

# **Class 1 Mandatory Entry Level Training**

Student workbook



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# Overview of the trucking industry

## Professional driver aptitude quiz

Circle your honest answer to each of the following questions.

1. Everyone handles stress differently, how would you rate your ability to perform under stress?  
Good      Average      I get rattled
2. Can you pass a drug test?  
Yes      No
3. Do you want to drive a truck just for the money or because you think you might like it?  
The money      I think I will like it
4. Do you often regret the way you act when you get angry?  
Yes      No
5. How would you rate your ability to manage your anger?  
Above average      Average      Below average
6. Have you had an impaired charge or open container alcohol related traffic violation in the past five years?  
Yes      No
7. Have you had a speeding ticket of 20 km/h or more over the posted limit in the past three years?  
Yes      No
8. If the people who know you best were asked if you were patient or impatient, what would they say?  
Patient      Impatient
9. Do you like to go out and drink on the weekends or after work during the week?  
Yes      Sometimes      No
10. Do you consider yourself to be mechanically inclined?  
Yes      Somewhat      No
11. Do you need constant company or are you ok being alone with yourself?  
I need attention      I am fine being alone

12. How would you rate your ability to follow detailed directions?  
Above average      Average      Below Average
13. Do you need to be supervised or do you have a strong work ethic?  
I need supervision      I have a strong work ethic
14. How many crashes have you had that were your fault since you have had a driver's license?  
None      1      2 or more
15. Do you have the ability to make quick decisions without hesitation?  
I am decisive      I can be indecisive
16. Do you consider yourself to be an excellent problem solver?  
Yes      No
17. Do you find it difficult to ask others for help?  
Yes      No
18. Do you have any experience driving in the snow?  
Yes      No
19. Would you be able to lift 30kgs without a problem if you had to?  
Yes      No
20. Have you ever quit and walked off a job without giving notice?  
Yes      No

# Vehicle components and systems

## Vehicle components and systems review quiz

1. Which part connects the wheels to the rest of the vehicle and also supports the weight of the vehicle?
  - a) Cab
  - b) Engine block
  - c) Crankshaft
  - d) Axles
2. Which system is the oil filter part of?
  - a) air intake and exhaust system
  - b) coolant system
  - c) lubricating system
  - d) fuel system
3. What recharges the battery when it loses electricity?
  - a) exhaust system
  - b) fifth wheel
  - c) alternators
  - d) cranking circuit
4. What shows whether the battery is charging properly?
  - a) ammeter
  - b) voltmeter
  - c) generator
  - d) alternator
5. This part is at each end of the driveshaft and can move in almost any direction.
  - a) Transmission
  - b) Drive pinion gear
  - c) Universal joint
  - d) Multiple gear housing

6. When a tractor manoeuvres around a corner, which part allows the outside wheels rotate faster than the inside wheels?
  - a) Differential
  - b) Universal joint
  - c) Drive shaft
  - d) Fifth wheel
7. Regarding air pressure in the tires, which of the following statements is true?
  - a) air pressure in the tires can be checked accurately by looking at them
  - b) checking the air pressure is not a driver's concern
  - c) as the tires heat up from the rig being driven, the air pressure goes down
  - d) air pressure should be checked with an accurate gauge at least once a week when the tires are cool
8. Which of the following is not part of the drive train?
  - a) Clutch
  - b) Drive shaft
  - c) Kingpin
  - d) Transmission
9. Which of the following statements is incorrect regarding the clutch brake?
  - a) it stops or controls the speed of the transmission input shaft and countershaft
  - b) it is used to engage only the first gear or the reverse gear when the vehicle is stopped
  - c) It is used in emergency situations to stop the vehicle
  - d) it works when the pedal is within 1 or 2 inches of the floor, depending on its adjustments
10. Which of the following slows the vehicle by altering the valve timing which turns the engine into an air compressor?
  - a) engine brake
  - b) exhaust brake
  - c) hydraulic retarders
  - d) electric retarders

11. The interaxle differential lock control...
- a) is used to equalize power to the axles to help keep the wheels without traction from spinning
  - b) locks the rear wheels so an unauthorized person cannot drive the vehicle
  - c) should be activated after the wheels start spinning
  - d) should only be used at high speeds
12. The trailer brake hand valve
- a) should be used to hold the vehicle when parked
  - b) is to be used when stopping at stop signs and traffic lights
  - c) operates the service brakes on the trailer only
  - d) is located outside of the cab, near the front of the fifth wheel, and indicates when the trailer brakes are activated
13. If the coolant temperature gauge registers as overheating, the driver should
- a) shut down the engine at once
  - b) reduce speed and continue to drive
  - c) reduce speed and drive to the nearest repair facility
  - d) increase the speed to force more air through the radiator which will cool the engine

## Vehicle components and systems checklist

### Vehicle body and frame

- ☐ hood or engine enclosure
- ☐ cab — vehicle body
- ☐ seat & seatbelts
- ☐ fenders/mud flaps
- ☐ mirrors
- ☐ doors
- ☐ frame

### Suspension system

- ☐ suspension & frame attachments
- ☐ front tractor axle
- ☐ rear tractor axles
- ☐ single axle (if applicable)
- ☐ tandem axle
- ☐ tridem axle (if applicable)
- ☐ air suspension
- ☐ shock absorber
- ☐ drive shaft

### Engine

- ☐ engine block
- ☐ fuel filter (if visible)
- ☐ computer management system

### Fuel system

- ☐ fuel tanks
- ☐ fuel caps
- ☐ fuel filters

### Air intake and exhaust system

- ☐ exhaust system
- ☐ muffler
- ☐ air intake system (if visible)
- ☐ turbocharger (if visible)
- ☐ aftercooler (if visible)

### Lubrication system

- ☐ power steering system
- ☐ oil dip stick
- ☐ applicable hoses and clamps
- ☐ oil filter

### Coolant system

- ☐ Radiator and radiator cap
- ☐ fan belt and blades
- ☐ coolant

### Electrical systems

- ☐ battery and battery cable
- ☐ wires
- ☐ ignition circuit
- ☐ cranking circuit
- ☐ alternators and generators

### Drivetrain

- ☐ accelerator pedal
- ☐ transmission (if visible)
- ☐ clutch and clutch pedal
- ☐ gearshift lever
- ☐ foot valve
- ☐ parking brakes

### Tires and wheels

- ☐ wheel hub/bearing
- ☐ wheel rim
- ☐ wheel fasteners
- ☐ mounting systems
- ☐ tires

### Steering systems

- ☐ steering components
- ☐ roll stability systemst

### Coupling systems

- ☐ fifth wheel
- ☐ trailer kingpin
- ☐ roll coupling hitch
- ☐ landing gear
- ☐ pintle hitch

# Air brakes

## Matching air brakes components

Match the definition for each of the following components. Write the definition number beside the component name.

- |                           |   |
|---------------------------|---|
| ___ Quick release valve   | 1. Squeezes air into a smaller space. This increases the force the air exerts.  |
| ___ Safety valve          | 2. Keeps the air pressure from rising to a dangerous level in the air tanks.  |
| ___ Governor              | 3. Mechanical brakes used for parking.  |
| ___ Compressor            | 4. Tells the amount of pressure in the tanks.   |
| ___ Air reservoir         | 5. Removes water vapour and oil from the air before being delivered to the first air reservoir.                               |
| ___ Pressure gauge        | 6. Tells the driver the air pressure has dropped below 60 p.s.i.  |
| ___ Drain cocks or valves | 7. Allows the brakes to release quickly. When you remove your foot from the foot valve, air escapes into the atmosphere.      |
| ___ Low pressure warning  | 8. Prevents air from flowing back into the compressor from the reservoirs.  |
| ___ One way check valve   | 9. A button (usually yellow) on the dashboard used to release and apply the spring brakes.                                    |
| ___ Air dryer             | 10. Stores air for use in a brake application.  |
| ___ Spring brakes         | 11. Regulates air flow to maintain the desired air pressure. When the air pressure approaches maximum, the inlet valves open. |
| ___ Parking control valve | 12. Found on the underside of air reservoirs to drain the air, moisture, and dirt.  |

## **Air brakes basics and single unit review quiz**

Circle the best answer for each of the following questions or statements.

1. How many pounds of pushrod force does a type 30 brake chamber produce with 100 pounds of air pressure in the system?
  - a) 1000 pounds
  - b) 2000 pounds
  - c) 3000 pounds
  - d) 4000 pounds
2. Why are air brakes, rather than hydraulic brakes, used on heavy commercial vehicles? They
  - a) can apply much greater force
  - b) are much greener
  - c) need less maintenance
  - d) are much cheaper
3. Why are air brake systems less likely than hydraulic systems to completely fail?
  - a) They can cope with small leaks
  - b) They are under less pressure
  - c) They are less complicated
  - d) All of the above
4. Which of these is not part of an air brake chamber?
  - a) Return spring
  - b) Pushrod
  - c) Diaphragm
  - d) Two-way valve
5. On a single unit vehicle, the compressor must be able to build pressure in the reservoirs from 50 p.s.i. to 90 p.s.i. within how many minutes at a fast idle?
  - a) 1 minutes
  - b) 2 minutes
  - c) 3 minutes
  - d) 4 minutesg

6. To prevent contamination, how often should reservoirs be drained?
  - a) Twice a day
  - b) Once a month
  - c) Once a week
  - d) Every day
7. The supply reservoir is also known as the
  - a) dry tank
  - b) wet tank
  - c) cold tank
  - d) hot tank
8. The low-air warning system must activate when pressure in any reservoir falls below
  - a) 60 p.s.i. (414 kPa)
  - b) 80 p.s.i. (552 kPa)
  - c) 105 p.s.i. (723 kPa)
  - d) 125 p.s.i. (862 kPa)
9. On a dual airbrake system, if the primary system fails, stopping
  - a) will become impossible
  - b) distance will decrease
  - c) distance will remain the same
  - d) distance will increase
10. The parking brake control valve on the dashboard is usually which colour?
  - a) Brown
  - b) Red
  - c) Yellow
  - d) Green
11. What does compounding the brakes mean?
  - a) Parking brakes and service brakes applying alternately
  - b) Secondary and primary systems applying together
  - c) Parking brakes and service brakes applying together
  - d) Any of these

12. By law, when must you check the manual and automatic slack adjusters?
- a) Every two days
  - b) Every 1000 km
  - c) Every day
  - d) Once a week
13. Which of these statements is most accurate regarding poorly adjusted brakes?
- a) Poorly adjusted brakes will work normally if you increase pedal pressure
  - b) It is safe to use poorly adjusted brakes in normal operation
  - c) You will immediately notice poor adjustment
  - d) You may not notice poor adjustment in normal operation
14. Where are spring parking brakes mounted on a single unit truck or tractor?
- a) On the steering axles
  - b) On the rear axles
  - c) On the rear and steering axles
  - d) Tractors don't have spring brakes
15. If the vehicle's weight and speed are doubled, the stopping power required to stop in the same distance will be:
- a) Two times
  - b) Four times
  - c) Eight times
  - d) Ten times
16. How will descending a hill affect your braking distance?
- a) It will not affect the distance
  - b) Will increase the distance
  - c) Will shorten the distance
  - d) Traction may be lost

### Air brake pre-trip inspection checklist — single unit

**Getting ready** — Gather the required tools: wheel chocks, pry bar, timer, flashlight, coveralls or something to lay on when going under the vehicle

- Chock wheels
- Drain supply tank (wet tank), if equipped.

#### Under the hood checks

- Airline coming out to brake chamber is in good condition
- Brake chamber is in good condition and secure
- Pushrod travel using the pry bar method to confirm travel is within tolerance  $\frac{1}{2}$  to  $\frac{3}{4}$
- Repeat the same other the other side
- Compressor is secure and has no major oil leaks and the discharge line is secure and in good condition
- All other air lines are secure and in good condition.

#### In cab

- Start the vehicle and release the parking brakes by pushing in the parking brake control valve — usually a yellow button
- Lower the air pressure in the reservoirs by pressing and releasing the foot valve (fanning down) until the air pressure is below 100 P.s.i.
- Allow the air pressure to build to maximum (must be from 105–135 P.s.i.). You'll know maximum pressure has been reached when you hear a burst of air from the air dryer
- Lower the air pressure by 20 P.s.i. by fanning down. Stop fanning to check if the governor puts the compressor into the reload stage. You should see the air pressure gauge needles begin to climb
- Once confirmed, continue to fan down to confirm that the low air warning activates by 60 P.s.i.
- Once the low air warning has activated, continue to fan down until both primary and secondary air needles are below 50 P.s.i.
- Have a timer ready. Increase engine speed to 1000 to 1200 rpm. Start timing once the first needle reaches 50 P.s.i. and end timing when the last needle reaches 90 P.s.i.. The compressor must be able to build pressure in under 3 minutes. **Note:** If you surpass 1200 rpm, you must restart the test.
- Check the brakes remain released by pressing on the parking brake control valve (yellow button)
- Build air pressure to maximum — between 105–135 P.s.i. — to confirm the governor puts the compressor into the unloading stage. You will know maximum press has been reached when the air drier releases a burst of air

- Turn off the engine, have your timer ready, open the window to listen for audible air leaks. Make and hold a firm brake application. Start timing once the gauges have stabilized. The air system must not lose more than 3 P.s.i. in 1 minute
- Confirm that there is at least 100 P.s.i. showing on the air pressure gauges.

### **Brake chambers and slack adjusters**

- Exit the cab and go under the rear of the vehicle. Check that the air reservoirs are secure, the air lines leading to the rear axles are in good condition and secure. If the vehicle is a tractor, also check the airlines on the rear of the cab that would attach to a trailer
- Check each wheel as you did on the front axle. Confirm that the airlines going into the chambers are in good condition
- Check the brake chambers are in good condition and secure and that pushrod travel is within tolerance  $\frac{1}{2}$  to  $\frac{3}{4}$  of an inch travel.
- Once all wheels at the rear of the vehicle have been checked exit from under the vehicle.

### **Brake response tests**

- Enter the vehicle and apply the parking brakes by pulling the parking brake control valve (yellow button). You will hear air exhaust from the brake chambers. Remove the wheel chocks
- Re-enter the vehicle to complete a two-way brake response test. If the student is not licensed for the vehicle, this must be verbalized
- Start the vehicle with the parking brakes applied. Place the vehicle in gear and gently try to move the vehicle. The vehicle should not move.
- Release the parking brakes by pushing in the parking control valve (yellow button) on the dash
- Move the vehicle ahead and press on the foot valve to stop the vehicle
- Secure the vehicle by putting it in neutral and applying the parking brakes by pulling the parking brake control valve (yellow button).

### **Manual slack adjustment — Explain how to adjust a manual slack adjuster:**

- Check pushrod travel using a pry bar. Note the direction the S-cam rotated when being applied
- Using a wrench, push down the locking collar and turn the nut so the S-cam rotates in the same direction it did to apply
- Tighten the nut until you feel resistance. Check to confirm using the pry bar method there is no travel on the pushrod
- Using the wrench back off the nut  $\frac{1}{3}$  of a turn (20 minutes on the face of a clock)
- Confirm the locking collar returns to its original position to cover the nut.
- Recheck the pushrod travel to confirm it is within tolerance  $\frac{1}{2}$  to  $\frac{3}{4}$  inch travel.

## Air brakes for trailers review quiz

Circle the letter beside the correct answer for each of the following questions.

1. What components are added to a truck to create a tractor?
  - a) One way check valve, secondary air gauge, tractor protection valve
  - b) Tractor protection valve, trailer control valve, application gauge
  - c) Air lines with glad hands, trailer control valve, tractor protection valve
  - d) Hand valve, tractor protection valve, airlines with glad hands
2. In the event of a failure in the secondary system on the tractor, which brakes will not function?
  - a) The spring brakes on the trailer
  - b) The service brakes on the trailer
  - c) The spring brakes on the tractor
  - d) The service brakes on the tractor front axles
3. What valve prevents total air loss in the tractor?
  - a) Two-way check valve
  - b) Trailer control valve
  - c) Tractor protection valve
  - d) Hand valve
4. What supplies air to the reservoirs on the trailer?
  - a) Supply line
  - b) Control line
  - c) The foot valve
  - d) Hand valve
5. At what pressure must the trailer control valve dynamite?
  - a) 20–45 p.s.i.
  - b) 50–90 p.s.i.
  - c) 60 p.s.i.
  - d) 105–135 p.s.i.
6. On a trailer equipped with spring brakes, how are the spring brakes released in normal operation?
  - a) Parking brake control valve
  - b) Tractor protection valve
  - c) Air pressure
  - d) Hand valve

7. If the foot valve and hand valve are operated at the same time, the trailer application pressure will be the
  - a) Pressure in the primary reservoir s
  - b) hand valve pressure
  - c) foot valve pressure
  - d) greater pressure between the hand valve and the foot valve
8. What will occur if the supply line ruptures?
  - a) The tractor brakes will apply immediately
  - b) The trailer brakes will apply immediately
  - c) The trailer brakes will apply after a foot valve application
  - d) The relay valve will apply the service brakes
9. When brakes are out of adjustment, the spring brakes
  - a) are unaffected
  - b) are more powerful for parking
  - c) will drag
  - d) are less powerful for parking
10. When a safety valve activates, this may indicate that the
  - a) compressor is in the discharge mode
  - b) governor is defective
  - c) air dryer has purged
  - d) spring brakes have applied
11. A quick release valve is sometimes used with spring brakes to allow
  - a) faster application
  - b) a more powerful parking brake
  - c) faster releasing
  - d) the air to escape for the relay valve
12. On a trailer not equipped with spring brakes, the parking brakes must hold in a full application for a minimum of
  - a) one minute
  - b) three minutes
  - c) four minutes
  - d) fifteen minutes

13. What will occur if a control line ruptures?
- a) The spring brakes will not work on the trailer
  - b) The service brakes will not work on the trailer
  - c) There will be rapid air loss in the spring brakes system
  - d) The tractor service brakes will not work
14. On tractor with a bobtail proportion valve, the rear brakes are reduced by what percentage?
- a) 20%
  - b) 25%
  - c) 50%
  - d) 75%
15. Glad hands should be properly stored to prevent
- a) air loss
  - b) dirt from entering them
  - c) the seals from drying up
  - d) the lines from becoming dirty
16. Which valve applies the service brakes on the trailer only?
- a) The relay valve
  - b) Trailer control valve
  - c) The hand valve
  - d) Safety relief valve
17. Fully applying the hand valve with the spring brakes applied will
- a) compound the tractor brakes
  - b) will not compound any brakes
  - c) compound the truck and trailer brakes
  - d) compound the trailer brakes

# Vehicle inspections

## Vehicle inspection review quiz

Provide short written answers for each of the following questions.

1. Who is required to stop at a vehicle inspection station?
2. Other than to avoid vehicle breakdowns, explain two other reasons vehicle inspections are important?
3. Which of the pre-trip, post-trip and en route inspections need to be documented on your log book?
4. For how long is a Schedule 1 valid?
5. When you start the engine, what gauge do you want to pay attention to first?
6. After the initial pre-trip inspection, how often are you required to inspect your vehicle during a trip?
7. List two key items of personal protective equipment drivers should wear when conducting inspections.

# Driving techniques

## Driving techniques review quiz

Provide short written answers for each of the following questions.

1. What is the safe way to enter and exit the vehicle?
2. What is the only time it is safe for you to get out of the driver seat without applying the parking brakes?
3. What are the dangers of driving a vehicle with underinflated tires?
4. Should you let air out of hot tires so the pressure goes back to normal?
5. As a professional driver, what can you do to help other drivers safely pass your vehicle?
6. How can large vehicles travelling at high speed affect smaller vehicles.
7. When and why should you manually downshift automatic/automated transmissions?
8. How do you know when to shift gears?

9. List at least three tips to help other road users be aware of your presence and understand your intentions?
10. Whose responsibility is it to ensure everything regarding the vehicle is in proper working order?
11. How does proper engine warm up prepare the engine to do its job?
12. True or False. A driver is required to carry the vehicle registration for both the truck and trailer?
13. In what direction must you travel around a circular intersection with a centre island?
14. When stopping for a train at a railroad crossing, how close can a tractor-trailer be to the nearest track?
15. What are the two considerations when calculating safe following distance for a tractor-trailer?
16. How do you calculate following distance?

# Defensive and cooperative driving

## Crash avoidance scenarios activity

Discuss your assigned scenarios and consider the questions below. Be prepared to share your ideas with the larger group. You have about 10 minutes.

What risks or situations could happen when driving under these situations?

How could you reduce your risk or the risk to others?

Group 1

- vehicle ahead — travelling in same direction
- another vehicle passing you
- ground clearance such as railway crossing.

Group 2

- vehicle behind — travelling in same direction
- vehicle approaching intersection or at an angle
- you passing another vehicle.

Group 3

- someone driving beside you
- oncoming vehicle
- overhead objects.

## Factors that influence risk tolerance

Risk tolerance factor	Your examples
Overestimating capability or experience: You think you have more experience with a particular situation or vehicle than you do.	
Familiarity with the task, situation, or road: You've done this/been here many times before. You know what to expect/how to do it.	
Seriousness or cost of the consequence: You don't believe there could be a negative outcome from your actions. Any potential costs to your actions seem negligible. You likely won't get caught.	
Personal experience with an outcome: You've done it (something illegal or unsafe) many times before with no negative consequences. You're unaware that it is a risk.	

Risk tolerance factor	Your examples
<p>Confidence in the vehicle, equipment or technology:</p> <p>Your tires, power, ABS etc. will save the day.</p> <p>You believe you are more protected than you really are.</p>	
<p>Potential profit and gain from actions:</p> <p>It is worth it because of time or dollar savings or other reasons.</p>	
<p>Role models accepting risk:</p> <p>People you respect do it.</p> <p>Who are the role models in your life? Do they take/allow risks? What type?</p>	

Personal reflection: Is there something in your own driving that may be sending the wrong message on risk tolerance to people you care about?

\*Adapted with permission from Imperial Oil.

### Defensive driving — review quiz

Provide short written answers for each of the following questions.

1. What is meant by 'zone of awareness'?
2. What are the six basic driving conditions?
3. What are the two categories of driver error?
4. Of the six conditions of driving, which is the most important condition and why?
5. Why is it important to remove snow from windows and windshield wipers?
6. What is hydroplaning?
7. Why make emergency plans when you see a hazard?

# Handling emergencies

## News story — Anarchist Mountain Fire

### Transportation ministry to examine runaway lane near Anarchist Mountain fire

A 50-hectare fire started near Osoyoos in June, 2014. The following excerpt is from an article by Shannon Quesnel.

© iNFOnews.

The fire got its spark on Wednesday thanks to a crashed big rig. A semi-trailer's brakes overheated as it traveled down a steep section of Highway 3 near Osoyoos. The driver veered onto a runaway lane at the base of Anarchist Mountain but the truck overturned and burst into flames.

Osoyoos RCMP Sgt. Kevin Shur saw the crash happen in front of him. The detachment commander was heading west on the steep Anarchist Mountain portion of Highway 3. He noticed the semi-truck ahead was having trouble. He called for support.

"I could smell the brakes and saw them heat up," Shur said.

The driver exited the truck before it caught fire, escaping without injury.

The vehicle was hauling a load of lumber at the time.

RCMP media spokesperson Cpl. Dan Moskaluk said the driver was lucky to escape. Shur was too far away for him to reach the driver in time.

The Ministry of Transportation was asked if the runaway lane was properly maintained. Ministry spokesperson Cindy Cousins said a maintenance contractor graded the runaway lane this spring. The ministry is not aware of any concerns with maintenance for this lane.

"We will re-inspect the runaway lane once the vehicle wreckage has been removed," Cousins said. "The RCMP is investigating the crash and we'll wait for the results of that investigation."

### Handling emergencies review quiz

Provide short written answers for each of the following questions.

1. In the event of a crash, when are you required to immediately contact police?
2. Where should your warning devices be placed?
3. When visibility is reduced to 150 metres, what should the distance to warning devices be?
4. Regarding fire extinguishers, what does PASS stand for?
5. If you have a near miss, should you report this to your company?
6. List five emergency supplies to carry with you.

7. List four emergencies that may occur while you are on the road.
  
  
  
  
  
  
  
  
  
  
8. List two things that could result in brake failure.
  
  
  
  
  
  
  
  
  
  
9. List at least three things that could reduce your visibility.
  
  
  
  
  
  
  
  
  
  
10. List four types of surfaces to try to avoid in order to prevent getting stuck.
  
  
  
  
  
  
  
  
  
  
11. If you need to have your truck towed, who is responsible for the cargo?
  
  
  
  
  
  
  
  
  
  
12. List four pieces of information that must be exchanged with the other driver(s) if you are involved in a crash.

# Cargo securement

## Bills of lading — activity

Complete the bill of lading provided using the following information:

- Dispatch shipper: Penny's Peppers
- Amount: 110 boxes
- Pallet: 1 pallet (10 boxes x 11 floors = 110 boxes pallet)
- Boxes dimension each: 40X30X20
- Weight: Each box weighs 5 kg
- Location: 2727 Westham Island Rd, Delta, BC V4K 3N2, Canada
- Pick up date/time: Monday at 7 am
- Consignee: Freddy's Farm Market.

## Cargo incident scenarios

### Scenario 1 — Environmental protection act violation

- What was the offence that led to the fine?
- What mistake did the driver make?

### Scenario 2 — Humbolt crash — owner and driver charged

- What was the offence that led to the owner's fine? How did it affect his business?
- What mistakes did the driver make?

### Scenario 3 — Trailer loads can shift, resulting in fatalities

- How was the driver killed? What could have prevented the accident?

### Scenario 1 — Environmental Protection Act Violation

Truck driver fined \$35,000 for Environmental Protection Act Violation

May 17, 2019 11:00 a.m.

Ministry of the Environment, Conservation and Parks

Convicted — Mr. Michael Wollmann

Court Location — Barrie, Ontario

Description of Offence — The conviction relates to permitting the discharge of a contaminant into the natural environment that was likely to cause an adverse effect.

Date of Offence — During the period beginning on or about July 20, 2017 and ending on or about July 21, 2017.

Date of Conviction — March 29, 2019

Penalty Imposed — Michael Wollmann was convicted on one violation under the Environmental Protection Act and was fined \$35,000 plus a victim fine surcharge of \$8,750 and was given 12 months to pay.

Background:

- Michael Wollmann is a truck-driver who worked for Penner International Inc., a transportation company at the time of the violation.
- On July 20, 2017, Mr. Wollman drove an empty Penner tractor-trailer to a Mississauga business to pick-up twelve 1,500 kg stainless steel totes containing VORTEX WPM, a flammable solvent. All totes were equipped with valves. The totes were destined for a company in Manitoba.
- The twelve totes that were loaded into the trailer were not secured, and Mr. Wollmann did not inquire as to whether the totes were secured or not, before he closed the trailer doors.
- Shortly after leaving Mississauga, the tractor-trailer was travelling northbound on Highway 400 in the vicinity of the Town of Bradford West Gwillimbury, when it rear-ended a pick-up truck which then swerved in front of the tractor-trailer.
- Mr. Wollmann applied the brakes but was unable to avoid hitting the pick-up truck. The hard braking caused the unsecured totes to shift forward and collide with each other in the trailer, resulting in the valves on two totes to open, and the solvent to spill onto the trailer bed and then onto the road surface.
- Some of the solvent travelled off the highway and onto an adjacent construction site forcing fifteen employees to be evacuated, and several days of continued disruption during clean-up. Due to the solvent's flammability and potential for explosion, a one-kilometre evacuation zone was established, and all six Highway 400 lanes were shut down for approximately 10.5 hours for clean-up and removal of the tractor-trailer.

The ministry's Investigations and Enforcement Branch investigated and laid one charge which resulted in one conviction.

### Scenario 2 — Humboldt crash

Owner of truck in Humboldt Broncos bus crash admits to safety offences, fined \$5,000

EXERPT FROM [THE CANADIAN PRESS](#)

PUBLISHED MARCH 27, 2019

JEFF MCINTOSH/THE CANADIAN PRESS

The owner of the transport truck involved in the deadly Humboldt Broncos bus crash has admitted he did not follow provincial and federal safety rules in the months leading up to the collision.

Sukhmander Singh of Adesh Deol Trucking was not in court Wednesday when his lawyer pleaded guilty on his behalf to five charges. Singh, 37, was fined a total of \$5,000. The Calgary-based trucking company is no longer in business.

The convictions include failing to keep a daily drivers log, neglecting to ensure his drivers complied with safety regulations, and having more than one daily logbook. Singh also pleaded guilty to not having or following a written safety program.

Court documents showed the offences occurred between Jan. 1 and March 31, 2018 — prior to the fatal crash on April 6.

"This should serve as a warning to other owners of truck companies," said Judge Sean Dunnigan. "This is a serious business, and we see why with tragic results. I'm satisfied that... (this) meets the objectives of the sentencing particularly as a general deterrent. This is the end of a very, very sad tale."

Sixteen people were killed and 13 were injured when the Broncos junior hockey team bus and a semi owned by Singh collided at an intersection in rural Saskatchewan.

Crown prosecutor Deanna Smyth told court that the fines are much lower than the maximum allowed, but noted Singh had no previous record and his offences weren't criminal.

The driver, Jaskirat Singh Sidhu, was sentenced on Friday to eight years in prison on 29 dangerous driving charges.

Court heard during Sidhu's sentencing hearing that he was an inexperienced driver who had been on the road for only three weeks. He had worked with another driver for two weeks and had been on his own for just a few days before he missed a stop sign and drove into the path of the bus.

His lawyer told court that Sidhu was distracted by flapping tarps covering the semi's load of peat moss.

## Scenario 3 — Trailer loads can shift

**WORKSAFE BC**

# WorkSafe Bulletin

## Trailer loads can shift, resulting in fatalities

After arriving at his destination, the driver of a commercial transport truck released the load strap on a lift of wooden timbers. As the driver walked along the passenger side of the trailer, one lift of timbers slid off another and landed on him. The driver was fatally injured.

The fatality described above is one of several recent incidents in which workers were seriously injured or killed when loads slid off the trailers of transport trucks.

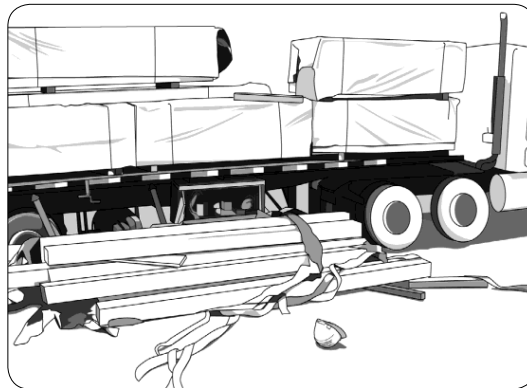
Everyone involved in the transportation of materials plays a part in reducing the risk of these devastating incidents.

### Recognizing the hazards

In the incident above, the load was covered in plastic wrap, which can be extremely slippery in ice and snow. Dunnage (small pieces of timber placed between layers of loads to allow access by forklifts) provided by the supplier of the timbers was covered in snow and ice. And the tractor-trailer was parked on a slight slope. Investigators determined that these factors contributed to the movement of the lift of timbers.

The tractor-trailer's air suspension system also played a role in the incident. Air bags that help stabilize the trailer's load while driving must be deflated when loading and unloading. In this case, the driver did not reduce the pressure in the air bags, and the load shifted.

Finally, contrary to safe unloading procedures, the driver was found in the fall zone on the passenger side of the trailer — the most dangerous area during unloading.



A truck driver was fatally injured when a lift of timbers slid off a trailer and landed on him.

### Safe work practices

#### Employers of truck drivers

- Develop and implement written safe work procedures for loading and unloading.
- Ensure that drivers are trained and supervised.
- When scheduling loads, assess what dunnage is required in advance, and ensure that appropriate dunnage for each load is available, clean, and dry prior to loading.
- Specify that suppliers wrap loads in slip-resistant materials or leave them unwrapped.

**WS 2016-06**

WorkSafeBC Prevention Information Line: 604.276.3100  
or toll-free 1.888.621.SAFE (7233)

page 1 of 2

### Truck drivers

- Choose as level a surface as possible when loading, unloading, or adjusting loads. Very little slope is needed for a load to slide off.
- Deflate the trailer's air bags (i.e., neutralize the pneumatics) before loading or unloading. Always follow the manufacturer's instructions for truck and trailer operation.
- Ensure that the load-securing straps are only loosened enough to allow loads to be adjusted.
- Make sure your dunnage is dry, clean, and free from materials (such as snow and ice) that plastic-wrapped loads could slide on.
- Discuss safe work procedures for loading operations with the forklift operator before the work begins.
- Maintain eye contact with the forklift operator.
- Stay out of the load's fall zone until loading and unloading are finished and the person in charge of the loading operations (for example, the forklift operator) has given the all-clear.
- Wear personal protective equipment (for example, safety headgear and high-visibility apparel) when loading and unloading trucks.

### Sawmills, shippers, and other materials-handling operations

- Use slip-resistant materials (instead of plastic wrap) to cover loads. Alternatively, leave loads uncovered.
- Establish designated loading and unloading areas that are level, and instruct truck drivers to proceed to those locations.

### Forklift operators

- Follow written safe work procedures for loading and unloading.
- When loading trailers, avoid leaving empty spaces that could allow load movement and imbalance.

### For more information

Truck driver killed when lumber slides off trailer

[worksafebc.com/en/resources/health-safety/hazard-alerts/truck-driver-killed-when-lumber-slides-off-trailer](https://worksafebc.com/en/resources/health-safety/hazard-alerts/truck-driver-killed-when-lumber-slides-off-trailer)

Occupational Health and Safety Regulation  
[worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation](https://worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation)

- Section 4.3, Safe machinery and equipment
- Section 4.33, Arrangement of work areas
- Section 16.5, Operator's responsibility
- Section 16.6, Supervisor's responsibility
- Section 16.44, Securing loads

B.C. Motor Vehicle Act Regulations,  
Division 35, Cargo securement  
[ow.ly/Yy1V301GCxK](https://ow.ly/Yy1V301GCxK)

National Safety Code for Motor Carriers,  
Standard 10, Cargo securement  
[cvse.ca/nacs/NSC\\_10\\_Cargo%20Securement.pdf](https://cvse.ca/nacs/NSC_10_Cargo%20Securement.pdf)

## Matching cargo definitions

Match the definition for each of the following cargo terms. Write the definition number beside the term.

- |                        |   |
|------------------------|---|
| ___ Anchor point       | 1. The part of the structure, fitting or attachment on a vehicle or cargo to which a tiedown is attached.   |
| ___ Binder             | 2. A vertical barrier across a vehicle to prevent forward movement of cargo.  |
| ___ Bulkhead           | 3. A device or structure that holds a circular article to prevent it from rolling.  |
| ___ Chock              | 4. The weight of cargo that a vehicle can carry when loaded to its allowable GVW.   |
| ___ Friction mat       | 5. A strip of material that may be used to unitize articles and is tensioned and clamped or crimped back upon itself.   |
| ___ Load capacity      | 6. The maximum load that may be applied to a component of a cargo securement system during normal service, usually assigned by the manufacturer of the component. |
| ___ Pallet             | 7. A waterproof sheet used to cover and protect cargo.  |
| ___ Steel strapping    | 8. A device placed between the deck of a vehicle and cargo or between articles of cargo to help prevent slippage.   |
| ___ Tarp               | 9. A device used to tension a tiedown or combination of tiedowns.   |
| ___ Dunnage            | 10. A device for tensioning a webbing or wire rope tiedown that's fitted with means to lock the initial tension.  |
| ___ Winch              | 11. A platform or tray on which cargo is placed so that it can be handled as an article.  |
| ___ Working load limit | 12. Material used to fill a void between articles of cargo and the structure of the vehicle to prevent movement of the articles of cargo.                         |

## Cargo securement review quiz

Provide short written answers for each of the following questions.

1. Who is responsible for an overloaded vehicle?
2. When must the cargo be re-inspected?
3. What must be marked on the tiedown?
4. How do you secure tarps?
5. What happens when the front axles are underweight?
6. Where can you find specific cargo securement regulations?
7. What are the two main reasons for covering cargo?

# Documents and regulations

## Documents and regulations — review quiz

Provide short written answers for each of the following questions.

1. Who is responsible to ensure the vehicle registration and insurance is proper?
2. List three vehicle documents you need to have with you when staying within Canada?
3. List four shipping documents that must be carried within the driver's reach.
4. Who is responsible for making sure the proper permits are obtained for the shipment?
5. What is the maximum height allowed for a commercial vehicle?
6. List four different overhead obstructions a driver must watch for.
7. What is the maximum legal width allowed for a vehicle without needing a special permit?

8. What is the maximum length allowed for the following commercial vehicles?
- Single vehicle
  - Truck-tractor with single or tandem axle and semi-trailer
9. What is the best way to determine a vehicles exact dimensions?
10. Why is it critically important for a driver to know the exact height, width and weight of their vehicle?
11. What must a driver do before carrying dangerous goods?
12. List three examples of dangerous goods.

### Violation scenarios

In your groups read through your assigned scenario and discuss the questions below.

#### **Scenario one — tossing a cigarette**

Penalty imposed — A trucker was issued a \$575 ticket by B.C. police for tossing a lit cigarette out his window along Highway 1.

Royal Canadian Mounted Police (RCMP) received a report of the Wildfire Act violation shortly after midnight on Wednesday, Aug. 30.

Police said the transport truck driver was reported to have thrown a burning cigarette out of his truck's window while driving.

Police located the offending truck and noted the driver was smoking a freshly lit cigarette when he was stopped. The driver told police he did not know that throwing a burning cigarette out of his window was an issue.

What was the offence that led to the fine?

What mistakes did the driver make?

## Scenario two — loss of toxic load

Penalty imposed — A truck driver was convicted on one violation under the Environmental Protection Act and was fined \$35,000 plus a victim fine surcharge of \$8,750 and was given 12 months to pay.

The truck driver drove an empty tractor-trailer to a business to pick-up twelve 1,500 kg stainless steel totes containing VORTEX WPM, a flammable solvent. All totes were equipped with valves. The totes were destined for a company in a neighbouring Province.

The twelve totes that were loaded into the trailer were not secured, and the truck driver did not inquire as to whether the totes were secured or not, before he closed the trailer doors.

Shortly after leaving a pick-up truck swerved in front of the truck driver. The truck driver applied the brakes but was unable to avoid hitting the pick-up truck. The hard braking caused the unsecured totes to shift forward and collide with each other in the trailer, resulting in the valves on two totes to open, and the solvent to spill onto the trailer bed and then onto the road surface.

Some of the solvent travelled off the highway and onto an adjacent construction site forcing fifteen employees to be evacuated, and several days of continued disruption during clean-up.

Due to the solvent's flammability and potential for explosion, a one-kilometre evacuation zone was established, and all six Highway lanes were shut down for approximately 10.5 hours for clean-up and removal of the tractor-trailer.

The ministry's Investigations and Enforcement Branch investigated and laid one charge which resulted in one conviction.

What was the offence that led to the fine?

What mistakes did the driver make?

### **Scenario three — distracted driving and other violations (Humbolt)**

Penalty imposed — Trucker fined \$5000 and sentenced to eight years in prison on 29 dangerous driving charges.

The owner of the transport truck involved in the deadly Humboldt Broncos bus crash admitted he did not follow provincial and federal safety rules.

Sixteen people were killed and 13 were injured when the Broncos junior hockey team bus and a semi owned by the truck driver collided at an intersection in rural Saskatchewan. Distracted by flapping tarps covering the semi's load of peat moss, the truck driver missed a stop sign and drove into the path of the bus.

What was the offence that led to the fine?

What mistakes did the driver make?

### Scenario four — driver gets stuck under overpass

The driver of a logging truck who got stuck under a Canadian Pacific Railway (CPR) overpass was issued a fine according to the Ministry of Transportation.

In an emailed statement, ministry officials say the driver was issued a violation ticket for driving without reasonable consideration since the route was closed to commercial vehicles. Emergency crews were called to the area just before 3 p.m.

Traffic was delayed in the area and it took approximately two hours to clean up the scene. The ministry says they are aware of a similar incident that took place nearly two years ago.

What was the offence that led to the fine?

What mistakes did the driver make?

### **Scenario five — use of cell phone — distracted driving**

A truck driver was driving down the highway in January when he picked up his cellphone and started texting.

Another driver saw him and reported the incident, which was caught on surveillance video. The video shows the truck driver holding the cellphone with both hands and driving with his wrists for about 30 seconds. His top speed while doing so was 45 kilometres an hour.

The employer fired the truck driver after investigating the incident.

What was the offence that led to the driver being fired?

What mistakes did the driver make?

# Trip planning

## Sample route plan

Shipper address:

Consignee address:

List waypoints for stops:

Waypoints	Distance (km)	Travel time (average km per hr)	Fuel usage

Road and weather considerations:

Ferry time considerations (if applicable):

Location of fuel stops and rest stops you will use:

Estimated fuel cost:

### Trip planning review quiz

Provide short written answers for each of the following questions.

1. List all the things to consider when planning your route.
2. List six trip planning steps
3. Why it is good to have an alternate route when you plan a trip?
4. What risks could you encounter if you travel to an unfamiliar location without first confirming facilities and preferred routes?
5. List a source of reliable information about weather and road conditions in B.C.

## Trip planning homework activity

Plan a multi-day trip.

Trip planning resources

Google maps: <https://www.google.ca/maps/@54.1123525,-126.5556456,5z>

Highway cameras — DriveBC:

<https://images.drivebc.ca/bchighwaycam/pub/html/www/index-Northern.html>

Road conditions:

DriveBC: <https://www.drivebc.ca/>

511 Alberta: <https://511.alberta.ca/#:Alerts>

Washington State, Department of Transportation

<https://www.wsdot.com/traffic/trafficalerts/>

Ferry schedules and other travel information — BC Ferries:

<https://www.bcferries.com/schedules/>

The Weather Network: <https://www.theweathernetwork.com/ca>

Load restrictions for heavy vehicles and commercial transport trucks on B.C. Highways — B.C.

Government: <https://www.th.gov.bc.ca/bchighways/loadrestrictions/loadrestrictions.htm>

## Fuel efficient driving

Students are required to complete the Natural Resources Canada (NRCAN) online course: Smart driver for highway trucking as part of their MELT program. The course is free.

Upon successful completion, students are issued a completion certificate that must be provided to the school (via email) as proof of completion. Keep these copies on file for auditing purposes.

If your school is certified by NRCAN to provide the in-person course and issue the certificate, you may choose to do that instead of having students take the course online.

The link to the course is provided below.

<https://smartdriver.edupformance.com/client>

Student will need to register for the course in order to take it.

# Human trafficking

Traffickers “sell” their victims — girls and boys as young as 11 or 12 — at truck stops, travel plazas, rest stops and “massage” parlours. Making the call is as simple as dialing 911 or the National Human Trafficking Hotline number. Asking if the girl or boy needs help makes a huge difference in the fight against human trafficking.

Watch a 25 minute video and answer some questions to receive a TAT certificate.

Link to training video: <https://education.truckersagainsttrafficking.org/lesson/the-tat-training-video/>

Article from trucknews.com on expansion of Truckers Against Trafficking (TAT) expanding into Canada. <https://www.trucknews.com/health-safety/truckers-against-trafficking-expands-into-canada/1003093894/>

Truckers Against Trafficking website: <https://truckersagainsttrafficking.org/>

Modern-day slavery, or human trafficking exists whenever people are bought and sold for forced labour or commercial sex. As the eyes and ears of the nation’s highways, members of trucking industry are in a unique position to help in the fight against this crime.

Traffickers “sell” their victims — girls and boys as young as 11 or 12 — at truck stops, travel plazas, rest stops and “massage” parlours.

Making the call is as simple as dialing 911 or the National Human Trafficking Hotline number. Asking if the girl or boy needs help makes a huge difference in the fight against human trafficking.

## Instructions

Provide students with the link to the TAT website and assign the video and questions as a homework assignment. Give students several weeks to complete the video.

At an appropriate place in class have a follow up discussion. Briefly discuss the video students watched at home. Prompt discussion with questions such as:

- What surprised or stood out for you in the video?
- Did the video change your perception about prostitution and human trafficking? How?

# Off-road tasks and manoeuvres

## Backing review quiz

Provide short written answers for each of the following questions.

1. Prior to reversing, what should the driver check for when walking around the vehicle?
  
  
  
  
  
  
  
  
  
  
2. When using a guide to help you back into a space, what are the two most important things to remember?
  
  
  
  
  
  
  
  
  
  
3. Regarding backing a tractor-trailer, if the rear of the tractor moves to the left, which way does the rear of the trailer move?
  - a) To the left
  - b) In a straight line
  - c) To the right
  
  
  
  
  
  
  
  
  
  
4. When using a guide in backing, who is responsible for any problems that arise from the backing manoeuvre?
  - a) Driver
  - b) Dispatcher
  - c) Guide
  - d) Yard foreman

5. If a driver has to back and turn, which side is it safer to back and turn towards?
- a) Passenger side of the vehicle (right side)
  - b) It doesn't matter which side
  - c) Driver's side of the vehicle (left side)
6. When preparing to back, if your tractor doesn't have a backup alarm, what should you do before you start backing?
- a) Turn on your headlights
  - b) Sound your horn and turn on your flashers
  - c) Blink your headlights
  - d) Turn on your clearance lights
7. What are four steps you can take to help avoid incidents and crashes when backing up?

### Coupling review quiz

Provide short written answers for each of the following questions.

1. What three things must you inspect on a tractor before coupling a trailer?
2. Before coupling to a trailer, what do you need to check on the trailer?
3. How can you ensure that the fifth wheel is properly engaged?
4. What can you do to protect your back when cranking the landing gear?
5. How do you check that the fifth wheel jaws have locked to the trailer king pin?

### Chain up review quiz

Provide short written answers for each of the following questions.

1. What is the purpose of tire chains?
2. List two disadvantages of tire chains.
3. Between what dates are chains required?
4. List three common causes of tire chain failures.

# Hours of service

## HOS review quiz

Provide short written answers for each of the following questions.

1. What are the four categories that are recorded on a logbook?
2. What are the cycles and how many hours are in each?
3. When can a driver defer hours of the off duty time to the following day?
4. What is the maximum hours that can be deferred?
5. Why are hours of service regulations in place?

6. Are you permitted to record pulling off the road and taking a nap in a reclining seat of a commercial vehicle as sleeper berth time?
7. What's the maximum amount of driving hours permitted in a day in Canada?
8. How many consecutive hours of off-duty time must be taken every day?
9. What's the maximum amount of on-duty time in Cycle 1?
10. What's the maximum amount of on-duty time in Cycle 2?
11. When you're operating in Cycle 2, when must you take 24 consecutive hours of off-duty time?

12. How many consecutive hours of off-duty time must be taken to reset the cycle in Cycle 1?
13. How many consecutive hours of off-duty time must be taken to reset the cycle in Cycle 2?
14. How often does a driver have to take 24 consecutive hours of off-duty time, regardless of cycle?
15. When must you submit your logbooks to the carrier?
16. What are the consequences if you exceed your maximum on-duty hours and an enforcement officer stops you?
17. When may a driver be exempt from filling out daily logs?

18. What's the maximum amount of driving hours permitted in a day in the United States?
19. True or false — You are required to record your total mileage on your log.
20. How many kilometres per day can a driver use a commercial vehicle as a personal use exemption?

# Fatigue

## Quiz — Are you at risk for falling asleep behind the wheel?

Take this quiz and find out. Circle “True” or “False” for each of the following statements.

1.	There is no relationship between one’s sleep and work schedule and risk of being involved in a drowsy-driving crash.	True	False
2.	Working the night shift does not affect one’s chances of being involved in a sleep-related crash.	True	False
3.	The largest at-risk group for sleep-related crashes is commercial drivers.	True	False
4.	Overall, sleep-related crashes have certain characteristics that set them apart from other types of crashes.	True	False
5.	People with a sleep and breathing disorder called obstructive sleep apnea have the same risk as the general population of being involved in a drowsy-driving crash.	True	False
6.	Eating a big lunch tends to make everyone sleepy.	True	False
7.	People can usually tell when they are going to fall asleep.	True	False
8.	Drivers in drowsy-driving crashes are more likely to report sleep problems.	True	False
9.	Rolling down a window or singing along with the radio while driving will help keep someone awake.	True	False
10.	Wandering, disconnected thoughts are a warning sign of driver fatigue.	True	False
11.	You can stockpile sleep on the weekends to avoid being sleepy during the week.	True	False
12.	I’m a safe driver so it doesn’t matter if I’m sleepy.	True	False
13.	Coffee overcomes the effects of drowsiness while driving.	True	False
14.	Most adults need at least seven hours of sleep each night.	True	False
15.	You can work long hours and days with little sleep and then catch up on sleep when you have a chance to.	True	False

# Health and safety

Homework activity - Read the BlogPost It's Time to End Workplace Violence and consider the questions below. Come prepared to discuss in class.

- What should you do if you encounter workplace violence?
- What steps can you take to protect yourself and avoid dangerous situation?

The entry was posted in *Health & Wellness*, News on November 5, 2018. Source: [bcfed.ca](http://bcfed.ca).

## It's time to End Workplace Violence

Have you been HUMILIATED? SWORN AT? SPAT ON? HIT? at work?

### Workplace Violence — Do YOU know what it means?

Workplace violence is much more than physical assaults. The BCFED OHS Committee has adopted a broad definition of violence:

"Any act in which a person is abused, threatened, intimidated, bullied, harassed, or assaulted in his or her employment, including actions resulting from domestic violence in the workplace."

The following are a few examples of this behaviour:

- **Threatening behaviour** — such as shaking fists, destroying property or throwing objects.
- **Verbal or written threats** — any expression of intent to inflict harm.
- **Harassment** — any behaviour that demeans, embarrasses, humiliates, annoys, alarms or abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, cyber-bullying, or other inappropriate activities.
- **Verbal abuse** — swearing, insults or condescending language.
- **Physical attacks** — hitting, shoving, pushing or kicking.

### Where does it happen?

What do we mean when we say "workplace"? Work-related violence can happen in the traditional workplace, but it can also happen at off-site work-related functions and events (conferences, conventions, social events, etc.), and in clients' homes, away from work via technology (telephone, email, social media, etc.). For transportation workers, the violence typically occurs in or around their "workplace" vehicle — bus, taxi, airplane, ferry, etc.

### Risk Factors

The Canadian Centre for Occupational Health and Safety website provides a thorough examination of the risk factors.

Certain work factors, processes, and interactions can put people at increased risk from workplace violence. Examples include:

- working with the public
- handling money, valuables or prescription drugs, e.g., cashiers, pharmacists
- carrying out inspection or enforcement duties, e.g., government employees
- providing service, care, advice or education, e.g., health care staff, teachers, bus drivers
- working with unstable or volatile persons, e.g., social services, or criminal justice system employees
- working in premises where alcohol is served, e.g., food and beverage staff
- working alone, in small numbers, e.g., store clerks, real estate agents, taxi drivers, or in isolated or low traffic areas, e.g., washrooms, storage areas, utility rooms
- working in community-based settings, e.g., nurses, social workers and other home visitors
- having a mobile workplace, e.g., taxicab, bus, ferry, SkyTrain, plane
- working during periods of intense organizational change, e.g., strikes, downsizing; and
- working under stressful conditions, e.g., high production demands.

Risk of violence may be greater at certain times of the day, night or year; for example:

- late hours of the night or early hours of the morning
- tax return season
- overdue utility bill cut-off dates
- during the holidays
- pay days or social assistance pay days
- report cards or parent interviews; and
- performance appraisals.

Risk of violence may increase depending on the geographic location of the workplace; for example:

- near buildings or businesses that are at risk of violent crime, e.g., bars, banks; and
- in areas isolated from other buildings or structures.

### Who is most at risk?

Although all workplaces are at risk for violence, there are particular occupations which are at high risk for violence:

- health care employees
- correctional officers
- social services employees
- teachers
- municipal/provincial government services
- public works employees
- transportation workers
- retail employees; and
- tourism and hospitality.

### Employer's responsibilities

Sections 4.28 – 4.31 of the OHSR provide comprehensive prevention of workplace violence requirements that the employer must comply with, and these include the following:

- Perform a risk assessment
- Establish procedures, policies and work environment arrangements to eliminate, or if not possible, minimize, the risk of violence to workers
- Instruct workers:
  - about the nature and extent of the risk of violence
  - about the history of violent behaviour of anyone they may be exposed to during their work
  - how to recognize violence
  - about the policies, procedures and work environment arrangements in place to eliminate or minimize workplace violence
  - how to respond to incidents and how to get help
  - about the procedures for reporting, investigating and documenting incidents
  - to consult a physician if the worker reports an injury or adverse symptom as a result of being exposed to workplace violence.

### What should you do if you encounter workplace violence?

Get help! Every situation has its own unique response requirements, some requiring immediate assistance — below are a few tips:

**Know your workplace procedures** — Your employer must have procedures in place for seeking assistance and responding to incidents. Your employer must educate you about these procedures. Ask to see them.

**Practice incident response in your workplace** — The old adage “practice makes perfect” is true. Testing and practicing your workplace violence incident response procedures helps to reinforce these procedures so that workers know what to do.

**Do NOT engage** — Unless you have specialized training, it can be dangerous to attempt to de-escalate the situation.

**Get out — go to a safe place** — If you can do so safely, remove yourself from the situation.

**Call for help** — You may have been provided with numbers to phone, an emergency alert button, an emergency code to page, or something similar. Whatever the case, make sure that you understand what is supposed to happen when you implement this action. For example, does the emergency alert button contact a supervisor, security guard, or the police? What is the expected response time?

**Call 911** — If you feel your life is at risk, or the above options are not adequate for the situation, do not hesitate to also call 911.

**Report to your employer** — Your employer must have procedures in place for reporting incidents and must instruct the workers about these. Your employer must investigate incidents of violence, bullying and harassment.

**Report to your Joint Health and Safety Committee** — Your workplace Joint Health and Safety Committee is obligated to participate in investigations of workplace violence and make recommendations to the employer on how to improve the violence prevention program. If you are in a workplace with less than 20 workers, be sure to report to your worker health and safety representative.

For more details visit [www.bcfed.ca/campaigns/endworkplaceviolence](http://www.bcfed.ca/campaigns/endworkplaceviolence)

# Workplace communication

Everyone has their own communication style. Determine yours by completing the activity What's your communication style? You do not need to share your results with others.

When you're finished, add up the total number of A's, B's, C's, and D's and check your responses with the scoring guide.

## What's Your Communication Style?

1. If someone cuts in front of you in a lineup, which of the following best reflects what you might say:
  - a) Nothing.
  - b) "Hel-lo! Don't you see me standing here?"
  - c) "Hey, get to the back of the line and wait like everyone else!"
  - d) "Excuse me, but I was next in line."
  
2. You need to do the dishes and want help. Which of the following are you most likely to say as you start clearing the table?
  - a) "There sure are a lot of dishes. This is going to take me a long time."
  - b) "It sure would be nice if SOMEBODY would get up and help me."
  - c) "Don't just sit there, get your lazy self up and WASH THE DISHES!"
  - d) "I'd like some help with the dishes. Would you please wash them and I will dry them?"
  
3. You're at a truck stop restaurant and order a sandwich and ask for it without ketchup and tomatoes. It arrives with ketchup and tomatoes. How would you most likely handle it?
  - a) Ask for a "to go" box and remove tomatoes and scrape off the ketchup when you get back in the truck.
  - b) Ask the waiter, "Does this look like no tomatoes and ketchup to you?"
  - c) Demand to speak to the manager and say you want your sandwich for free.
  - d) Tell the waiter that your sandwich has tomatoes and ketchup and ask that it be taken back and remade.

4. You're at the warehouse and the other truck drivers are discussing a course of action you think isn't safe. What are you most likely to do?
  - a) Say nothing because most of the people agree with the course of action.
  - b) Say, "That's fine with me but don't be surprised if someone gets hurt?"
  - c) Tell them they're idiots if they think their plan is going to work.
  - d) Express your concerns as clearly as possible.
  
5. You have had a long day of driving for 14 hours. Your dispatcher calls, asking you to do one more delivery. What are you most likely to do?
  - a) Do the delivery and falsify your logbook.
  - b) Say, "Fine, Whatever!" And then call in and complain to your boss that the dispatcher is making you work over your hours.
  - c) Yell, "Find somebody else? Don't add unscheduled work. I have a life you know!"
  - d) Tell your dispatcher that you have already accumulated 14 hours of driving time and cannot legally accumulate more.
  
6. You overhear another driver saying that they don't like co-driving with you because you snore when you are sleeping. What are you be most likely to do?
  - a) Say nothing, because you're embarrassed and hurt.
  - b) Think to yourself, "Oh you haven't seen snoring yet. Just wait," and make a point of snoring excessively the next time you are driving together.
  - c) Interrupt the conversation saying, "If you've got something to say to me, say it to my face."
  - d) Wait until you can speak to the co-driver alone, share what you heard, and ask if you can talk about it.
  
7. Your company is having trouble with another driver. Your boss asks your opinion about how to resolve it. What are you most likely to say?
  - a) "I don't know, what do you think?"
  - b) "Whose idea was it to hire that driver anyway?"
  - c) "Tell the driver that they're useless and to go find another job."
  - d) "We need to hire another driver."

8. You're in a hurry to complete a delivery and another driver stops by to chat about an upcoming fishing trip. What are you most likely to do?
- a) Listen to the plans because they are excited about it and you don't want to be rude.
  - b) Look at your watch and say, "Oh, are you taking a break . . . again?"
  - c) Say, "I don't have time to talk about your stupid fishing trip. I have work to do."
  - d) Say, "Sounds like you're excited about your fishing trip. Unfortunately, I've got to get this delivery complete and get back on the road. Have a great time."
9. You forgot to check that your load was secured. You arrive at the delivery location and some of the contents had shifted but nothing was damaged. The person receiving the delivery confronts you angrily. What are you most likely to say?
- a) "I'm sorry."
  - b) "I can't remember everything. It's not a big deal."
  - c) "I suppose you're perfect and never make mistakes!"
  - d) "You are right. I forgot to check that the load was secure. I won't let it happen again. I would appreciate it when I make a mistake, if you would just tell me about it without yelling."
10. Your company hires a new dispatcher. You are disappointed your friend wasn't hired instead. What are you most likely to say to the new dispatcher?
- a) Nothing.
  - b) "You landed a great job for your level of education."
  - c) "You don't have the skills to do this job."
  - d) "Welcome. I think you will enjoy working here."

Insert your totals in the spaces below.

Total #A's \_\_\_\_

Total #B's \_\_\_\_

Total #C's \_\_\_\_

Total #D's \_\_\_\_

### Communication style scoring guide

Take your highest score and match it with the communication style.

- Mostly A's: Your primary communication style is passive
- Mostly B's: Your primary communication style is passive-aggressive
- Mostly C's: Your primary communication style is aggressive
- Mostly D's: Your primary communication style is assertive

**Note:** If you have two scores that are high and very close in number, this means you probably use both styles as needed, usually choosing the communication score with the highest score first.

### Gender inclusive language activity

For each of the gendered nouns, insert alternative gender-neutral nouns. How often in your daily conversations do you use gendered terms?

Gendered noun	Gender-neutral noun
actress	
anchorwoman, anchorman	
man-made	
flag man	
businesswoman, businessman	
chairwoman, chairman	
fireman	
mailman	
policeman	
saleswoman, salesman	
stewardess, steward	
waitress	
man	
mankind	
handyman	
housewife	

### **Using communication technology — review quiz**

Provide short answers to the following questions. Information can be found in the student guide.

Question 1 — What are three do's of courteous cell phone use?

Question 2 — What are three don'ts of courteous cell phone use?

Question 3 — What are three tips for leaving an effective voice mail message?

Question 4 — What are three points for good e-mail etiquette?

### Customer service review quiz

Provide short answers to the following questions. Information can be found in the student guide.

1. What are three errors to avoid when dealing with customers?
2. What are three phrases that lead to good customer relations?
3. What are five things customers want from you?

4. How can you deal with the following “difficult customers”?
- The quiet but angry person
  - The whiner
  - The shouting person
5. How can you handle the customer who has a bad impression of your company based on service provided by someone else (another driver, an accounts representative)?

