

This is the first of many newsletters that I have planned to forward to my contacts that I have made in my 35 years in the truck transportation industry.

For the last 18 years I have dedicated myself to the field of transportation safety in aspects such as road safety, material handling safety, driver recruiting, WSIB claim management & injury prevention, just to name a few.

During the summer months this year I was busy visiting local firms that operate their own trucks. In October I decided to upgrade my skills and completed the Transportation Health & Safety Associations of Ontario's (THSAO) "Principles Of Effective Training" course which is for developing presentation skills in presenting to the adult learners effectively. As well I completed the THSAO "Train The Trainer For Lift Truck Operators".

Lift truck operator training is a requirement of any operation that has lift trucks as part of the material handling process. Training is to cover numerous aspects such as legislation, safety programs, hazard identification, company policy and operating manual. The legislation tells us that the operator must be a competent person.

- Without offering training how will you know that the operator is competent?
- Without conducting a structured practical test how will you know if the operator is competent?
- Without conducting knowledge verification, how will you know that an operator is competent?
- In addition as things change in the operation you must train the workers on how these changes affect the people in your operation.

As part of the legislation your supervisors must be a competent supervisor. One of the aspects for them to be competent is that they should be lift truck trained. How often does one of your supervisors jump on the lift truck to pull a skid off a truck or trailer in the dock? How often do you permit an untrained person such as a truck driver to operate one of your lift trucks? Sure the truck driver is a competent person in the operation of a truck. However, you may have failed to ensure that they are trained and competent as a lift truck operator.

My experience is that there are still organizations that view injuries and accidents as a cost of doing business. It is unfortunate that there is still that attitude out there because injuries do affect the bottom line through lost time. Are your people adequately trained? Will you be able to prove training if you are challenged to do just that?

In addition to lost time there may be other associated costs such as damaged product, damage to the lift truck or the building, man hours to complete the investigation into the incident and to complete and submit the documents to the required people. Depending on the severity of the incident forms must be sent to WSIB, the Joint Health & Safety Committee as well as Ministry of Labour (MOL) or Human Resources Development Canada (HRDC).

Before I committed myself to the THSAO course I did some investigation into what courses were available out there as train the trainer courses. There was a wide range of responses from some of the organizations that I contacted. What influenced my decision on the THSAO course was that the material has been tested over the years; it was developed with some of the safety leaders including MOL, HRDC and Canadian Standards Association. Myself as a trained lift truck operator and taking the operator course in the past I thought that it was very applicable to the day to day operation of a lift truck. In addition I felt that the Participants Workbook was an excellent resource and training tool.

Should it be time to train or offer retraining to your lift truck operators I ask that you consider what I have to offer. For more information on lift truck training please contact Mike Kroetsch 519 748 1131 or [kroetsch@golden.net](mailto:kroetsch@golden.net)

## **CANADIAN HOURS OF SERVICE**

Almost a year into the new regulation, I am hearing different stories on how it is affecting the bottom line. From my conversations with many of the drivers they felt that their gross income would be less in 2007 than in previous years. However, I do not think that the changes to the regulations cannot take all the blame for that. Stories that I have heard is that the companies running the van freight have seen a decline in the good paying loads and some making the decision to change the lanes of operation.

In my opinion there maybe some drivers, that are not 100% up to speed on the new regulations. It is more than just driver training. I know that there are carriers that trained the drivers but did not train the operation staff on the regulations. Yes the operations people must be part of the program. In many operations the dispatchers are the front line people speaking to the drivers. If they are not familiar with the regulations how can they perform their jobs and how can they protect the owner of the company from liabilities. In addition the sales people MUST know what they are selling to the customers and is what they are selling legally deliverable?

The Ontario Trucking Association is telling the industry that they have been told by MTO there will be adjustments to the current regulations. OTA expects that these changes will be minor and introduced before the end of the year.

Drivers, Dispatchers and owners all have responsibilities under the new regulations. MTO has told the trucking industry that we are in an education period and therefore it is soft enforcement. Please be advised that there have been charges laid under the new regulations.

## **GETTING READY FOR WINTER**

Are your drivers ready to go for the winter? It is not too late to make plans for a winter driver's safety talk. Looking for some ideas, a guest speaker? Call Mike Kroetsch 519 748 1131

## **PRE TRIP INSPECTION**

How is your operation surviving the new changes? Better yet how are your drivers coping with the changes?

When I first saw what the MTO had to introduce to the industry at a meeting of the Central Ontario Chapter of the Council of Driver Trainers last June I was pleased to see that they had taken into consideration some of the input from the transportation industry. Back in 2001 the MTO asked for volunteers from the truck and bus industry to sit on an advisory committee.

Industries key concerns:

- We wanted clear direction to the driver what defects were “go” and “no go defects”. MTO came back with Major defects (NO GO) & Minor Defects (Go and repair before the start of the next trip)
- We wanted something that was easy to understand.

Looking at “Schedule I” we got what we asked for and it did make it easier to understand. From the presentations that I have done the response from the drivers is a sigh of relief. They no longer have the fear of having to phone their bosses to tell them that they have been placed out of service at a road side inspection. They now know what they have to look for and more importantly what are go and no go defects. Something else that we see from this is the responsibility system for drivers and fleet operators. MTO has set this all up with a request for a paper trail. The driver reports a defect and passes it onto the company. With work orders and invoices they must show that defects major and minor have been repaired before the equipment is operated again.

## SAFETY TRAINING AND COMPLIANCE

### SERVICES OFFERED BY

#### MIKE KROETSCH

- In Cab Evaluations
- Lift Truck Training
- Collision Investigation
- WHMIS Training
- Driver Safety Meetings
- Hours of Service Training
- Vehicle Daily Inspections (PTI)
- Special Programs and Projects
  - Defensive Driving
- Developing a Safety Program
- Developing a Safety Manual

For more information on safety training and compliance services contact

Mike Kroetsch at:  
Phone 519 748 1131  
E-mail [kroetsch@golden.net](mailto:kroetsch@golden.net)