

## Continuing its commitment to be 'The Standard of Excellence'

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### Live healthier and longer—Educate yourself!

We will be organizing our first Employee Health, Wellness & Benefits Fairs to be held at our main depots in Cloverdale, North Road and Vancouver. More information will be coming shortly, the fairs are scheduled for this September.

The purpose of these fairs will be to provide information to our employees about a variety of benefits and services that promote healthy living, employee wellness, as well as provide education about the many benefits you have as an MVTC employee.

Your feedback is really important to us. To ensure these fairs are a success, we would like to hear from you on what topics and information you would find interesting and beneficial. Employee Surveys have been distributed; please take the time to give us your feedback.



*Simon Blunden, Director, Human Resources*

### Take our health, wellness and benefits quiz—some answers may surprise you.

*Answers on page 8*

1. What % of Canadians smoke \_\_\_\_\_
2. True or False? 84% of Canadians have a regular medical doctor. \_\_\_\_\_
3. What % of male Canadians are reported to be heavy drinkers? \_\_\_\_\_
4. True or False? 53% of Canadians 55 years of age and over have not done any retirement planning. \_\_\_\_\_
5. Which of the following is the leading cause of death in Canada. a) Stroke, b) Diabetes, c) Heart Disease, or d) Cancer \_\_\_\_\_
6. What % of Canadian women are considered to be physically inactive? \_\_\_\_\_
7. Which Canadian province has the highest life expectancy? \_\_\_\_\_
8. What % of Canadians will personally experience a mental illness in their lifetime? a) 5%, b) 10%, c) 15%, or d) 20%
9. What % of adults aged 18 and over are overweight or obese? \_\_\_\_\_
10. True or False? 5 million Canadian adults have high blood pressure. \_\_\_\_\_

## Happy Vaisakhi

Vaisakhi is a harvest festival originating in the Punjab. Vaisakhi is of particular religious importance to Sikhs, but celebrated by many groups in India, Nepal and other regions.

Traditionally timed to coincide with the first crop harvest in the Punjab and the beginning of the solar year, Vaisakhi is an ancient and joyous celebration, deeply tied to the roots of Sikhism.

Driver Darshand Dhillon and his family graciously shared this celebration with the employees at MVT. A fabulous chickpea curry from Darshand's mother, samosa's and deliciously sweet, gulab jamun (a small donut) and fruit for dessert was served.

Darshand says: "Being a HandyDART driver for two years has changed who I am. I love my job—everyday is special—I am amazed that I get paid for doing work that I love. Providing community service is what it is all about. I also think I have become a better driver in general—I am much more aware on the road. I practice safety always."

A very special thank you to Darshand and his family for sharing this festival with us.



## From our Community Partners

Dear Sandie,

*"I would like to thank MVT Canadian Bus for donating 2 HandyDART shuttle buses and drivers to the **Northshore Scotiabank MS Walk**. The April 9th event at Ambleside was a huge success. The cool winds did nothing to deter the 270 dedicated participants and 24 teams, who together raised over \$110,000. Amazing! "*

**Marilyn Lenzen, Chairman  
Northshore MS WALK**



As sent to Sandie Berar, Scheduling Manager

*"Just a note to thank you, Tamara, and the drivers, for the great job you did providing transportation for the Invitational. Tamara was great to work with even with late flights, etc, etc. The drivers were fantastic and very accommodating with the players' needs. Transportation is the first and last service the teams experience and you helped to make that a very positive first and last impression. Just so you understand, no one talks about the transportation services unless there is a problem—we had NO complaints. With your help, we were able to move individuals, teams and equipment on time, when scheduled and efficiently in unplanned situations. Thank you very much, I hope you can post or forward this message so that everyone who was involved knows their services were very much appreciated. Thanks again, and I look forward to working with you in the future."*

**Duncan Campbell,  
Transportation Coordinator  
BC Wheelchair Association**

## Assisting Customers on Vacation

### Coming and Going

Vacation time is upon us (not that the weather agrees!). As we make our vacation plans, so do our customers. When speaking with customers who contact the Call Centre to book rides or, when transporting passengers in a HandyDART vehicle, you may hear about their plans to travel near or far—to Victoria for a weekend, to Montreal to visit a daughter, or to Disneyland to see Mickey Mouse. Did you know, that if a customer is approved to use HandyDART here in Metro Vancouver, this approval can be transferred to other jurisdictions within British Columbia, other provinces within Canada, and the United States, where custom transit is available? Custom transit services may vary from city to city.

The approved HandyDART application must be FAXED to the custom transit service provider in the city where an individual is visiting in order to use custom transit in that city.

For visitors with disabilities coming to Metro Vancouver, a temporary HandyDART approval can be processed making it possible for them to use custom transit while visiting Vancouver.

For more information, please refer customers who may benefit from these services to:

*Linda McGowan*

*Consumer Advocacy Manager*

*[linda.mcgowan@mvtcanada.com](mailto:linda.mcgowan@mvtcanada.com)*

*778 772-4431*

## Some Travel Safe Tips

### When travelling out of the country

**A reminder:** You will need a passport. It is an essential document for international travel, but in some countries you may also need a visa, health certificate, and proof of vaccination.

**Note:** Some products sold over the counter in Canadian drug stores require prescriptions in other countries, including the United States. You may not be able to bring your medication into the country without a prescription.

**Note:** Airlines have rules about how they handle oxygen supplies, and may not allow yours on board.

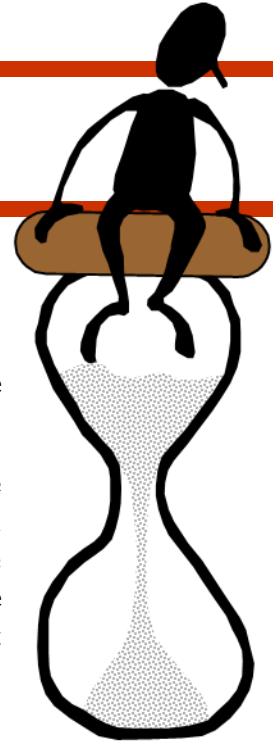
**Note:** Wider mobility aids may not fit through screening areas, and some passengers with disabilities must avoid metal detectors. There may be special procedures for service animals. Screening may involve being searched by hand by a screening officer. You can ask that this be done in a place away from public view.

For more travel information visit [www.cta.gc.ca](http://www.cta.gc.ca)



## From the Training Department—the Game Continues

**Clue**—There is a clue (single word or phrase) to the solution of the game/puzzle in every article I have written. In every issue of *In The Loop* I will be providing a segment of a past article that contained that issue's clue. Good Luck!



*Segment of previously published article. Somewhere in here is a clue.....*

### Best Before Due Date

I heard a driver comment: “I haven’t had an accident in over 5 years—I guess I’m due pretty soon.”

Does being a professional driver mean having accidents is inevitable? Do we all have “due dates?” Is it all a matter of odds? Professional drivers understand how quickly things can go wrong and take their responsibility to prevent accidents very seriously. They want to be the safest drivers on the road. **Good** and **Better** aren’t enough for them; they want to be the **BEST**. For those drivers using the ‘best’ driving habits at all times, “due dates” don’t exist.

### This Month’s Article



### Incident Replays

There are some drivers who are still unclear as to the purpose of Post Incident Training (PIT). There seems to be the notion that PIT is a disciplinary measure.

I was watching the hockey game the other night and realized that ‘Instant Replays’ offer a great analogy for how Post Incident Training works. Hockey coaches rely on ‘Instant Replays’ to discuss with the players what went wrong during a given play and offer expert advice on how to improve their technique and properly execute the play in the future.

Much the same as an ‘Instant Replay’ of a hockey game, MVT relies on Post Incident Training to help improve and hone drivers’ skills—it is not a disciplinary measure—think of it as an ‘Incident Replay’. Post Incident Training is an opportunity for a driver to spend some time with a trainer/coach to review an incident that has been categorized as preventable, discuss how/why it happened and what can be done to avoid a similar situation from happening again. Remember...there is a difference between ‘at-fault’ and ‘preventable’.

We want to focus on the positive; constantly improving in our jobs, constantly looking for safer ways to do things, constantly becoming more and more aware of the importance of doing things safely, constantly becoming more and more professional. That’s what Post Incident Training is all about!

*Dan Cummings, Training Manager*

**YOUR HEALTHY ATTITUDE TOWARDS SAFETY AFFECTS  
MANY PEOPLE - BE SAFE ALWAYS!**

## Call Centre - April Employee of the Month



### Congratulations Steve Yurchuk!



Steve, proudly wearing his Canucks jersey—**GO CANUCKS GO!**

Steve will enjoy a \$25.00 gift card from both Tim Hortons and Mavericks Restaurant—way to go Steve!

What some of Steve's co-workers had to say:

*~ Always polite & courteous*

*~ Always helps the client as best he can*

*~ Always willing to work together with Schedulers to accommodate clients*

*~ Very friendly & greets his co-workers with a smile every day*

*~ Goes out of his way for the clients - even uses his own break times to help solve problems*

*~ Exhausts every option before saying no!*

### Commendations

#### Drivers:

##### North Road

Marty Copeland, Mike Smalley, Bob Chitrenky, Laura Boehm, Carmen Bresanutti, Shirley Stadnyk

##### Maple Ridge

Jana Dvorakova and Bob Begley

##### Vancouver/Richmond

Alan Crossley, Sann Jakob, Gary So, Harry Mercer, Terry MacKinnon, David Minh

##### Cloverdale

Andrew Moore, Stephanie Shepherd

##### Call Centre

Laura Cann, Marion Mitchell and Steve Pimm.

### April Ridership Stats

Area	Trips	On-Time %
Maple Ridge	4,252	92.28
North Vancouver	6,220	92.81
Vancouver	28,051	89.28
Richmond	6,490	88.70
North Road	16,262	88.22
Cloverdale	34,006	90.77
<b>Total</b>	<b>95.281</b>	<b>90.34</b>

### Call Centre Welcomes New Employees



Pictured left to right

Caprice Stadnyk, Trevor Townsend, Michael Holthuysen

## News From the Depots

### Vancouver—Butting Out! & Baby News

#### Want to quit smoking? - Congratulations!

Alice Davey, one of the road supervisors, says that 4 employees have committed to quitting smoking by May 1, 2011 and would like to get the message out to the other depots and perhaps get a challenge going. Congratulations and good luck to everyone.

**NEED HELP QUITTING?** Check out your benefits plan for assistance. There will be more wellness information to come in future issues of *In the Loop*. Also, plan to attend our Health, Wellness & Benefits Fair in September and receive more information on living healthier and longer.

### New Baby on Board



A new baby for the Tregilges family! Josh and Rebekah are thrilled to announce the arrival of their daughter Eden who was born April 17th. Big brother Joshua is certainly excited. Very best wishes and congratulations from everyone at MVTC.

### Cloverdale

#### Call Centre—Canuck's Power

Call Centre Management hosted a Canucks party in the employee lunchroom for Game 4—Canucks vs Blackhawks. Pizza and beverages were served and the turnout was great—game not so much! BUT, we finally did it in Game 7! What a game! More Canucks parties? YES! **GO CANUCKS GO!**

### North Road—What does it take to be a HandyDART driver?

Long time driver, Steve Vetter told a quick story to Ron Graves about becoming a HandyDART driver. Fifteen years ago, Steve was watching a HandyDART driver unload a wheelchair passenger and he asked the driver, “What qualifications are needed to become a HandyDART driver?” The driver responded: “A Class 4 and a big heart”. Steve has been a driver now for over fifteen years and the driver who gave him that message has long since retired.

### No Preventable Accidents—One Month and Counting!



*Pictured:*

*Kent Lu, Kelly Smith, Nathan Emmerson, and Steve Campbell*

The employees at **North Road** enjoyed some pizza to celebrate **one month** of having **NO** preventable accidents. Well done team! Is there a Depot challenge out there? That's what it's all about—that is our “Standard of Excellence”.

More pizza parties—YES!

## Safety First —Whatever it Takes!

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NOW WE'RE GOING TO STAY HERE UNTIL  
WE REACH OUR SAFETY GOAL!

## Daily Decisions

If you look up the word decision it means: something that somebody chooses or makes up their mind about, after considering it and other possible choices.

As a HandyDART driver, what kind of decisions do you make every day? Am I going to....

- ◆ Do a complete pre-trip of my bus
- ◆ Get all stressed out at my schedule
- ◆ Be courteous to my customers
- ◆ Take a second look securing a mobility aid
- ◆ Give door to door service always
- ◆ Call in an incident right away
- ◆ Have attitude with a dispatcher
- ◆ Let customers hear personal conversations

These are decisions that HandyDART drivers make every day. Ask yourself today, "Did I make the right decision?"

*Paul Volchoff, Safety Manager*

**Safety Contest** 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. Your good ideas will be rewarded!

### March \$50.00 Winner



Congratulations Thomas Hicks for suggesting a safe PU/DO at Maple Ridge Hospital.

The hospital now has a permanent and safe PU/DO point for HandyDART vehicles.

### April \$50.00 Winner



Mark Beeching pointed out the problem of drivers hitting their heads on the overhead hand rails on buses. These handrails are being removed.

Congratulations Mark!

## Some Interesting Facts About Vancouver

Vancouver is a young city, in fact it is one of the youngest major cities in North America. Founded in 1886—it was until the opening of the Panama Canal in 1914 that Vancouver grew rapidly as a port city. In fact, Vancouver is now the largest port in Canada!

For years, Vancouver was a streetcar city, with workers using trams (like in San Francisco). In fact, Vancouver may bring back streetcars—there has been a resurgence in popularity in Europe for being cost effective.

Vancouver is an open minded, progressive and tolerant city (but you already knew that!) What you might not know is that we also have the highest percentage of mixed race marriages in Canada, which no doubt makes for some creative, colourful, and delicious weddings.

Did you know that Vancouver has its own Food Charter? The vision of the Food Charter is to:

- ◆ contribute to the economic, ecological, and social well-being of our city and region;
- ◆ encourage personal, business and government food practices that foster local production and protect our natural and human resources;
- ◆ Recognize access to safe, sufficient, culturally appropriate and nutritious food as a basic human right for all Vancouver residents;
- ◆ Reflect the dialogue between the community, government, and all sectors of the food system;
- ◆ celebrate Vancouver’s multicultural food traditions.

These are just a few of the fascinating things that make this city one of the greatest places in the world to live.

Source: *Building Opportunities with Business*

### Health, Wellness & Benefits Quiz Answers

1. 20%	2. True	3. 24.8%	4. True	5. d) Cancer
6. 77%	7. BC 81.2	8. d) 20%	9. Almost 60%	10. True



Strathcona District Street Car—1940

## Sudoku Challenge

Each Sudoku has a unique solution that can be reached logically without guessing. Enter digits from 1—9 in the blank spaces. Every row must contain one of each digit. So must every column, as must every 3x3 square

6	5	2	3			1		
		3					8	
		8		4		7		
						8	3	
			8	1	4			
	8	5						
		7		2		5		
	9					3		
		6			1	4	2	7

Question?

What is the average age of MVTC employees?

See next month’s issue for the answer.

Remember—we would like to hear from you. Please give your submissions to Pat Robertson.

