needed it, but I didn’t know specifically what I was looking to gain out of it. You also might not know what you want out of it. There is no negative to this...it is a new experience...it is a learning opportunity. I think everyone is a high-potential employee, and if you want to tap into that then performance coaching is a first step for sure.

Click here to request Performance Coaching Services on MyHR. ♦
In Memoriam – Toni Kristinsson

The untimely passing of Commercial Transport Enforcement Officer Toni Kristinsson, while on duty Feb. 1, near Valemount, has been a great loss to Commercial Vehicle Safety and Enforcement (CVSE) and this ministry.

Toni began work with CVSE in 2011. As a Commercial Transport Enforcement Officer, Toni worked in both the Tète Jaune Inspection Station and the CVSE patrol vehicle, doing moving enforcement in the Robson service area.

Toni was passionate about his work and he knew that he made a difference each day. He was a great friend, a very valued member of the ministry family and he will be deeply missed. Toni was a dedicated peace officer – a gracious and compassionate man and his love of life and family was clearly evident. The Ministry of Transportation and Infrastructure family in the Fort George District and the rest of the province, and the compliance community throughout North America are joined in their sadness of this loss, and extend deepest and most sincere condolences to Toni’s family and friends.

Toni leaves behind his partner Patricia in Valemount and his son Nathan, age 20 from Prince George.

Toni was heading home near the end of his shift when his patrol vehicle collided with a commercial transport truck. An investigation by the RCMP is underway.

Donations can be made in Toni’s honor to:

**Overcoming Faith Mission**
Overcoming Faith Christian Centre
4520 Wheeler Rd
Prince George, B.C. V2N 5H7

A service was held for Toni Kristinsson on Feb. 12, in Prince George.
BC on the Move Priorities Pictured:
Here are the answers to which items in the B.C. on Move photo in Page 3, represent the 12 priorities for transportation in B.C.

1) Rehabilitating highways, bridges and side roads – survey equipment
2) Improving highway safety – hard hat, Norm Parkes’ vest
3) Improving highway capacity and reliability – design plans in Norm Parkes’ hands
4) Delivering a provincial trucking strategy – toy red tow truck on brick wall to Kirsten’s left
5) Investing in transit – tiny buses on brick wall
6) Investing in cycling – cycling sign
7) Investing in airports – model airplane on brick wall
8) Enabling efficient ports and rail – photo of overpass separating road and rail at Roberts Bank, from B.C. on the Move plan in Kevin Richter’s hand
9) Sustaining and renewing ferries – B.C. Ferries model on brick wall
10) Building partnerships with First Nations – “Clapper” on Kirsten’s shoulder that she got in Prince Rupert; diamond shape pinned to Kevin Richter’s lapel from the Moose Hide Campaign, to engage Aboriginal and non-Aboriginal men to stand up and speak out about violence against women and children
11) Improving accessibility – symbol for people with disabilities on railing
12) Protecting the environment – plant by Kevin’s hand