



# Joyce Arthur

## Technical Communicator

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Or: [joyce@techcommunicators.com](mailto:joyce@techcommunicators.com) (Duncan Kent & Assoc. Ltd.)  
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## Executive Summary

- Wrote and/or edited hundreds of documents (1990 to 2018) for the government and private sector, including standards, procedures, policies, operations manuals, installation guides, equipment manuals, training materials, software user guides, websites, research reports, annual reports, brochures, presentations, and more.
- Project Manager for numerous documentation projects—responsible for client liaisons, interviewing Subject Matter Experts, leading focus groups, budgeting, scheduling, document planning, research, testing, page layout and graphic design, creating outlines and sample chapters, supervising other writers and editors, and working via committee.

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## Skills

- Good planner; ensures client will get what they want before writing begins.
- Absorbs new subject matter quickly.
- Writes clearly in plain English; cuts through "bureaucratize".
- Excellent organizational skills; a multi-tasker who can prioritize effectively.
- Can concisely integrate and summarize large amounts of information from many sources.
- Works well with teams or committees, as well as independently.
- Can "take it away"; does not need babysitting or handholding.
- Advanced user of Windows, MS Word, PowerPoint; experienced with Excel and Adobe Acrobat.
- Expert user of Dvorak keyboard (100+ wpm)

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## Other Experience

- Leader, organizer, activist, speaker, for women's rights and social justice issues
- Write press releases, op-eds, position papers, fact sheets, brochures, grant proposals, and web content for non-profit groups
- Write non-fiction, freelance articles on politics and social justice issues
- Design and carry out studies, and write research reports and articles
- Supervise volunteers and research teams
- Write, edit, and publish newsletters; design and maintain websites and blogs
- Moderate several listservs and Facebook pages

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## Education

- Two years of college (Liberal Arts), Douglas College, New Westminster
- Various courses in computer software, technical writing, and creative writing

## Client / Project List

I was the principal writer for all of the following projects (except as noted), and Project Manager for most of them. The majority were done on behalf of Duncan Kent & Associates Ltd. ([www.techcommunicators.com/](http://www.techcommunicators.com/))

A & W Food Services (1994)

- Accounting System User Manual (co-wrote sample chapter)

Abbotsford School Board (District # 34) (1995 to 1997)

- Operations Manual - Facility and Transportation Services
- Procedures Manual - Maintenance Department
- Purchasing / Accounts Payable Manual

Advanced Gaming Technology Inc. (1995)

- MaxPlus Operator's Guide 4.0 (edited)

ADWEL International Ltd. (2004/2005)

- COPA PD-Online User Guide (equipment and software for testing generators)
- DWR-10 Reporter User Guide

Art Guite Consulting (2016)

- Landscape Applicator Certification Manual: Supplement to Edition of Canadian Pesticide Education Manual (editing and formatting)

B.A. Blackwell & Associates Ltd. (2009)

- Content for B.A. Blackwell website

Borgstrom Enterprises Inc. (1990)

- BorgCAD User Manual (drafting software; wrote sample chapter)
- Technical sales brochure for BorgCAD

BC Housing Management Commission (1991 to 1996)

- Guidebook for Non-profit Societies
- Planning Your Special Needs Housing Project
- Project Development Manual
- Rent Calculation Manual

BC Hydro (1995 to 2018) [*Also see BC Transmission Corporation below*]

*Asset Management:*

- *Asset Updates* newsletters for Transmission & Distribution (bi-annual)
- Distribution System Improvement 10-year Capital Plan F2019 to F2028 (edited, formatted)
- Audit management assistance, including developing/maintaining a document management system, preparing audit responses and meeting minutes, collecting audit evidence, working with auditors, preparing documentation to fulfill audit recommendations
- Capital and Maintenance Strategies for AIM's Fire Suppression Systems
- Maintaining Sharepoint site of documents
- Planning manuals for Growth strategies: Distribution Planning Practice Manual; Engineering Planning Guide; Transmission System Studies Guide (edited, formatted)
- Standards for T&D transformation to PAS-55 (edited)
- Substation Maintenance Charter (edited, formatted)
- Transmission & Distribution (T&D) Asset Management Strategy (rewrote, edited, continue annual updates)
- T&D Asset Management Framework (wrote, continue annual updates)
- T&D Asset Management Communications Plan (wrote, continue annual updates)
- "Transforming Data Into Reality" - Technical article for Western Energy magazine, Spring 2013

*Asset Health:*

- Asset Health Index Report (edited/updated full report and summary, continue annual updates)
- Board Briefing – Annual Review of T&D Asset Condition (edited)
- Criticality Ranking Report

- Key Risk Indicators for T&D Asset Health Index, Quarterly Report
- PM Data Management Strategy: Ensuring Data Quality for Audit Purposes (article)
- Reliability Dashboard Reports template (describing required content for creating various reports)

*Vegetation and Pest Management:*

- Approved Work Practices for Managing Riparian Vegetation, Appendix A of Protocol Agreement for Maintenance Work In and Around Water (updated)
- Corridor Integrated Vegetation Management System (website)
- Distribution Maintenance Contract (edited)
- Distribution Pest Management Plan
- Facilities Pest Management Manual, and Supplement to PMP (paper/online)
- Integrated Vegetation Management Plan for Powerline Corridors (wrote, edited, ongoing 5-year updates)
- Pest Management Plan for Wood Structure Maintenance
- Pesticide Use Standards (paper/online)
- Public Consultation Reports (for various Pest Management Plans)
- Secured Facilities Pest Management Plan (wrote, edited, ongoing 5-year updates)
- Stations Rodent Control Strategy (edited)
- T&D Woodpole Pest Management Plans
- Test & Treat standards (edited)
- Value of Preservatives on BC Hydro Wood Structures (edited)
- Vegetation Management Manual for T&D (edited)
- Vegetation Management Standards
- Woodpole Survey (edited)

*Safety and Environment:*

- Dam Safety Surveillance Participant's Manual
- Environmental Management System (website)
- Inventory of safety and environmental standards (research assistant)
- Papers/bulletins: Seismic Risk Executive Summary; several articles on Cathodic Protection and Corrosion Risk (edited)
- Safety Program Manual

*Miscellaneous:*

- Environmental Impact of Zinc-rich Paints Used on Transmission Towers in B.C. (edited, formatted)
- Corrosion Manual: Transmission System Underground/Above Ground Corrosion Evaluation and Field Repair Guides
- Design of Fibre-reinforced Polymers for BC Hydro's Transmission Structures (edited, formatted)
- Distribution Area Plans (about 5) (edited, formatted)
- Editing and formatting Joint Use Bulletins and Joint Steering Committee Bulletins for BC Hydro/TELUS
- Plug-in Electric Vehicle Grid Readiness Framework (report)
- Request for Proposals and specifications for transmission line inspections, repairs, maintenance
- Transmission and Distribution Technology Roadmap
- Various corporate reports, technical reports, standards, briefing notes, brochures, business cases, bulletins, templates, etc. (wrote or edited)
- Workforce Optimization Request for Data & Systems Management Team

BC Institute of Technology (1995 to 1996)

- Operations Manual (Learning Resources Unit)

BC Safety Authority (2013)

- About 50 user guides for new STAR application

BC Systems Corporation (1992)

- NetGuide (catalog of computer products/services for government; edited)

BC Teachers' Federation (2003)

- Instructions for List Owners

BC Transmission Corporation (2004 to 2010)

- Annual Reports
- Benefits of Herbicide Use for Industry in BC (article for BC Business Council newsletter)
- Condition Assessment Guidelines for Woodpoles
- Facilities Pest Management Plan (updated/edited)
- Integrated Vegetation Management Plan (PMP) for Transmission Rights of Way
- Pest Management Plan for Wood Structure Maintenance, and Public Consultation Report
- Pesticide Use Standards system
- Numerous reports, proposals, reviews, letters, minutes, etc.
- Public Consultation Reports (several, for PMPs)
- Right-of-Way Program Manual
- Right-of-Way Task Force Report (confidential report)
- Standard Vegetation Maintenance Contracts and Appendices (for Facilities and Rights-of-Way)
- State of the Transmission System Report (supervised writing; edited)
- Transmission Vegetation Management Program (for North American Electric Reliability Council)
- Vegetation Management Standards
- Wildfire Act and Regulation Requirements, Appendix F (edited)
- Wildfire Act Guidelines for Fire Suppression Systems and Fire Fighting Hand Tools for BC

BC Transplant Society (1991 to 1996)

- Annual Reports (rewrote/edited)
- Clinical Guidelines for Organ Transplantation (rewrote/edited)
- Donating a Kidney (booklet - edited)
- Guidebook for Regional Transplant Clinics (rewrote/edited)
- Guidebook for Solid Organ Transplant Programme (rewrote/edited)
- Organ Retrieval: A Guidebook for Health Care Professionals (rewrote)
- Organ Transplantation: A Guidebook for Patients (sample chapter)

Cadex Electronics Inc. (2016)

- J-51807 Rapid RC Tester User Manual and Quick Start Guide for battery tester

Cameco Corporation, Saskatoon (2002 to 2005)

- Audit (informal) of Document Management System (ISO14001) for Key Lake mill site
- Audit (informal) of Document Management System (ISO14001) for McArthur River mine site
- Corporate Quality Management System Manual (edited)
- Document Management System for McArthur River mine site, Maintenance Department
  - Trainer's Guide, Student Workbooks, and PowerPoint presentations for DMS training course
  - ISO14001 document control standards (developed, implemented)
  - DMS Manual
  - Access databases (designed)

Canem Systems Ltd. (1995, 2000/01)

- Foreman's Manual (formatted, edited)
- Forms design and development
- Operations Manual (edited)

Capital Regional District (1997/98)

- Operations Manual (for Saanich Peninsula Water Supply System)

CEATI International Inc. (2016/17)

- Evaluation and Field Repair Guide For Electrical Transmission Utilities – Transmission System Corrosion (editing, formatting)
- Business Case for Herbicide Use in Integrated Vegetation Management Programs

Cesco Electrical Supply Ltd. (1990)

- Inside Sales Training Manual

Children's Hospital (1992/93)

- CHRIS User Guide (human resources software system)

The Conac Group (1998)

- AXIS User Guide (accounting software)

CRM Industrial Training Inc (1998/99)

- Computer-based training on marine safety for Alaska Marine Highways:
  - Liferrafts and Rescue Boats
  - Survival at Sea
  - Fire-fighting Organization

Dept. of Obstetrics and Gynaecology, Oslo University Hospital, Ullevaal, Norway (2009)

- Scientific research paper for Ph.D researcher in reproductive health field (edited; critiqued)

District of Matsqui (1994)

- Human Resources Policy Manual

Electrical Industry Training Institute (1996/97)

- BC Hydro's Operator/Area Dispatcher Technical Manual (6 chapters)

Electronic Arts Corporation (2005)

- HAL User Guide (text string database)

Encorp Pacific Canada (1999)

- Guidelines for Bottle Depots (formatted, edited)

Equinox Software Design Corp. (2003)

- User Guide for Control Room Operations Window (CROW)

Exelgyn SAS, Paris (2017/18)

- Substantive editing and review of drafts of scientific medical papers:
  - Outcome of first-trimester medical abortion: definitions and management
  - Management of pain associated with up-to-9-weeks medical termination of pregnancy
  - A review of hCG tests after medical abortion
  - Practical guide for ultrasound in medical abortion

Force 10 Marine Ltd. (1994)

- Blue Jet Furnace - Installation and Operations Guide

Fortis BC (2012/2013)

- 15 Emergency Response Plans for BC dams, generation plants, pipelines, and hazardous waste facilities

Glentel Inc. (2006)

- Financial control procedures

Great American Gaming Corporation (2005)

- Financial control procedures for Internal Control Verification project

Great Canadian Gaming Corporation (2004/05)

- Financial control procedures for Internal Control Verification project

Greater Vancouver Regional District (1995 to 1997, 2004/05)

- Data Support Procedures Manual
- Liquid Waste Management Plan Biennial Report (edited)
- Policy and Procedure Manual (Sewerage and Drainage Department) (paper and online versions)
- Public communication pieces and public key messaging for water, liquid waste, and air quality programs

GM Shrimpton & Associates Ltd. (2012 to 2018)

- Survey of Reliability Performance Measures (editing, formatting)
- Briefing Note on Chondostereum (edited, formatted)
- Report on Wood Poles Preserved with CCA in the Capilano Watershed
- Summary of Pesticide Bylaws for BC Municipalities (formatted, edited, organized)
- Editing and formatting various documents

Gynmed Ambulatorium, Vienna Austria (2015 to 2018)

- Writing, researching, and revising medical journal articles on behalf of scientific research teams
- Editing and proofing scientific papers and theses written by ESL researchers

- Documentary film “Abandoned”: Creative input, researching and guiding content, selecting/finding interviewees and arranging interviews, writing interview questions, reviewing early film drafts, translating and editing subtitles, media work.
- Presenting at conferences and meetings; creating scientific posters
- Researching and writing content for various medical websites (Obstetrics/Gynecology)
- Specifying website design and features; working with web designers
- Maintaining four websites related to reproductive rights: News, Myths, Books, “Conscientious objection”
- Coordinating research project on history of “conscientious objection” in health care, including recruiting team members, interviewing subject matter experts, drafting academic article, etc.
- Translating German text to English; proofing English translations
- Revising and editing brochures, presentations, abstracts, etc.
- Press releases and media work

#### Healthy Heart Society of BC / Impact BC (2006 to 2009)

- Practice Support Program - Practice Guides for family doctors to enhance chronic care management:
  - Developing Patient Registries
  - Introducing Group Visits
  - Implementing Planned Recall
  - Evolving the Role of the Medical Office Assistant
  - Medical Office Assistant's Quick Reference Guide
  - Enabling Patient Self-Management
  - Mental Health – Making It Real
- Quality Improvement Fundamentals Program - QI training for healthcare professionals

#### IBC Technologies (2000)

- High-Efficiency Boiler (two technical sales brochures)

#### Indian & Northern Affairs Canada (2004)

- Family Violence Program Manual
- National Child Benefit Program Manual

#### Insurance Corporation of British Columbia (1990 to 2001)

- Autoplan Manual (formatted, edited)
- Claims Manual - Forms (completion guide for ICBC claim forms)
- Claims Procedures Manual (claims adjusters' manual)
- NGIS (Autoplan agency database help system) (consulting / planning)
- WorkSafe BC Program Manual (corporate-wide occupational health and safety manual)

#### Insurance Council of BC (1996)

- Continuing Education Program for Life Insurance Agents (booklet; rewrote/edited)

#### Integrated Vegetation Management Association of British Columbia (2003 to 2005)

- Explanatory Notes for Integrated Pest Management Act Regulation
- Response to the Proposed Pesticide Control Act and Regulation Amendments

#### International Thermal Research Ltd. (2003)

- Installation Manual for RV Heater System

#### Internet Gateway (2000)

- BulkReserve.com Web site (wrote content, helped design page)
- Business Plan (edited)
- DomainStore.com Web site (wrote content, helped design page)

#### Islands Trust (1997)

- Applying for a Development Permit (brochure; edited/designed)

#### Katherine Sanford Housing Society (1994)

- Policy Manual (developing housing for the disabled; edited)

#### Leadership Vancouver (1995)

- Letters, brochures, and public relations material

Ledcor Industries Ltd. (1998, 2001)

- Corporate Policy Manual
- JD Edwards OneWorld User Guide (assistant writer)

Liquor Distribution Branch (1993 to 1998)

- Policy Manual (edited)
- PPIIMS Job Aids Manual (co-wrote)
- You Get What You Expect! (employee motivation training guide; designed/edited)

Medical Services Association (1993)

- Contract Systems Manuals (co-wrote document plan and three sample chapters)

Ministry of Advanced Education, Training and Technology (1998/99)

- Industrial Adjustment Services Operational Guidelines Manual
- Orientation Plan for IAS Consultants
- Vocational Rehabilitation Services forms (templates)
- Youth Community Action - Policies, Procedures and Guidelines Manual (formatted, edited)

Ministry of Attorney General (1990 to 1998)

- Guidebook for Commissions of Inquiry
- Policy & Procedure Manual (Family Maintenance Enforcement Program; two chapters)
- Policy and Procedure Manual (Regional Crown Counsel, Criminal Justice Branch; document plan and two chapters)

Ministry of Education, Skills & Training, Program Operations Branch (1996/97)

- Contracting Practices Manual, Skills Development Division
- Corporate Services Policy and Procedure Manual
- Operational Policy Manual: Youth Works / Welfare to Work
- Program Resources Manual
- Student Summer Works '97 Manual

Ministry of Energy, Mines and Petroleum Resources (1992)

- Mineral Titles Recording Policy and Procedures Manual (formatted)

Ministry of Energy and Mines (2002, 2005)

- Map Selection Project: Introducing Mineral Claims Online (paper/online)
- Oil & Gas Royalty / Tax Administration Procedures

Ministry of Finance and Corporate Relations, Treasury Board (1993/94)

- Policy and Procedures Manual, Debt Management Branch (co-wrote)

Ministry of Forests (1991 to 1999)

- Audit Services Branch: edited and formatted several audit reports
- Silviculture Branch: Forest Health Field Guides
- Silviculture Branch: ISIS User Manual (silviculture system user guide; co-wrote)
- Silviculture Branch:— Spar User Guide (seedling system user guide; two chapters)
- Protection Branch: Field Guide to Forest Insects, Diseases, and Animal Damage in BC (formatted, edited)
- Protection Branch: Protection Information System Manual, 2 vols (wildfire reporting and tracking system)
- Technical & Administrative Services Branch: Ministry Policy Manual, 2 vols. (paper/online versions)
- Range Branch: Range Procedures Manual, 3 vols. (paper/online versions, created using Doc-to-Help)
- Resource Tenures & Engineering Branch: three technical documents
- Resource Tenures & Engineering Branch: Fibre Flow Improvements Newsletter (drafted premiere issue)

Ministry of Provincial Revenue (2005)

- Oil & Gas Revenue Branch: Business Processes and Training Topics

Ministry of Skills, Training and Labour (1995/96)

- Interpretation Guidelines Manual (for Employment Standards Act/Regulation) (paper/online versions)
- Policy & Procedures Manual (project-managed)

Ministry of Social Development and Economic Security (1999, 2001)

- BC Benefits Manual (formal evaluation/recommendations for improvement)
- Workplace-Based Training Program Manual

- Ministry of Transportation and Highways, Properties Branch (1993, 1995)
- Gravel Manager's Handbook
  - Standards and Procedures Manual (paper/online versions)
- Ministry of Transportation and Infrastructure, Land Management Branch (2010 to 2012, 2015)
- Properties Standards and Procedures Guide
  - Property Acquisition Standards and Procedures Manual (updated, edited, formatted)
- MultiActive Data Inc. (1997)
- Online help text for Data Merchant application
- Museum of Contraception and Abortion, Vienna Austria (2009)
- English translations (from German) of the museum's "virtual tour" website (edited)
- Naikun Wind Energy Group (2008)
- Wind energy proposal (edited)
- Okanagan Valley Tree Fruit Authority (1994/95)
- Set of three manuals documenting the Authority's Tree Fruit Suitability Mapping Project:
    - Overview of Suitability Maps
    - Technical Reference Manual
    - Field Guide
- Office of the Superintendent of Motor Vehicles (2008, 2010/11)
- Adjudicators Procedures Manual
  - Driver Improvement Program Procedures Manual
  - Intake Manual (internal procedures for intake staff)
- P. Mohammed & Associates Consulting (2014 to 2018)
- 2018 Business Plan for Integrated Vegetation Management Association of B.C. (rewriting, formatting)
  - Various Integrated Pest Management Plans for provincial forestry companies (about 10) (formatting and editing)
- Planet Internet Solutions (2000)
- HTML prototype for Framemaker file
- Powertech Labs Inc. (2014)
- Crossarms test reports (formatted, edited)
  - Guide for the Design, Installation, and Repair of ACSR Conductor Splices (CEATI Report No. T123700-3388) (edited, formatted)
- Professional Vegetation Managers Association (Alberta) (2006 to 2008, 2014 to 2016)
- Alberta Industrial Vegetation Management Handbook (rewrote, edited, formatted)
  - Industry Standards & Good Practices for Vegetation Management
  - IVMAA Best Management Practices Manual
- Public Guardian and Trustee of British Columbia (2003)
- Training Manual, Estate Administration Division
- Richmond Fire-Rescue (2006)
- Operations Manual (standard operating procedures)
- Right Associates Ltd. (1996/97)
- Wrote and edited personality profiles
- Simon Fraser University (2003)
- PeopleSoft application procedures (formatted, edited)
- Softline Systems Inc. (1997)
- ACCPAC for Windows software manuals (three, formatted)
  - Report Master for Windows User Guide (formatted, edited)
- Sound Transit, Seattle (2009, 2012)
- Visio flowcharts of Accounts Payable procedures (created, revised)
  - Contracts, Procurement, and Accounts Payable Procedures and Desk Manual (first draft)
- Spectrum Resource Group (2011 to 2013)
- Integrated Pest Management Plan for Suncor Energy (formatted, edited)



- Integrated Vegetation Management Plan for Northeast BC, 2012-2016, for TransCanada Pipeline Ltd. (formatted, edited)
  - Invasive Plant Management Plan for the Pine Pass, for Spectra Energy. (formatted, edited)
  - Pest Management Plan for Louisiana-Pacific Canada, 2012-2017 (formatted, edited)
- Spectrum Signal Processing, Inc. (1993/94)
- Spectrum Envoy User's Guide (software manual for communications system; rewrote/edited guide; drafted online help)
- Steelhead Marine Ltd. (2000)
- Installation Manual, and Owner's Handbook (for 1500 lb yacht crane)
- Surrey Metro Savings Credit Union (2000/01)
- Easy Bill User Guide, and online help system (and later upgrade)
- Syspro International (1996)
- Series of software manuals (helped convert and format)
- Teekay Marine Services (2011/12)
- Docmap Management System - onshore and onboard policies, procedures and operations
- Teragro Inc. (2018)
- Constitution and Bylaws for Shell Beach Water (formatting, editing)
- Translink Transit Security (1996/97, 2002)
- Operations Manual
- Tripol Canada (2010)
- SR&ED credit claims (Scientific Research & Experimental Development)
- TYCROP Manufacturing Ltd. (2004 to 2005)
- MH-400 Operator's Manual, Setup Manual, Parts Manual (formatted, edited)
  - ProPass Operator's Manual, Setup Manual, Parts Manual (formatted, edited)
  - QuickPass Operator's Manual, Setup Manual, Parts Manual (formatted, edited)
- Vancouver Airport Authority (YVR) (2007 to 2018)
- Proposals (over 30) to supply automated passport control kiosks to various airports (ABC, APC, PIK)
  - APC Deployment Checklist (edited, formatted)
  - APC Kiosk Operations and Maintenance Guide (Standard) (edited, formatted)
  - APC Process Guide ESTA (edited, formatted)
  - APC VPN Installation Guide (edited, formatted)
  - Aviation Safety Management System Handbook (edited and revisions)
  - Automated Passport Control Paper Roll Change Out Procedures (edited, formatted)
  - *Fast-forward* – Article on Automated Border Control system for trade magazine *Passenger Terminal World*
  - Operational planning documentation for the 2010 Vancouver Olympic & Paralympic Games
  - Winter Operations Plan
- Western Canada Marine Response Corporation (2016 to 2018)
- Vessel Operations Manuals (for a variety of oil response vessels)
  - Vessel checklists, job aids, vessel logs
- Western Silvicultural Contractors' Association (2008)
- Resource Road Driver Training Course, BC Safe Silviculture Project (co-writer)
- Western Technographics Inc. (2000)
- Installation Manual for Pro-Heat Generator
- Workers' Compensation Board (now WorkSafe BC) (1999 to 2001)
- Manager's Guide to the WCB (online training and orientation)
  - Review of WCB's Corporate Safety, Health and Security Program to ensure internal compliance with Occupational Health & Safety Regulations