


Continuing its commitment to be 'The Standard of Excellence'

MVT APPOINTS NEW SAFETY DIRECTOR

Also in this issue		<p>MVT is pleased to welcome Peter Duncan, Safety & Training Director to our management team. Peter was born in Montreal, Quebec where he lived for ten years prior to his family moving to the Ottawa Valley in Ontario. After completing his basic education, Peter obtained his Biochemical Technologist diploma and was recruited for a pharmaceutical sales job in British Columbia and relocated in 1980.</p> <p>After some years in sales and marketing Peter took some time to reflect on his career aspirations and obtained his Industrial First Aid Attendant certification (equivalent to our Level III today) with thoughts of becoming a paramedic. However, as luck might have it, Peter's first job as a First Aid Attendant was at Vancouver Shipyards, the beginning of his Health & Safety career. Peter says that treating serious injuries provided him insight into the consequences of not having a Health and Safety Management System. After seven years at the Shipyard and completing extensive education and training in the Health & Safety field, Peter continued his career and achieved success with a variety of different challenges in the public sector, both in Healthcare and Local Government.</p> <p>Peter's first encounter with Transit Operations was with the District of West Vancouver. He says that working with conventional and community bus operations provided more insight into the importance of promoting and managing Health & Safety in the workplace. Peter led a team of health, safety and ergonomic professionals providing services throughout BC. Peter's dedication to safety programs and his hands-on experience with serious injuries makes him a perfect fit for MVT.</p> <p>Peter lives in the Glenayre / College Park area of Port Moody with his wife Brenda. They have two daughters—Sydney, 17 in her last year of high school and Sarah, 29 Safety Health Specialist, Cintas Canada Limited, Western Canada.</p> <p>Peter's office is at the North Rd. depot but he will be quite visible at all of our depots. Please take the time to introduce yourself and say hello.</p> <p style="text-align: right;"><i>Simon Blunden, Director Human Resources</i></p>
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Contest Winner		
<p>Colleen Richards was the winner of our June contest. For correctly answering the question Colleen has won a \$25.00 gift card to Tim Horton's.</p> <p>Congratulations Colleen!</p>		

We hope you enjoy this issue of *In the Loop*. We are now publishing bi-monthly—the next issue will be in October. If you have a story to tell or would like to see a particular topic covered, please call Patricia Robertson at 604-575-6622 or email at patricia.robertson@mvtcanada.com.

Safety is a state of mind.



Safety is a state of mind that is important for workers, supervisors, and management to keep in the forefront of our consciousness. Everyone working together will ensure that our workplaces are the safest and healthiest possible so we can provide superior quality service to our clients. Remember, if we are distracted, unfocused, involved in an accident or injured on the job we cannot provide that quality service our clients require and expect.

Peter Duncan, Director of Safety & Training

Safety trips for preventing injuries at and away from work.

Importance of Stretching

Paul Volchoff, Safety Manager

We have all heard by now that the average age of drivers at HandyDART is 52. Remember the good old days when we could lift or pull anything with ease—not so today for most of us. The mind says yes, but the body says no. As a professional driver, taking care of yourself physically is not only necessary but your responsibility. During the Refresher training this year, the Training and Safety Department handed out a group of exercises that you can incorporate into your daily work schedule. Stretching your muscles is very important especially when you have been driving for a while. Take the time to stretch before you assist your next passenger or wheelchair passenger.

- ◆ Remember...”Save Your Back”
- ◆ Remember there is no such thing as a “light lift”
- ◆ Serious back injuries can result from unsafe lifting methods
- ◆ Stretch whenever possible



Please see Paul Volchoff or Dan Cummings to get the handout if you do not have a copy.

Safety Contest - Reminder Do you have a safety suggestion that we can implement? Each month we award \$50.00 to any employee who identifies a safety concern and provides a solution to it.

Driving Distractions

Do you know what the three main types of driving distractions are?

1. Visual: Taking your eyes off the road.
2. Manual: Taking your hands off the wheel.
3. Cognitive: Taking your mind off what you are doing.



Distracted driving is any non-driving activity a person engages in that has the potential to distract him or her from the primary task of driving and increase the risk of causing damage or injury.

Depot Updates

Vancouver

The Vancouver Depot brought in the summer with a barbecue on July 6th and a great time was had by all. Why was Depot Manager, John Ainsworth heading to the barbecue with a fire extinguisher? Is there a safety issue here Paul? Nonetheless, it looks like everyone had a great time.



Alice Davey asks: Do we have enough food?

Did someone yell fire??

Look who won the lottery



Life is definitely easier now for Vancouver driver Mike Holthuysen—Mike won a whopping \$500,000 on the Extra. Congratulations Mike! Is that smile permanent? **Tip:** Say **YES** to the Extra.

Laurel Street
 Laurel Street will get a facelift on August 8th which will include painting and a general cleanup.

North Road
 North Road will be having their summer barbecue on Wednesday, August 10th. Enjoy!

Fun Fact: Vancouver is probably the only place in the world where you can ski, swim, golf, play tennis or go sailing all on the same day—especially this year!

More Updates



Cloverdale

Potholes: Everyone at the Cloverdale depot is very happy that the pot holes have been fixed. Much nicer!

Barbecue: A very special thank you to Lynn Embury for organizing the summer barbecue on July 19th for everyone at the Cloverdale Depot. The weather was not quite summer like, however the Drivers and Call Centre staff enjoyed some great food thanks as well to the barbecue chefs: Oly Zeuch, Mark Moujabber, Sandie Berar,

Dan Cummings and Nand Ram.

Spruce Street Maintenance

The Spruce Street Maintenance facility hopes you are enjoying your summer. As most of you may not have ever been to the shop we thought you might be interested in what goes on behind the scenes. In addition to Jason Raman, Maintenance Clerk, Ray Antonio, Assistant Maintenance Manager and myself, we have 6 mechanics.

This year, to date, we have performed 558 preventative maintenance services that occur every 6,000 km's. In addition to the preventative maintenance services we have processed another 1,100 repair orders fixing those things that break down between inspections. All of this is being completed while attaining **349** days without a time loss injury. We welcome you to visit our facility at any time and we will give you the nickel tour. Just don't park on the train tracks!

Lyle Crowell, Maintenance Manager



Baby News



On June 14, 2011, the Craig family welcomed a bouncing baby boy, Jaxon John Craig. Jaxon weighed in at 9 pounds 5 ounces. Both mother and baby are doing great. Jaxon just happens to be the second grandchild for General Manager Edna Craig. Jaxon's mother Jill is currently on maternity leave from the Call Centre.

Congratulations Craig family!

North Vancouver



It was Tim Horton's Day on July 8th at the North Vancouver Depot. A big thank



you to all the drivers for their hard work in keeping our stats in good order. We celebrated **81** days without a preventable collision and **671** days with no lost time injury.

Phil Ridgewell, North Vancouver Depot Manager

Call Centre Employee of the Month

Each month the Call Centre employees have an opportunity to nominate one of their peers for the Employee of the Month. These two ladies have been recognized by their peers and management for being: *“very reliable, always pleasant, very professional”* - as well as: *“great with customers, always willing to help co-workers and great attitude”*. Marion and Lori will both receive a \$25.00 gift card to Tim Horton’s as well as a \$25.00 gift card to Mavericks Restaurant. Congratulations Marion and Lori.



Marion Mitchell—June, 2011



Lori Plotnikoff—July, 2011

Anniversary Gifts

This year’s anniversary gifts have arrived and will be given out sometime this month for those celebrating a milestone anniversary.

Edna Craig, General Manager

Katherine McLary Award

The Katherine McLary Award has been given quarterly to a driver recognized by management for their commitment to safety and for delivering our promise to be the standard of excellence. This quarter, the award was given to Karen Hnatiuk for the excellent customer service she provides to our clients on a daily basis.



Commendations



Drivers

Vancouver: Ken Butcher, Amarjit Randhawa, Alex Ng, Terry MacKinnon, Frank Ling, Jason Wu, Mark Simon, Bob Howard, Shawna Ludgate, Zibi



Ziolkiewicz, Ken Tang, Razak Abdurahamani, Ashraf Alexande, Vicki Giesbrecht, Jane Miller, David Asmodeus, Wayne Liao (times 2), Terry Walker, David Yip, David Lee, Jessie Sandhu, David Midwinter



Cloverdale: Linda Allen, Deb Foley, Ken Kilbank, Shiraz Kaba, Anita Keller, Luc Lucow, Andrew Moore, Susan Lamarre



North Road: Heather Michaloski, Mubasher Manghat, Murray McLaughlin, Muhammed Daliri, Richard Larsen, Lawrence Chow, Doug Pollock



Maple Ridge: John Carraway, Kevin Renaud



Call Centre

Becky Cox, Laura Cann, Donna Newman, Heather Smith, Norma Taylor, Caprice Stadnyk, Sonia Basra.

From the Training Department

Dan Cummings, Training Manager



CLUE

Look for a pattern; a logical progression. This is an excerpt from a previous issue published in August, 2009. It might help.

Discomfort Zones

We all have our “comfort zones” and we don’t like to leave them. One ‘comfort zone’ I had when I first started driving was to drop customers at the bottom of their stairs and then leave, if I deemed them capable of managing on their own. I became quite ‘comfortable’ with this practice. One day as I was leaving, I suddenly decided to go back and do my job properly. As I got halfway up the stairs, my 75 year old customer fell backwards. I caught her just in time.

By staying in **my** ‘comfort zone’, I was actually putting my customer into one of **her** ‘discomfort zones’. She was terrified of going up her stairs alone. Do you have ‘comfort zones’ that are affecting your job performance?

Keep on Trackin

When turning, a vehicle’s rear wheels track differently than their front wheels. The rear wheels track inside the front wheels. This is called Off Tracking

Right Turn



The rear wheels track closer to the curb than the front. Extra care must be taken to execute the turn to avoid hitting the curb or obstacles on the right of the bus.

Left Turn



The rear wheels track closer to the driver’s side of the bus than the front wheels. Extra care must be taken to avoid hitting other vehicles or obstacles on the left of the bus.

Congratulations & a warm MVT welcome to our new employees.

June 6, 2011



Back row: Steve Pimm, Mike Holthuysen, Shalendra Singh, Ramesh Nadan, Robert Archie

Middle: Wayne Mock, Abdullah Sulaiman, Rajinder Mohem, Paul Kardolus

Front: Dan Cummings (Training Manager), Arlan Casilla, Feroz Khan, Alvin Jordan, Jaswinder Sandhu, Andrew Verall

June 27, 2011



Back: Dan Cummings (Training Manager), Terrence Barrow, Cory Richardson, Tom Derskson, Romina Laurino, David Kinnear, Ajmer Singh.

Middle: Danielle Dmytrenko, Harry Wiebe, Debbie Christopherson, Bob Oza.

Front: Tina Sorenson, Adriana McManus, Faye Hutchison

Health Living & Wellness Tips

Summer is upon us—finally! For many people, summer means fun in the sun. The kids are out of school, adults are going on vacations and it's time for outdoor activities like riding bikes and hosting barbecues and much more. Staying healthy during the summer requires more than just eating the right foods.

Take advantage of the summer weather to enjoy walks or light exercise, such as gardening. It may improve your balance, build muscle mass, lower blood pressure, improve cardiac health, and provide other health benefits both emotional and physical. Whether it's gardening or exercising, ease into it and gradually build your endurance. Watch the heat and your fluid intake, and you can enjoy summer in good health. There is much that you can do that will help you and your family stay cool and healthy during the summer months. Now is the time to get ready for a healthy and safe summer that can help reduce the risks of developing chronic diseases such as heart disease, cancer and diabetes and also allergies, eye injuries, immune system function and more and this summer is a great opportunity for everyone to think about simple ways to start being more active, eating better and creating a healthy lifestyle that can last a lifetime.

Source: *Canadian Living Magazine*



What is healthy living?

With dramatically rising rates of overweight and obesity, “healthy living” needs to become a way of life for more Canadians. Making healthy food choices, staying physically active and maintaining a healthy weight are essential to good health.

Source: *Public Health Agency of Canada*



Got a minute?

Rate your health—come to one of our Health, Wellness & Benefits Fairs. Dates are set:

- ◆ Cloverdale - September 13th 11:00 a.m. to 6:00 p.m.
- ◆ Vancouver - September 14th 11:00 a.m. to 6:00 p.m.
- ◆ North Road - September 15th 12:00 p.m. to 6:00 p.m.

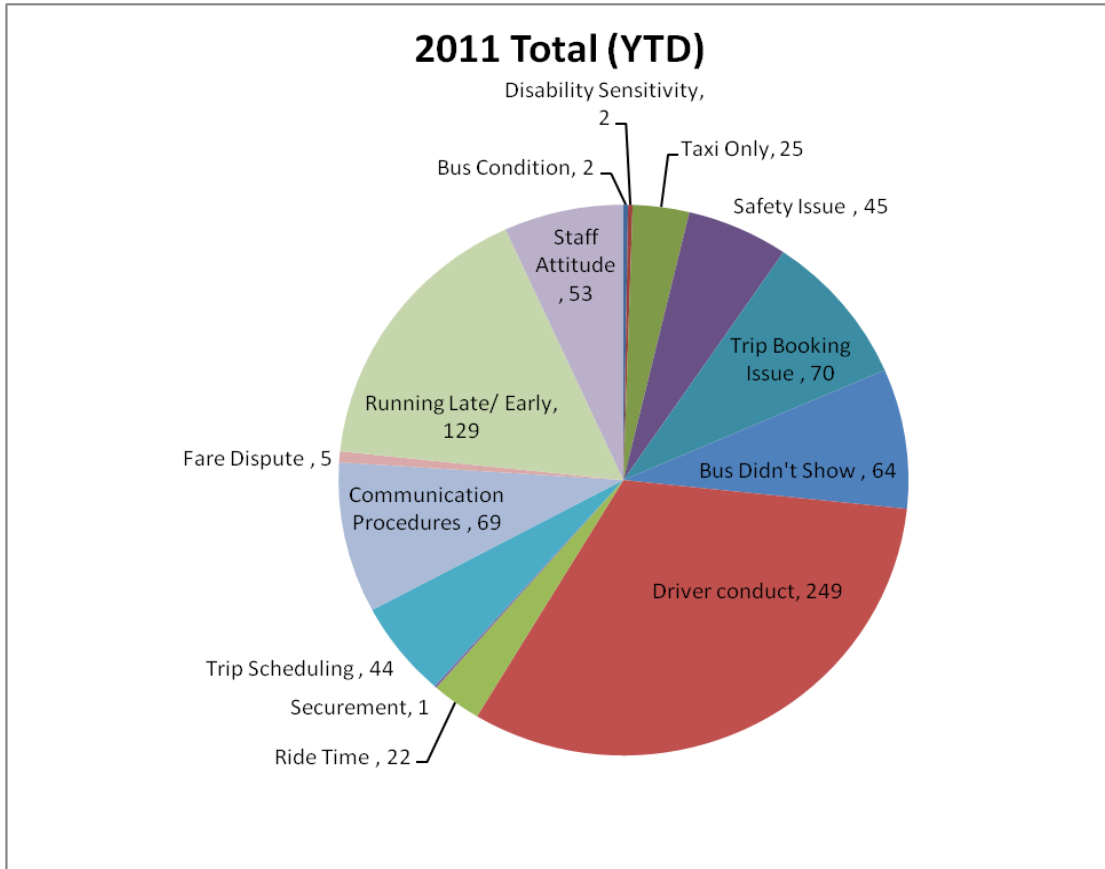
Butting Out?

Two employees have decided to take the plunge and quit smoking. Alice Davies from Vancouver is thrilled at coming up to 4 1/2 weeks smoke free and Marilyn Riddoch from the Cloverdale Depot is now 2 1/2 weeks smoke free. Well done ladies! Smoking cessation information will be available at the fairs for anyone interested.

Customer Service

A good HandyDART driver has a patient and caring attitude, willing to help, thinks safety and goes above and beyond with kind words to their clients. I would like to share with you the most recent statistics from our Customer Service Department in relation to Customer Complaints.

Edna Craig, General Manager



Good customer service starts with the initial booking and follows all the way to the door to door service we provide, it truly is a team effort. I have listed below examples of the kind of compliments and complaints that we receive and deal with everyday.

Compliment: **Peg wrote.....** "I have just recently started riding the HandyDart and would like you to know it is a wonderful service. It allows me to visit my daughter and spend time in their daily family life and get out from the familiar four walls that surround me. My experience with each driver has been wonderful. I feel I am in safe caring hands. Thank you again for providing such a wonderful service."

Complaint: **John wrote...** "I have been riding the HandyDART for many years but lately my eyesight has become very poor. Yesterday, the driver pulled up to my door and honked the horn, I waved to indicate I was on my way, when I got to the bus with no help, the driver berated me for several minutes saying that he could have left me behind. I explained to him I was very sorry that my eyesight was failing and I would try to be quicker next time. He then went on for my entire trip complaining how he didn't like the job, the company, or the traffic. I felt I should share my experience with you. I don't like to complain and really don't want the driver to know I complained because he may not pick me up again or may yell at me. I do appreciate the service and depend on it as my only way of getting out."

Everyone can have a bad day, but remember, **every** client is someone's child, mom, dad, or grandparent.

Please treat each client like they are your family, it is the most rewarding part of a HandyDart drivers job. We are in the transportation industry, but **people are our specialty!!**

